

Westvic Staffing Solutions Apprenticeship Employment Network Operations originated in 1984 as a not for profit, community-based company and has since evolved as a leading regional provider of employment and training services throughout Victoria.

Our services are professionally delivered by dedicated staff, committed to:

- Delivering quality employment and training services to the community
- Increasing the trade and vocational training and employment capacity of the South West Region
- Providing a bridge between school and employment

What is Apprenticeship Employment Network?

Apprenticeship Employment Network is an arrangement whereby Westvic Staffing Solutions employs Australian Apprentices (Apprentices and Trainees) and hires them to other businesses called host employers, while they are undertaking their training.

It is a unique form of labour contract in which in which Westvic Staffing Solutions (the employer) provides no work directly but does so through leasing the Apprentice / Trainee to one or more host employers.

Westvic Staffing Solutions acts as the primary employer and:

- Carefully selects the Australian Apprentice
- Manages the Training
- Takes responsibility for all administration connected with wages, allowances, superannuation, and workers compensation, personal / annual leave and other employment benefits.
- Rotates the Australian Apprentice from business to business, where necessary to ensure that each Australian Apprentice receives a broad range of training and experience.

Australian Apprentices employed by Westvic Staffing Solutions have the security of continuing employment throughout the training period and support from their Apprentice/Trainee Consultant.

What is an Australian Apprenticeship / Traineeship?

The Australian Apprenticeship scheme encompasses all Apprenticeships and Traineeships. They combine time at work with training and can be full time, part time or school based. Australian Apprenticeships are the best way to combine training and employment and lead to a nationally recognised qualification from certificate 2 level through to a diploma. Training can be in the form of “off the job” at a Registered Training Organisation (RTO) or delivered in the workplace.

What is a Training Agreement?

Australian Apprenticeships / Traineeships operate on the basis of a formal Training Agreement between the employer (Westvic Staffing Solutions) and the Australian Apprentice / Trainee and explain the Apprentices / Trainees obligations to the employer and the employer’s obligations to the Apprentice / Trainee.

Training agreements are registered with the Victorian Registrations and Qualifications Authority (VRQA) via an Australian Apprenticeship Support Network.

Position Description

Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.

Employee Name: TBA

Date PD Issued: 28/04/2021

Position: Customer Service / Retail Trainee

Host Employer: Timeless Interiors

Supervisor: TBA

Host Employer Address: Murray St Colac

Westvic Staffing Solutions Apprentice/Trainee Consultant: Ray Lo Ricco

- Customer Service, including assisting customers
- Stock Management, unpacking goods, pricing, and re-stocking.
- Store Merchandising, ensuring goods are stocked and displayed correctly
- Maintain and clean and tidy floor space and work area
- Knowledge and use of POS system, including invoicing
- Cut framing to size and prepare joins for corners
- Cut glass to size
- Mount backing materials and the item for framing
- Join the frame with nails, glue or dowels and sand lightly
- Help customers understand colours, design and layout of frames
- Talk to customers about the style, size, materials and cost of their framing requirements
- Use a variety of tools including power tools, saws and pneumatic staplers and nailers
- Take orders from customers
- The successful applicant can be expected to be allocated duties not specifically outlined within their Position Description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Work Conditions: As advised

Personal Requirements:

- Pleasant and courteous manner
- Well presented
- Ability to deal with a broad range of customers
- Ability to problem solve
- Punctual and reliable
- Strong communication skills
- Willingness to undertake on and off the job training
- Previous experience in a customer service role would be an advantage
- Fast paced and eager to learn
- Computer skills
- Multitasking abilities

Qualifications and Licences Required:

No other qualifications are required for this position.

Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions.
- Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health.
- Correctly wear and maintain items of personal protective clothing and equipment that are provided.
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay.

Additional Information

- Hours Per Week: 30+
- Days per Week: Specific days to be advised
- Award / Agreement: National Training Wage 2010 – General Retail Industry Award 2010
- Superannuation: : 9.5%
- Gross Commencement Hourly Rate: : As per National Training Wage Level A
- Registered Training Organisation: Certificate III in Retail

Copy to: Employee

Host Employer

Main File

Position Description Acknowledgement

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

EMPLOYEE:

Employee Name:

Employee Signature: _____ Date ____/____/____

HOST EMPLOYER:

Host Employer Name:

Host Employer Signature: _____ Date ____/____/____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name:

Westvic Staffing Solutions Representative Signature: _____ Date ____/____/____