

Apprenticeships Services Officer ()



This form comes from the following departmental process: Human Resources – Functional Statement, AASN

Position Title:	Apprenticeships Services Officer
Business Unit:	Apprenticeships NT
Location:	Darwin
Status:	Full-time (38hrs per week) Contract
Probation period:	6 months (if applicable)
Responsible to:	Operations Manager through the Compliance Team Leader
Preparation Date:	May 2026
Approved by:	Human Resources Manager

This position is responsible for:

The Apprenticeships Services Officer provides support across all the different divisions of the Compliance Team.

The employee will be responsible for one of the four divisions and may alternate which division they will be assigned to as operationally required.

Statement of Specific Accountabilities

DIVISIONS:

Completions/Cancellations

- Process cancellations and completions in database systems in accordance with contractual turnaround times.
- Check that details of source documents are fully completed and follows up to resolve questions, inconsistencies or missing data.
- Follow up completion requests with Registered Training Organisations.
- Follow up cancellation requests as required.
- Complete and record contacts with apprentices and employers in accordance with contract requirements to allow claiming of FFS.
- Create detailed file notes (where required must be recorded as contemporaneous notes).

Variations

- Process variations of training contracts and applications to suspend a training contract.
- Check that details of source documents are fully completed and follows up to resolve questions, inconsistencies, or missing data when required.
- Liaise with Registered Training Organisations in relation to variations.
- Work in accordance with updated contract guidelines and maintains effective communication with supervisor in relation to implementation issues.
- Enter training plans into management system.
- Process assignments/CHOWS.
- Processing all changes to the training contract that are made after the registration point.
- Create detailed file notes (where required must be recorded as contemporaneous notes).

Registrations

- Check the details of source documents are fully completed and investigate to resolve questions, inconsistencies or missing data where required.
- Enter data from source documents into databases following correct format.
- Create detailed file notes (where required must be recorded as contemporaneous notes).

- Use effective professional verbal and written communication with internal and external clients.
- Liaise with Registered Training Organisations in relation to registrations.
- Assess records for program eligibility in line with current criteria.
- Create documentation for external stakeholders in line with contract requirements and with high accuracy.
- Process assignments/CHEMS.
- Work in accordance with contract guidelines and maintain effective communication with Team Leader in relation to implementation issues.

GENERAL DUTIES

General Administration

- Accurately enter records into local and federal government databases.
- Ensure all work is completed as per work policy and procedure and in accordance with legislative requirements.
- Participate in marketing initiatives as instructed.
- Participate in training activities, company and divisional meetings.
- Prepare reports and other documentation as required.
- Provide help desk assistance and relief on reception as required.
- Prepare and sort source documents and identify and interpret data to be entered.

Customer Service

- Follow Australian Apprenticeships Support Services complaints handling process in dealing with complaints from clients.
- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing clients.
- Manage quality customer service.
- Deal efficiently and effectively with telephone and other queries to or from clients.
- Receive and relay oral and written messages.
- Monitor and respond to live chat clients.

Pearson Services (Backup)

- Follow and deliver Pearson Services in line with all policies and procedures as per Pearson guidelines.
- Candidate monitoring and accommodations.
- Submitting candidate cases as required.

Other General GTNT Group Position Accountabilities

Policies and Procedures

- Assist in the preparation, review and implementation of business unit related policies and procedures for inclusion in the QMS.
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures.

Workplace Health and Safety

- Ensure a safe work environment.
- Follow all WHS policies and procedures.
- Report all hazards and accidents to their supervisor/manager.
- Take all reasonable and practicable steps to ensure your own health & safety and that of any other persons who may be affected by your actions.

Team

- Facilitate work teams and value individual differences and diversity.
- Establish effective workplace relationships with groups and individuals.

- Participate in business planning activities as required.
- Participate in company and divisional meetings, and training activities.

Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:

- GTNT Group policies/procedures and protocols located in the Quality Management System.
- Privacy Act.
- Equal Employment Opportunity Act.
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Northern Territory Employment and Training Act.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Key Result Areas will be negotiated as part of the regular performance planning and review processes or directed by the Manager dependant on operational requirements.

The incumbent must:

- Have applied for/or possess current National Police Check prior to employment (not older than 2 years).
- Have applied for/or possess current Working with Children's Clearance (Ochre Card).

Must demonstrate company values; Collaboration, Innovation, Integrity, Safety and Respect.

Selection Criteria

- Commitment to providing high quality services to internal and external clients.
- Capacity to meet extremely tight deadlines whilst being systematic in approach to work.
- Proven reliability with attendance and ability to work effectively as part of a highly disciplined team and independently to achieve common goals.
- Demonstrated ability for attention to detail and complete accuracy in respect of administrative work.
- Sound level of oral and written communication skills, with the ability to relate to a wide client group.
- Ability to complete duties as per company policy and procedures and in accordance with all relevant legislative requirements.

Training and Professional Development

Company Training Requirements

- Cross Cultural Awareness Training.
- WHS Awareness Training.
- Privacy Awareness Training.

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Remuneration Package

Annual leave:	5 weeks
Sick leave:	2 weeks
Superannuation:	In line with Super Guarantee Charge
Additional Benefits:	Health and Well-being Package

All other conditions are in accordance with the current GTNT Group Enterprise Agreement and company policy. The position will be expected to undertake other duties within the department to ensure coverage during staff absences.

I, _____ confirm I have read and understood my functional statement. I have a complete understanding of my role and responsibilities as outlined in this document. I acknowledge I may be required to undertake additional tasks outside of my functional statement that are reasonable and as directed by my manager.

Signature: _____ Date: _____

This form also relates to the following other forms: Nil