

Apprenticeships Program Officer

STATEMENT OF DUTIES

May 2026

Number	970050, 971429, 973568
Portfolio	Development and Support
Branch	Learning Pathways
Section/Unit/School	Vocational Learning
Supervisor	Manager - Apprenticeships
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 5
Employment Conditions	Permanent/Fixed-term, Full-time 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	Hobart

Context

The Learning Pathways sits within the Development and Support Portfolio at the Department for Education, Children and Young People (DECYP), supports schools to deliver high-quality vocational learning, working collaboratively with industry, employers, training providers and government partners to ensure programs are relevant and accessible.

The DECYP Apprenticeships Program within the Vocational Learning unit focuses on strong stakeholder relationships, clear communication and high-quality, safe and accessible programs that build confidence in vocational learning outcomes.

The Apprenticeships Team strengthens student engagement in vocational pathways, support informed decision making, improve participation and successful transitions into employment and training. It leads the delivery of school-aged apprenticeships and traineeships by engaging schools, supporting students and liaising with employers, families, contractors and training providers. The aim is to provide all school-aged learners with access to high-quality, personalised, customised and localised opportunities that support their career and life aspirations through apprenticeships and traineeships.

Primary Purpose

Support school-aged learners in Tasmania by providing quality advice, service delivery and guidance relating to the apprenticeship system. This includes helping students find meaningful educational and career pathways through apprenticeships, while working closely with schools, parents, apprenticeship contractors, employers, registered training organisations and other stakeholders.

Level of Responsibility/Direction and Supervision

The occupant of this role is both an individual contributor and a collaborative team member and will operate with a high level of autonomy in managing daily responsibilities. The role reports to the Manager of Apprenticeships, with regular guidance provided.

The occupant is expected to exercise sound judgement within legislative and policy frameworks, identify risks on complex matters, and escalate issues appropriately to support safe, compliant and effective service delivery.

The individual will work closely within a small team to support school students, providing career counselling, managing administrative tasks, and engaging with a range of stakeholders. To undertake these tasks the incumbent is responsible for maintaining and applying a contemporary knowledge of regulatory requirements for school-aged apprentices and trainees in Tasmania.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

Primary Duties

1. Proactively engage with schools, students, parents, employers and industry to strengthen community awareness and understanding of apprenticeships and traineeships for school aged learners and to increase participation and opportunities for school aged learners.
2. Provide career advice and support to help school-aged learners navigate the complex apprenticeship system, including triaging enquires to relevant stakeholders.
3. Ensure appropriate pastoral care is in place for all school aged learners undertaking apprenticeships and traineeships focusing on their well-being, safety and learning to support successful progress, by reviewing and documenting pastoral care forms for designated regions and notifying relevant stakeholders.
4. Undertake administrative tasks to support learners entering training contracts, including managing high-volume enquiries (email and phone), maintaining accurate and confidential records of communications, and ensuring training plans are accurate and comply with relevant policies, procedures and service standards.
5. Prepare and update supporting resources as required, including presentations, learners resume and written advice aligned to relevant policies and procedures, and tailor communication to meet the needs of diverse audiences – schools, learners, parents' employers and providers.
6. Contribute to team projects and continuous improvement by engaging stakeholders, sharing information and expertise, supporting colleagues through knowledge sharing and informal mentoring, and delivering practical, high impact professional learning to support consistent, high quality service delivery.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
8. In accordance with the Work Health and Safety Act 2012 the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Demonstrated experience and sound knowledge of the apprenticeship and traineeship system and career education, including supporting and administering apprenticeship and traineeship processes (such as training contracts, training plans, and stakeholder liaison) to provide informed, policy-aligned guidance to school-aged learners. This includes a working knowledge of the Education Act 2016, Tasmania Traineeships and Apprenticeships Committee (TTAC) Policies and Guidelines, Work

Health and Safety requirements, and approved learning program frameworks.

2. Proven ability to build strong rapport with stakeholders (including schools, learners, parents and employers) to support school-aged learners in understanding how an apprenticeship or traineeship can contribute to their desired pathway, alongside strong commitment to vocational learning and learners' success.
3. Demonstrated ability to collaborate effectively within a small team and broader business unit to achieve shared outcomes, while also demonstrating initiative, resourcefulness and adaptability to independently manage competing priorities and adjust work plans in response to changing demands.
4. Proven ability to think critically, solve problems and manage complex situations using an individualised, learner-focused approach, supported by highly developed interpersonal skills and the ability to communicate effectively both verbally and in writing with diverse client groups whilst maintaining confidentiality.
5. Demonstrated experience in project management and the implementation of policies and procedure, supported by strong organisational skills and the ability to collect, analyse and interpret data.
6. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

Desirable

- Graduate Certificate in Career Development
- Certificate IV in Training and Assessment
- Current and valid driver's licence
- Ability to travel intrastate

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY PSS DELEGATE: 973874 – Assistant Director Strategic Recruitment and Payroll

Operations – DATE

Request:

Date Duties and Selection Criteria Last Reviewed: 05/17 PMG, FN 06/26 NA
