

POSITION DESCRIPTION

POSITION TITLE:	Authorised Officer – VAFS
LOCATION:	Melbourne
REPORTING TO:	Program Manager – VAFS
DEPARTMENT:	Victorian Apprenticeship Field Services

PURPOSE STATEMENT

The purpose of the Authorised Officer – Investigations role within the Victorian Apprenticeship Field Services (VAFS) is to confirm that apprentices and trainees in Victoria are receiving appropriate and relevant training and experience, and that employers and apprentices/trainees are fulfilling their obligations specified in registered training contracts with specific emphasis on developing reports for field Investigations arising from escalations from Risk Assessment Services.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Program Manager – VAFS

PRIMARY DUTIES

- Conduct investigations resulting from escalations from Risk Assessment Services (and Disputes as required)
- Research employer information, the training contract, any history of unsuccessful and successful contacts recorded in the CMS, and any history of Risk Assessments, investigations, disputes or complaints recorded in VRQA's Epsilon system.
- Arrange site visits with apprentices, trainees and employers.
- Interviewing apprentices/trainees and their employers.
- Checking that the parties are fulfilling their obligations under training contracts.
- Sighting evidence supporting claims made by the parties.
- Educating the parties on their rights and obligations.
- Reach a conclusion on the investigation result.
- Document the findings of the investigation and enter into Epsilon
- Prepare detailed, concise, formal and informal notes.
- Flag the party or training contract for a follow-up investigation in Epsilon if required.
- Write investigation reports for investigations resulting in the identification of non-compliances with the training contract.
- Escalate to a High Complexity Investigation if required and in consultation with VRQA.
- Conduct investigations as part of Campaigns.
- Systematically collect and collate intelligence from Risk Assessment Services, investigations and other sources, reporting the intelligence on a regular basis to the VRQA.
- Participate proactively as a team member, or autonomously, to achieve the outcomes within a Compliance Framework.
- Act in accordance with BUSY values and the Victorian State Government supplier code of conduct
- Respond to requests made by the VRQA promptly and professionally.
- Participate as a member of an extended service team in line with organisational values.
- Meet and exceed organisational and contractual Key Performance Indicators (KPIs).
- Manage own workload, ensuring that timeframes are strictly adhered to.
- Other tasks as required.

PERFORMANCE MEASURES

- Achievement of jobs completed KPI at a minimum
- Compliance with procedures
- Job quality – including reports and file notes in relevant systems
- Contribution to field intelligence gathering
- Customer and client satisfaction

KNOWLEDGE, SKILLS & EXPERIENCE

- Communication and interpersonal skills including demonstrated face-to-face liaison, consultation, and problem solving.
- A calm self-confident demeanor.
- Ability to interpret, articulate and apply legislation and policy to determine compliance requirements for stakeholders.
- Ability to investigate matters, and make appropriate decisions and recommendations to achieve objectives in accord with legislation, policy and a compliance framework.
- Demonstrated capability to prepare and write clear and concise reports for submission to a Delegate for decision.
- Demonstrated knowledge of vocational training issues, the contemporary regulated employment and training environment, and legislation as they relate to Victorian apprenticeships.

- Demonstrated ability to work independently to achieve challenging KPI's.
- Driver's License – safe driving record

QUALIFICATIONS

Certificate IV in Government Investigations or willing to achieve the qualification or a superior qualification within 12 months of commencement.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____