

## AEN 6.2.2.1 Business Administration

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**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.

## 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: TBC**

**Date PD Issued: 05/09/2022**

**Position: Business Administration Traineeship (completing Certificate III Business)**

**Host Employer: Star Printing Terang**

**Supervisor:**

**Host Employer Address: 113 High Street, Terang VIC 32654**

**Westvic Staffing Solutions Apprentice/Trainee Consultant: Jacob Rhodes**

### 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 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
- Attend to incoming post, including courier bookings
- 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 meetings, both in the office and at other locations
- Organise business itineraries, travel arrangements, conferences, meetings, and social functions
- Purchase office supplies
- Print out letters, address labels and other documents

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

- 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 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

**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

**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: 38**
- **Days per Week: Monday to Friday**
- **Award / Agreement: National Training Wage Level A**
- **Superannuation: 10%**
- **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 \_\_\_\_/\_\_\_\_/\_\_\_\_