

SCHEDULE C – CLASSIFICATION DESCRIPTIONS AND DEFINITIONS

1. Contemporary Classification Scale

- 1.1. Classification Factors
- Skills, Knowledge and experience. Experience is the application of the skills and knowledge required at a particular level for effective performance; Skills, knowledge and experience can be acquired through formal education, on the job learning, and practical application in the workplace.
- 1.1.1. Organisational Capability and Task Level: The level of knowledge and awareness of the organisation, its structure and functions that would be required to perform duties at the classification level. The type, complexity and responsibility of tasks typically performed by an employee within each proposed classification level.
- 1.1.2. Level of Supervision: The level of supervision typically provided to a position at the classification level, and supervision provided by a position where applicable.
- 1.1.3. Judgement, Independence and Problem Solving: Judgement is the ability to make sound decisions, recognising the consequences of decisions taken or actions performed. Independence is the extent to which an employee member is able (or allowed) to work effectively without supervision or direction. Problem solving is the process of defining or selecting the appropriate course of action where alternative courses of action are available. This dimension looks at how much of each of these three qualities applies at each proposed classification level.
- 1.1.4. Typical Activities: Examples of activities typically undertaken by an employee in different occupations at each of the proposed classification levels.
- 1.2. Supervision
- 1.2.1. Close supervision: Clear and detailed instructions are provided. Tasks are covered by standard procedures. Deviation from procedures or unfamiliar situations are referred to higher levels. Work is regularly checked.
- 1.2.2. Routine supervision: Direction is provided on the tasks to be undertaken with some latitude to rearrange sequences and discriminate between established methods. Guidance on the approach to standard circumstances is provided in procedures, guidance on the approach to non-standard circumstances is provided by a supervisor. Checking is selective rather than constant

- 1.2.3. General direction: Direction is provided on the assignments to be undertaken, with the occupant determining the appropriate use of established methods, tasks and sequences. There is some scope to determine an approach in the absence of established procedures or detailed instructions, but guidance is readily available. Performance is checked by assignment completion.
- 1.2.4. Broad direction: Direction is provided in terms of objectives which may require the planning of employee, time and material resources for their completion. Limited detailed guidance will be available and the development or modification of procedures by the employee may be required. Performance will be measured against objectives.

Skills, Knowledge and Experience	Organisational Capability and Task Level	Level of Supervision	Judgement, Independence and Problem Solving	Typical Activities
LEVEL 1				
<p>Entry level positions do not require formal qualifications or work experience prior to commencement.</p> <p>Employees will apply basic communication, administrative and technical skills required to perform the duties at this level.</p> <p>Capability will be acquired through on the job induction and training in all relevant areas.</p>	<p>Performs routine functions and carry out simple instructions.</p> <p>Work tasks are easy to understand and are performed regularly in under close supervision.</p> <p>May provide straightforward information to others on routine administrative and/or technical matters.</p> <p>Capacity to perform manual tasks using appropriate equipment and/or resources</p>	<p>Work is typically performed under close supervision with all tasks being subject to review.</p> <p>More experienced employees may work alone with routine supervision.</p>	<p>Resolves routine issues where alternatives are limited.</p> <p>Required actions are clear or can be readily referred to higher levels.</p>	<p>Performs a range of routine and repetitive administrative and/or manual tasks within administrative, technical and trades environments.</p> <p>Exchanges basic and factual information with others.</p>

Skills, Knowledge and Experience	Organisational Capability and Task Level	Level of Supervision	Judgement, Independence and Problem Solving	Typical Activities
LEVEL 2				
<p>Level 2 duties typically require skills, knowledge and experience equivalent to AQF level 2.</p> <p>Skills knowledge and experience can be acquired through formal education, on the job learning, and practical application in the workplace.</p> <ul style="list-style-type: none"> • 	<p>Work tasks are straightforward and performed in accordance with established processes and workflows. On occasion, may need to complete more complex tasks.</p> <p>May be required to assist others by providing straightforward information relating to the area of work.</p>	<p>Works under routine supervision for straightforward tasks, and close supervision for more complex tasks.</p>	<p>Completes tasks according to established techniques and practices, exercising judgement to choose from a range of straightforward alternatives.</p> <p>Resolves straightforward problems by following established procedures and applying basic principles. Established procedures or rule occasionally do not cover the situation faced.</p> <p>May re-arrange daily work sequences provided that established work priorities are achieved.</p> <p>Has a limited amount of independence in achieving prescribed goals</p>	<p>Performs a range of routine administrative and/or manual tasks within administrative, technical and trades environments</p> <p>May be required to communicate simple instructions, relevant information, maintain documents and keep records of work procedures and/or information.</p>

Skills, Knowledge and Experience	Organisational Capability and Task Level	Level of Supervision	Judgement, Independence and Problem Solving	Typical Activities
LEVEL 3				
<p>Level 3 duties typically require skills, knowledge and experience equivalent to AQF level 3.</p> <p>Skills knowledge and experience can be acquired through formal education, on the job learning, and practical application in the workplace.</p>	<p>Able to apply a knowledge of the work area processes and how they interact with other related areas and processes.</p> <p>Capability to understand the impact of actions on other people or work areas, take them into account and respond to internal and external customer needs.</p> <p>May explain product/technical functionality, monitor and report on outcomes. May select a course of action in line with established practice and standards.</p> <p>May work collaboratively with others to comply with administrative, trades or technical requirements.</p>	<p>Works under routine supervision and is expected to complete most tasks with limited instruction and guidance.</p> <p>More experienced employees may perform some tasks under general direction.</p> <p>For some roles, the provision of guidance and direction to other employees may be required. In some circumstances may supervise other employees.</p>	<p>Determines work methods and task sequence according to clearly defined objectives, standard practices and processes and workflows.</p> <p>Able to balance day to day priorities, diagnose problems and initiate action.</p> <p>Problem resolution requires selecting from a limited number of standard methods, techniques or processes to assess the situation, develop a plan and perform the work.</p> <p>Has some independence in achieving prescribed goals and setting targets.</p>	<p>Performs a variety of detailed and sometime complicated tasks.</p> <p>Organises, local processes and activities, provide general administrative support for other employees. requiring the collaboration and participation of others.</p> <p>Provides straightforward advice to customers on a course of action appropriate to their needs.</p> <p>May review the quality of work completed by others, and in some circumstances may supervise others.</p> <p>Provide basic technical assistance to more experienced employees</p>

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LEVEL 4				
<p>Level 4 duties typically require skills, knowledge and experience equivalent to AQF level 4.</p> <p>Skills knowledge and experience can be acquired through formal education, on the job learning, and practical application in the workplace.</p>	<p>Knowledge of the work area's rules, regulations, processes and techniques and how they interact with other functions.</p> <p>Applies knowledge and skills to a diverse range of tasks.</p> <p>Capability to understand and respond to customer needs, explain product/technical functionality, monitor and report on performance and follow a course of practice in line with established practice and operational standards.</p> <p>May communicate with suppliers, internal or external customers, colleagues and managers to discuss simple technical, commercial or administrative issues and resolve operational problems.</p>	<p>Works under routine supervision to general direction depending on experience and the complexity of tasks.</p> <p>May be responsible for supervising others performing a range of tasks within a single work unit, providing on the job training and assistance to others, and/or coordinating employees (including liaison with employees at higher levels) contributions to assignments or projects.</p> <p>May undertake stand-alone work appropriate to this level.</p>	<p>Moderate amount of independence in achieving prescribed goal and setting targets.</p> <p>Selects from a number of methods, techniques or processes in completing work.</p> <p>Required to determine their own order of work within established priorities.</p> <p>Capability to resolve operational problems without reference to higher levels.</p> <p>Problem resolution involves discerning between alternate courses of action.</p> <p>May perform creative, planning or design functions that are limited in nature.</p>	<p>Performs a variety of tasks, requiring defined levels of precision and accuracy.</p> <p>Coordinate and supervise the work of others, monitoring work and providing coaching on technical and operational concepts.</p> <p>Assist in the conduct of large projects, coordinating resources and documenting procedures.</p> <p>Provide assistance in the use of equipment/tools and prepare technical reports. Further provide assistance in the use and maintenance of tools/equipment.</p> <p>Provide advice on procedures and requirements; and/or administer relevant records and documentation according to their requirements.</p>

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LEVEL 5				
<p>Level 5 duties typically require skills, knowledge and experience equivalent to AQF levels 5 and 6.</p> <p>Skills knowledge and experience can be acquired through formal education, on the job learning, and practical application in the workplace.</p> <ul style="list-style-type: none"> • 	<p>Perform tasks that require a knowledge and standard application of theoretical principles, procedures and techniques working in their field of expertise, or depth (ie, the development of some areas of specialisation) or breadth of technical trade or administrative expertise, including a sound appreciation of the advanced technical concepts, or relevant policy issues, in a particular functional area or to a set of related activities.</p> <p>Apply, interpret and/or advise on policies, systems, manuals, rules, procedures or guidelines, e.g. the application of a substantial set of rules to the consideration of varying individual cases.</p> <p>Perform tasks/assignments which require proficiency in the work area's rules, regulations, processes and techniques and how they interact with other related functions, in order to assist</p>	<p>Works under general direction, completing tasks according to organisational guidelines and respective methods and/or techniques.</p> <p>May supervise a team.</p>	<p>Solve diverse problems by applying judgement and initiative based either on theoretical knowledge or on a thorough knowledge of a complex set of rules, activities, techniques or procedures.</p> <p>May make regular operational decisions on the provision, availability or deployment of resources and services that have an effect outside the immediate work unit or on customers.</p>	<p>Supervise a team, instructs employees and reviews and/or certifies work or the quality of information/service provided.</p> <p>Involved in priority determination, work scheduling, utilisation of employees and human resource practices to achieve required outcomes.</p> <p>Documents procedures, conducts technical investigations, tests and/or measurements, identifying and resolving technical faults, organising the work of employees and training others in operational matters.</p>

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	<p>in their adaption to achieve objectives, and advise, assist and influence others. May communicate with suppliers, internal or external customers, colleagues and managers to discuss technical, commercial or administrative issues, resolve operational problems or contract requirements.</p>			

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LEVEL 6 Level 6 duties typically require skills, knowledge and experience equivalent to AQF levels 6 and 7. Skills knowledge and experience can be acquired through formal education, on the job learning, and practical application in the workplace.	<p>Applies advanced knowledge of the work area's rules, regulations, processes and techniques and how they interact with other related functions.</p> <p>Capability to integrate tasks within a work area, coordinating with other teams/work areas to ensure the achievement of outcomes.</p> <p>Performs resource planning and develops proposals for resource allocation.</p>	<p>Works under broad direction.</p> <p>Will set priorities and monitor work flows and systems within an area of responsibility (ie, for own position and for a team or section if applicable).</p> <p>May have supervisory responsibility and some line management responsibility for employees performing a set of related functions. May have employees reporting indirectly to the position.</p>	<p>Applies expertise across a diverse set of conditions, including different clients, product issues and topics, needing to integrate a range of inputs.</p> <p>Involved in the development of more efficient work practices and is responsible for outcomes within own area of work.</p> <p>Capability to resolve complex operational problems without reference to higher levels.</p> <p>Applies technical expertise and knowledge of operating policies and procedures to conduct diagnostic assessments on sophisticated equipment or systems.</p>	<p>Monitors specialist equipment and/or systems, conducting diagnostic assessments and initiating rectification, as required.</p> <p>Undertakes resource planning and allocation, including the submission of proposals for resource allocation.</p> <p>Develops and implements work practices to increase efficiency in work area.</p> <p>Contributes to the development of operational policies.</p> <p>Trains and supervises employees including technical or specialist employees.</p>

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LEVEL 7				
<p>Level 7 duties typically require skills, knowledge and experience equivalent to AQF level 7.</p> <p>Skills knowledge and experience can be acquired through formal education, on the job learning, and practical application in the workplace, and,</p> <ul style="list-style-type: none"> ● Broad skills and knowledge developed through extensive experience in multiple work environments. 	<p>Apply substantial theoretical and technical knowledge and experience to a range of issues and circumstances requiring considerable independent analysis and interpretation. In addition, may provide specialist advice to others.</p> <p>May be a recognised expert in a specialised area or one with theoretical, policy or technical complexity.</p> <p>Knowledge of the VET environment and an understanding of the relationship between operational policies and work assignments.</p> <p>May communicate with suppliers, counterparts in other Institutes, /Corporate Units, internal and external customers, colleagues, and managers to discuss complex technical, commercial or administrative issues, resolve operational problems or contract requirements.</p> <p>Influential in respect to how the overall services, processes or</p>	<p>Works under broad direction with a degree of autonomy.</p> <p>May have management responsibility for a functional area and/or specialised project.</p> <p>May provide specialist/technical advice.</p>	<p>Applies specialised knowledge to diverse situations, clients and topics, considering a range of alternatives to select an appropriate course of action.</p> <p>The position is challenged by changing client requirements, statutory requirements, market needs or technological demands, requiring the interpretation of operating policies to determine the most appropriate course of action.</p> <p>Problem resolution requires a degree of inventiveness to depart from or adapt practices or procedures.</p>	<p>Trains and supervises employees, negotiating performance plans, motivating and supporting teams, and providing regular feedback on performance.</p> <p>Plans, develops and manages operational programs/projects.</p> <p>Provides specialised services and advice to internal and external stakeholders.</p> <p>Addresses unusual and sometimes complex operational matters by analysing and implementing alternatives.</p>

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	outcomes are evaluated, delivered or improved.			

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LEVEL 8				
<p>Level 8 duties require skills, knowledge and experience equivalent to AQF level 7.</p> <p>Skills knowledge and experience can be acquired through formal education, on the job learning, and practical application in the workplace, and,</p> <ul style="list-style-type: none"> • Advanced skills and knowledge for professional or highly skilled work developed through substantial experience gained from working in a complex environment; or 	<p>Apply a substantial knowledge and understanding of the VET environment to provide guidance to others on corporate policy, procedures and practice.</p> <p>Capability to adapt techniques or processes affecting to way work is organised, or to adapt established guideline/techniques that influence the way work is performed.</p> <p>May make policy recommendations and implement new practices, systems and procedures extending beyond the immediate work area.</p> <p>May manage resources, including employees, budget, and/or materials.</p> <p>Work is responsible for the successful operation of the Business Unit and may have an impact on the work of others and the broader business</p>	<p>Works with considerable independence in achieving prescribed goals and setting targets, working under broad direction.</p> <p>May manage substantial projects or other administrative, technical and/or professional team</p> <p>May provide specialist/technical advice.</p>	<p>Plans and implements operational programs/projects, adapting procedures and techniques to fit policy prescriptions, improve efficiency or effectiveness and/or enhance the quality of outcomes.</p> <p>Capability to resolve complex problems, sometimes in the context of limited information and time constraints.</p> <p>Provides expert support and advice requiring the integration of internal and external policies and demands.</p> <p>Will have the scope to reset priorities and resources within the program objectives for which the position has line management responsibility</p>	<p>Plans, develops and manages substantial operational programs/projects.</p> <p>Assist in the management of a functional unit with a diverse or complex set of functions and noteworthy resources.</p> <p>Provides specialised advice to internal and external stakeholders.</p> <p>Applies organisational, professional or technical expertise to a diverse range of activities.</p>

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LEVEL 9				
<p>Level 9 duties typically apply require skills, knowledge and experience equivalent to AQF level 7.</p> <p>Skills knowledge and experience can be acquired through formal education, on the job learning, and practical application in the workplace, and,</p> <ul style="list-style-type: none"> • Significant skills and knowledge developed through significant experience gained from working in a variety of complex environments; or • 	<p>Apply a thorough knowledge and understanding of the VET environment to act as a key reference point with respect to corporate policy, procedures and practice</p> <p>Capability to develop, implement and review operational/professional/technical/administrative policies, projects, objectives and plans involving integration with a range of stakeholders</p> <p>Able to actively influence and persuade others to achieve goals/targets</p> <p>Manage significant resources including budget, employees and/or materials</p> <p>Work is responsible for the successful operation of the Business Unit and Institute or Corporate Unit. and may have an impact on the work of others and the broader business</p>	<p>Works with a considerable degree of autonomy under broad direction</p> <p>Either manage programs, including where relevant setting longer term priorities and objectives, the shaping of organisational structures and influence over the size and composition of the resources available, or have wide discretionary powers and provide high level advice in a specialised field of theoretical complexity.</p> <p>May manage substantial projects or other administrative, technical and/or professional team</p> <p>May provide expert advice in a specialised field</p>	<p>Plans and implements significant operational or para-professional programs/projects involving wide variety of activities</p> <p>Provides expert support and advice requiring integration of a range of internal and external policies and demands</p> <p>Capability to review and resolve a diverse range of complex problems where little precedent exists</p> <p>Problem resolution requires both creative and analytical thinking within existing professional knowledge and experience</p>	<p>Plans, develops and manages the delivery of significant services, projects.</p> <p>Provides expert and specialised advice to internal and external stakeholders, including Senior Management</p> <p>Manages teams and processes, reviews work, including instructing employees and contractors and reviewing quality of work</p> <p>Provide Management and direction of a large functional unit with a diverse or complex set of functions and significant resources</p>

