

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 Southwest 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.

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: TBA

Date PD Issued: 12/09/2022

Position: Business Administration Trainee

Host Employer: Siesta Central Apartments & MidTown Motor Inn SALE

Supervisor: TBA

Host Employer Address: 91 York Street SALE Victoria 3850

Westvic Staffing Solutions Apprentice/Trainee Consultant: Katherine Cousins

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

- Greet personal 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
- Transcribe shorthand notes or data from audio tapes into letters and reports using a word processor
- Input, store and retrieve data on computers
- Liaise with clients
- Prepare agendas or programs for meetings
- Attend and take minutes of meetings, both in the office and at other locations
- Organise business itineraries, travel arrangements, conferences, meetings and social functions
- 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:

- Take on higher level supervisory duties
- Coordinate negotiation and conflict resolution when required

- Responsibility for making workplace decisions, and accountable for those decisions
- Display strong leadership skills and be a role model for other staff
- Use financial packages to perform payroll, maintain financial ledgers and journals, and prepare financial records and reports
- Use advanced features of office computer packages and equipment
- Respond to enquiries regarding products and/or services
- Receive and record invoices and arrange payment
- Prepare and send invoices to debtors
- Check and process loan applications
- Calculate and distribute wages and salaries
- Prepare regular reports and summaries of accounting activities
- Prepare financial statements and debtors' listings
- Check customers credit ratings
- Verify recorded transactions and report irregularities to management
- Prepare reconciliations of accounts

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:

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: Katherine Cousins

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