HIGHER EDUCATION WORKER LEVEL 2

Training level or qualifications

Persons employed at Level 2 shall typically perform duties at a skill level which assumes and requires knowledge, training or experience relevant to the duties to be performed, or completion of Year 12 without work experience or an equivalent combination of experience and training.

Occupational equivalent

Clerk, Security Patrol Officer.

Level of supervision

Routine supervision of straightforward tasks; close supervision of more complex tasks (see below).

Task level

Perform a range of straightforward tasks where procedures are clearly established. May on occasion perform more complex tasks.

Organisational knowledge

Following training, may provide general information/advice and assistance to members of the public, students and other staff which is based on a broad knowledge of the employee’s work area/responsibility, including knowledge of the functions carried out and the location and availability of particular personnel and services.

Judgement, independence and problem solving

Solve relatively simple problems with reference to established techniques and practices. Will sometimes choose between a range of straightforward alternatives.

An employee at this level will be expected to perform a combination of various routine tasks where the daily work routine will allow the latitude to rearrange some work sequences, provided the prearranged work priorities are achieved.

Typical activities

Clerical positions at this level may include duties involving the inward and outward movement of mail, keeping, copying, maintaining and retrieving records, straightforward data entry and retrieval.

Security officers may be involved in a range of patrol duties, including responding to alarms, following emergency procedures and preparing incident reports.
HIGHER EDUCATION WORKER LEVEL 3

Training level or qualifications
Persons employed at Level 3 shall typically perform duties at a skill level which assumes and requires knowledge or training in clerical/administrative, trades of technical functions equivalent to:
   a) completion of a trades certificate; or
   b) completion of Year 12, with relevant work experience; or
   c) equivalent relevant experience or combination of relevant experience and education/training.

Persons advancing through this level may typically perform duties which require further on the job training or knowledge and training equivalent to progress toward completion of an advanced certificate or associate diploma.

Occupational equivalent
Tradesperson, technical assistant/technical trainee, clerical/secretarial.

Level of supervision
In technical positions, routine supervision, moving to general direction with experience. In other positions, general direction. This is the first level where supervision of other staff may be required.

Task level
Some complexity. Apply body of knowledge equivalent to trade certificate, including diagnostic skills and assessment of the best approach to a given task.

Organisational knowledge
Perform tasks/assignments which require knowledge of the work area processes and an understanding of how they interact with other related areas and processes.

Judgement, independence and problem solving
Exercise judgement on work methods and task sequence within specified timelines and standard practices and procedures.

Typical activities
In trades positions, apply the skills taught in a trade certificate including performance of a range of construction, maintenance and repair tasks, using precision hand and power tools and equipment. In some cases this will involve familiarity with the work of other trades or require further training.

In technical assistant positions:
   a) assist a technical officer in operating a laboratory, including ordering supplies;
   b) assist in setting up routine experiments;
   c) monitor experiments for report to a technical officer;
   d) assist with the preparation of specimens;
   e) assist with the feeding and care of animals.

Staff would be expected to perform a greater range and complexity of tasks as they progressed through the level and obtained further training.
In clerical positions, perform a range of clerical support tasks including:

a) standard use of a word processing package (including store and retrieve documents, key and lay out correspondence and reports, merge, move and copy, use of columns, tables and basic graphics) or an established spreadsheet or database application;

b) provide general clerical support to staff within a faculty, including word processing, setting up meetings, answering straightforward inquiries and directing others to the appropriate personnel;

c) process accounts for payment.

HIGHER EDUCATION WORKERS LEVEL 4

Training level or qualification

Persons employed at Level 4 shall typically perform duties at a skill level which assumes and requires knowledge or training equivalent to:

a) completion of an associate diploma level qualification with relevant work related experience or a certificate level qualification with post-certificate relevant work experience;

b) completion of a post-trades certificate or advanced certificate and extensive relevant experience and on the job training; or
d) an equivalent combination of relevant experience and/or education/training.

Occupational equivalent

Technical officer or technician, clerical/secretarial above Level 3, advanced tradesperson.

Level of supervision

In technical positions, routine supervision to general direction depending upon experience and the complexity of the tasks. In other positions, general direction;

May supervise or co-ordinate others to achieve objectives, including liaison with staff at higher levels. May undertake stand-alone work.

Task level

May undertake limited creative, planning or design functions; apply skills to a varied range of different tasks.

Organisational knowledge

Perform tasks/assignments which require proficiency in the work area’s rules, regulations, processes and techniques, and how they interact with other related functions.

Judgement, independence and problem solving

In trades positions, extensive diagnostic skills. In technical positions, apply theoretical knowledge and techniques to a range of procedures and tasks. In clerical/secretarial positions, provide factual advice which requires proficiency in the work area’s rules and regulations, procedures requiring expertise in a specialist area or broad knowledge of a range of personnel and functions.
Typical activities

In trades positions:
   a) work on complex engineering or interconnected electrical circuits;
   b) exercise high precision trades skills using various materials and/or specialised techniques.

In technical positions:
   a) develop new equipment to criteria developed and specified by others;
   b) under routine direction, assist in the conduct of major experiments and research programs
      and/or in setting up complex or unusual equipment for a range of experiments and
demonstrations;
   c) demonstrate the use of equipment and prepare reports of technical nature as directed.

In library technician positions:
   a) undertake copy cataloguing;
   b) use a range of bibliographic databases;
   c) undertake acquisitions;
   d) respond to reference inquiries.

In clerical/secretarial positions:
   a) may undertake a full range of word processing functions, including mathematical formulae and
      symbols, manipulation of text and layout in desktop publishing software and use of a range of
      word processing packages if required;
   b) be responsible for providing a full range of secretarial services in a faculty;
   c) plan and set up spreadsheets or data base applications;
   d) provide advice to students on enrolment procedures and requirements administer enrolment
      and course progression records.