

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 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.

Service Administration Traineeship

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 : TBA

Date PD Issued: 24/08/2022

Position: Service Administration Traineeship completing Cert III in Business

Host Employer: Callaghan Motors

Supervisor: Scott O’Keeffe

Host Employer Address: 1165 Raglan Parade, Warrnambool 3280

Westvic Staffing Solutions Apprentice/Trainee Consultant: Kyla Bryce 0460 307 724

Duties of Position:

Trainees in Business Administration will learn to undertake a range of functions to contribute to the smooth operation of the administration activities within an organisation. They may be responsible for greeting people and attending to enquiries made by phone or in person, and assisting professionals, Managers and Executives by performing clerical, secretarial duties.

Tasks Involved:

A Service Administration Trainee may perform any or all of the following tasks:

- Be the first point of contact greeting customers
- Answering questions about service outcomes and scheduling booking appointments, vehicle drop off and pick up service
- Demonstrate features, benefits, and options on all vehicle’s accessories
- Promote the Company’s service and finance department with buyers to ensure customer loyalty
- Communicating with customers via email, telephone and in person
- Networking and seeking new customers
- Consult with mechanic regarding necessary repairs
- Using your knowledge of products & services to sell or provide information on available parts and service options to customers
- Providing customers with information on warranty protections, potential cost savings and the advantages of trading versus to fixing the vehicle
- Maintaining positive customer relationships to ensure repeat business
- Liaising with service technicians about parts ordering and ensuring parts are available when needed

Personal Requirements:

- Professional appearance and attitude
- Excellent communications skills
- Strong computer skills required
- Time management skills and willingness to take initiative
- Self-motivated
- An enthusiastic attitude
- Ability to follow a process

Qualifications and Licenses Required: Driver’s License (preferred)

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 : 38**
- **Days per Week: Mon-Fri (overtime when required)**
- **Award / Agreement: National Training Wage**
- **Superannuation: 10.5%**
- **Commencement Hourly Rate: TBA**

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: / / 2022

HOST EMPLOYER:

Host Employer Name: Scott O'Keefe

Host Employer Signature: _____ Date: / / 2022

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name:

Westvic Staffing Solutions Representative Signature: _____ Date: / / 2022