

**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 South West 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 explains the Apprentices / Trainees obligations to the employer and the employer’s obligations to the Apprentice / Trainee.

Training agreements are registered with the State Training Authority via an Australian Apprenticeship Centre

## Business/ Retail Certificate 3

### Position Description

#### Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken, including responsibilities of a particular job. The position description may also include information about working conditions, tools, equipment used, knowledge and skills needed possible relationships with other positions and health and safety requirements of the position and the organisation in general.

**Employee Name :**

**Date PD Issued:**

**Position: Certificate 3 Business Administration**

**Host Employer: Paragon Embroidery % Clothing**

**Supervisor:**

**Host Employer Address:**

**Westvic Staffing Solutions Apprentice/Trainee Consultant: Charlie Crafter**

#### Duties of Position:

Trainees in Certificate 3 business admin will learn to undertake a range of functions to contribute to the smooth operation of the customer service activities within an organisation. They may be responsible for greeting people and attending to enquiries made by phone or in person.

#### Tasks Involved:

- Greet customers and find out the nature of their enquiry and provide product knowledge
- Advise customers on the location, selection, price, delivery, use and care of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future
- Operate cash registers and accept payment and provide change as indicated by cash register including the use of EFTPOS or other electronic transaction devices if applicable
- Weigh, wrap or package goods and remove price tags for customers and arrange delivery
- Price, stack and display items for sale, and keep the store tidy and attractive
- Participate in stocktaking (counting and describing the goods in stock)
- Learning the skills involved in embroidery
- Use computers to set up embroidery projects
- Receive goods selected by the customer
- Assist in the promotion of products and give prices and details to customers
- Be aware of health, safety and welfare issues and practices

#### Work Conditions:

Sales assistants are on their feet most of the day, attending to customers, finalising sales and tidying display units.

#### Personal Requirements:

- Able to work accurately and neatly
- Able to work with minimum supervision
- Excellent communication skills both written and oral
- Willingness to work in a small team

**Key Selection Criteria:** Good attention to detail

Good maths and english skills

Basic computer skills

**Qualifications and Licences Required: Drivers License required. Drivers license**

**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 with in the workplace to the Host Employer and Westvic Staffing Solutions without delay.

**Additional Information**

- **Hours Per Week : 38**
- **Days per Week: (e.g. Mon-Fri) Mon – Fri – weekend work as required**
- **Award / Agreement: National Training Wage level A**
- **Superannuation: 9.5%**
- **Commencement Hourly Rate: TBC**

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 \_\_\_\_/\_\_\_\_/\_\_\_\_