

# Role Description Trainee

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	As Assigned
Position Description no	10052-02
Classification/Grade/Band	TAFE Worker Level 1
Senior executive work level standards	Not Applicable
ANZSCO Code	599999
PCAT Code	1119192
Date of Approval	2024
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

## Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

## Primary purpose of the role

As part of a structured learning program, the Trainee is responsible for assisting in a range of administrative, service delivery and/or technical business activities.

## Key accountabilities

1. Actively engage in the required formal learning and on-the-job training to support the learning outcomes for the traineeship.
2. Apply learning to assist in a range of business activities and services delivery, which may include administration, assisting with internal and external enquiries, supporting the team to deliver services to learners and customers, providing project support and conducting technical tasks related to the traineeship.
3. Gain practical work experience, as well as in using relevant software, technologies, tools and/or equipment.
4. Assist the preparation and maintenance of basic teaching and learning materials.
5. Learn and apply relevant TAFE NSW policies, systems, processes and industry standards.
6. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
7. Place the customer at the centre of all decision making.

## Key challenges

- Building and applying technical knowledge in the context of TAFE NSW's operations and policies, systems and processes.
- Meeting formal learning timeframes to ensure successful completion of the course(s).

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"><li>• Receive instructions and provide support as required.</li><li>• Reflect on learning experiences and discuss and document progress and challenges</li></ul>
Work Team	<ul style="list-style-type: none"><li>• Participate in meetings, share information and contribute ideas.</li><li>• Work collaboratively to understand the team workflow and contribute to team objectives.</li></ul>
Internal customers or stakeholders	<ul style="list-style-type: none"><li>• Respond to queries where possible, or redirect or escalate as required.</li></ul>
Other TAFE NSW Trainees	<ul style="list-style-type: none"><li>• Engage with other Trainees to share experiences and learn about different roles within the organisation.</li></ul>

### External

Who	Why
Learners or customers	<ul style="list-style-type: none"><li>• Respond to queries where possible, or redirect or escalate as required.</li><li>• Support the team in delivering TAFE NSW services</li></ul>

## Role dimensions

### Decision making

- Receives instruction from the Line Manager regarding tasks and relevant work practices.
- Meeting formal learning timeframes to ensure successful completion of the course(s).

## Reporting line

Line Manager

## Direct reports

Nil

## Budget/Expenditure

TBA

## Essential requirements

1. Willingness to undertake and complete a qualification in the relevant discipline.
2. A valid Working with Children Check (required prior to commencement).

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be open to new ideas and approaches</li><li>• Offer own opinion, ask questions and make suggestions</li><li>• Adapt well to new situations</li><li>• Do not give up easily when problems arise</li><li>• Stay calm in challenging situations</li></ul>	Foundational



### Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Focus on key points and speak in plain English
- Clearly explain and present ideas and arguments
- Listen to others to gain an understanding and ask appropriate, respectful questions
- Promote the use of inclusive language and assist others to adjust where necessary
- Monitor own and others' non-verbal cues and adapt where necessary
- Write and prepare material that is well structured and easy to follow
- Communicate routine technical information clearly

Intermediate



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Ask questions to explore and understand issues and problems
- Find and check information needed to complete own work tasks
- Identify and inform supervisor of issues that may have an impact on completing tasks
- Escalate more complex issues and problems when these are identified
- Share ideas about ways to improve work tasks and solve problems
- Consider user needs when contributing to solutions and improvements

Foundational



### Technology

Understand and use available technologies to maximise efficiencies and effectiveness



- Display familiarity and confidence when applying technology used in role
- Comply with records, communication and document control policies
- Comply with policies on the acceptable use of technology, including cyber security











Foundational

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational

	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational