

AEN 6.2.2.1 Business Administration

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 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 worker's 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.

Business Administration Position Description

Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the particular 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 :

Date PD Issued:

Position: Business Administration Trainee

Host Employer: Boort District Health

Supervisor:

Host Employer Address:

Westvic Staffing Solutions Apprentice/Trainee Consultant:

Duties of Position:

Responsible for the effective and efficient operation of all procedures and processes in relation to the management of the administrative functions of the health service.

Being the first point of contact for all health services enquiries the administration role is expected to provide the highest level of customer service to ensure that effective and efficient administrative support is provided across all health service operations.

Tasks Involved:

A Business Administration trainee may perform any or all of the following tasks:

- Greet clients/visitors and telephone callers and find out the nature of their enquiry
- Provide information to assist clients or refer them to appropriate contacts, either in the organisation or elsewhere
- Operate telephone switchboards and consoles to connect, hold, transfer and disconnect telephone calls
- Arrange appointments for callers or for people working in the organisation and keep records of these
- Carry out word processing, filing, mail-outs, bookkeeping and banking as required: in some cases, send out accounts, receive payments and order stationery and office supplies
- Open and deal with incoming mail, and organise outgoing and posting mail
- Make and record appointments
- Operate office equipment such as photocopiers, facsimile machines, switchboards, computers
- File correspondence and other records
- Draft letters and reports on behalf of the organisation
- Input, store and retrieve data on computers
- Liaise with clients
- Prepare agendas or programs for meetings
- Attend and take minutes of the administration meetings
- Purchase office supplies
- Plan and set out the format required, such as page length and width, line spacing and style of typeface, for letters, business forms and other documents
- Type and re-arrange information, such as highlighting parts of the text, moving paragraphs from one page to another, putting information into columns
- Set up mail-merge functions to enable multiple letters to be personalised or directed to individuals in a number of locations
- Make alterations to information already stored on a computer
- Print out letters, address labels and other documents

Employees enrolled in Certificate III may also perform the following tasks:

- Use advanced features of office computer packages and equipment
- Respond to enquiries regarding services
- Receive and record invoices

- Verify recorded transactions and report irregularities to management

Work Conditions:

Business administrators may work for one person or a group of people. In some areas of employment, long hours of work and/or travel may be required

Personal Requirements:

- Aptitude for figures
- Well organised
- Able to work as part of a team
- Able to meet deadlines
- Good communication skills
- Aptitude for working with computers
- Able to work accurately and neatly

Key Selection Criteria:

- Be well presented
- Have experience working in a customer service related field
- Possess a positive and professional attitude in dealing with of broad range of clients
- Have a practical knowledge of Microsoft Office suite
- Have good verbal and written skills
- Have completed Year 12
- Current driver's license preferred but not essential
- Be prepared to obtain Working with Children's Check, National Police Check and Disability Workers Exclusion Scheme check.

Qualifications and Licenses Required:

Nil

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 :**
- **Days per Week: (e.g. Mon-Fri)**
- **Award / Agreement:**
- **Superannuation:**
- **Commencement Hourly Rate:**
- **Allowances:**

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 ____/____/____