

<b>Position Title</b>	Apprenticeship Support Officer
<b>Portfolio</b>	Student Experience
<b>Division</b>	Student Engagement & Support
<b>Department/Cost Centre</b>	Skills & Jobs Centre - 03320
<b>Classification</b>	Specialist Staff Level 7
<b>Position Number/s</b>	102623
<b>Reporting to</b>	Manager - Student Engagement & Support
<b>Supervises</b>	NIL

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### Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability. Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

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### Division Overview

The Student Engagement & Support Division provides a broad range of supports to SWTAFE students, the community, trainees and apprentices. The Division incorporates the Skills and Jobs Centre and all of the support services available within South West Central, SWTAFE's central student support centre, and at other campuses.

The Skills & Jobs Centre & South West Central both front facing service delivery points, for students, trainees and community clients, seeking information, advice and access to a range of services and student supports. Both service points are an interface with the public and have a role elevating the reputation of SWTAFE as the front face, and oftentimes first impression, of SWTAFE.

The Student Engagement & Support Division consolidates the delivery of services to ensure a shared vision and overarching high levels of support across all front facing services within a cohesive structure, ensuring co-ordination across functions, processes and spaces.

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### Position Overview (Your Opportunity)

The ASO program seeks to improve the apprenticeship retention and employment outcomes by providing mentoring and pastoral care to apprentices. The proactive service targets first year and young apprentices aged between 15-24 years.

Participating TAFE Institutes are contracted to provide ASOs to service geographic regions across Victoria. The program enhances the capacity and capability of South West TAFE to bridge the gap between the current and future needs of key growth sectors, and the skills of potential employees; whilst linking services and initiatives such as the Skills and Jobs Centres and projects under the Major Projects Skills Guarantee.

## Key Accountabilities

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All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

### **Your Position**

- Ensure the successful delivery of an integrated Apprenticeship support service consistent with program objectives
- Act as a key liaison and advisor to apprentices during the early stages of their apprenticeship by promoting the program and providing information and guidance
- Provide early intervention and tailored strategic support for those apprentices experiencing difficulties in their apprenticeship consistent with program objectives
- Providing contact, information, referral and advocate services to apprentices to assist with issues and information to support the successful participation and completion of their apprenticeship
- The position is responsible for working professionally with all South West TAFE employees, liaising with relevant external stakeholders, including employers, Apprenticeship Network Providers, ASO's and relevant training providers to deliver an integrated apprenticeship support service
- Meet Key Performance Indicators (KPIs), and at agreed milestones make contact with all eligible apprentices and their employers
- Role works strategically with South West TAFE Line Manager to help support Government contractual obligations and requirements
- Under broad direction prepares reports, briefs and correspondence on complex issues that impact at program or organisational level
- Applies negotiation persuasion and motivation skills to manage clients and stakeholders
- Researches and applies advanced theoretical knowledge in a specialised field to operational problem solving
- Authoritative in application of processes
- Undertake complex or technical investigations and make recommendations for action as appropriate
- Undertake advanced case management, including cross agency collaboration if required
- Maintain accurate and authentic apprentice and other records using specified systems and processes
- Raise issues affecting service delivery within South West TAFE using established chain of command to ensure contractual obligations are met
- Increase rates of apprenticeship retention by apprentices in the early stages of their apprenticeship up to 12 months
- Ensure apprentices are fully aware of the three-way contractual relationship created by their apprenticeship and their responsibilities within that relationship
- Refer apprentices for appropriate support and assistance to other service providers as required to resolve external issues impacting this relationship
- Provide support for "out of trade" apprentices who have been made redundant or have been terminated from their apprenticeship
- Maintain a strategic awareness of trends and opportunities within your area by appropriate networking and researching within the ASO network
- May be required to conduct investigations and manage projects relating to the modification or development of new policies or programs
- May be relied upon as an authority in a specialist area and work independently within broad guidelines determined by management
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Regular travel is required within the assigned program region and State-wide travel may be needed to provide support to specific priority cohorts or individuals identified at risk. This may include arrangements for coverage during periods of staff leave or participation in state wide, or industry specific, initiatives

### **Your Organisation**

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisations Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

### **Key Selection Criteria (Key to Success)**

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Successful candidate will demonstrate the best combination of the following characteristics;

- Proven experience in leadership and staff management and an understanding of current developments both in the VET sector and relevant industries
- The ability to write and prepare reports for government milestones.
- Demonstrate excellent literacy skills in keeping accurate up to date case notes on apprentices in accordance to approved Department of Education guidelines.
- High level physical resource management and budgeting skills and high level understanding of human resource issues as they may apply to a VET provider.
- A high level of interpersonal and written and verbal communication skills including the ability to establish strong links with business and regional agencies as well as the ability to negotiate effectively and work through issues constructively with staff, students and relevant stakeholders

### **Qualifications and Requirements**

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#### *Mandatory requirements*

- Employee Victorian Working with Children and satisfactory Police Check
- A valid Driver's Licence

#### *Highly desirable requirements*

- A relevant tertiary qualification in VET sector, mentoring, community development, or related apprenticeship services
- Extensive experience in Vocational Education & Training (VET) Industry working with apprentices or similar cohorts
- Substantial experience using Microsoft Office products and relevant industry software and programs

### **Additional Information**

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- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2021
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

## Position Description

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	<b>Authority level</b>	<b>Name</b>	<b>Date</b>
<b>Prepared by</b>	Recruiting/Hiring Manager		
<b>Approved by</b>	Department Executive Manager		
<b>P&amp;C review</b>	People & Culture		
<b>Agreed by</b>	Incumbent		