

ANZSCO - Australian and New Zealand Standard Classification of Occupations

First Edition

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MAJOR GROUP **1** MANAGERS

MANAGERS plan, organise, direct, control, coordinate and review the operations of government, commercial, agricultural, industrial, non-profit and other organisations, and departments.

Definitive Skill Level

Most occupations in this major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

Bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification (ANZSCO Skill Level 1); or

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2)

In New Zealand:

Bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification (ANZSCO Skill Level 1); or

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- setting the overall direction and objectives of organisations and departments within organisations
- formulating, administering and reviewing policy and legislation to ensure organisational and departmental objectives are met
- directing and coordinating the allocation of assets and resources
- directing, controlling and coordinating the activities of organisations and departments, either personally or through senior subordinate staff
- monitoring and evaluating overall organisational and departmental performance, and adjusting policies, rules and regulations to ensure objectives are met
- representing the organisation at official occasions, in negotiations, at conventions, seminars, public hearings and forums, and liaising between areas of responsibility

Occupations in this major group are classified into the following sub-major groups:

- 11 Chief Executives, General Managers and Legislators
- 12 Farmers and Farm Managers
- 13 Specialist Managers
- 14 Hospitality, Retail and Service Managers

SUB-MAJOR GROUP 11 CHIEF EXECUTIVES, GENERAL MANAGERS AND LEGISLATORS

CHIEF EXECUTIVES, GENERAL MANAGERS AND LEGISLATORS plan, organise, direct, control and review the overall operations of organisations and their major programs, and represent constituencies in parliaments and local government authorities.

Indicative Skill Level

In Australia and New Zealand

Most occupations in this sub-major group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- determining and setting the overall direction and objectives of organisations
- determining and formulating policies, rules and regulations to govern the overall operations of organisations
- directing and controlling the overall operations of organisations to ensure objectives are met
- monitoring and evaluating the overall performance of organisations and adjusting policies, rules and regulations to ensure objectives are met
- representing the organisation at official occasions, in negotiations, at conventions, seminars, public hearings and forums, and liaising between areas of responsibility
- determining, planning and formulating government policies, laws, rules and regulations
- investigating matters of concern to the public and electorate, and proposing government action

Occupations in this sub-major group are classified into the following minor group:

- 111 Chief Executives, General Managers and Legislators

UNIT GROUP 1111 CHIEF EXECUTIVES AND MANAGING DIRECTORS

CHIEF EXECUTIVES AND MANAGING DIRECTORS determine, formulate and review the general policy programs and the overall direction of organisations within the framework established by boards of directors and similar governing bodies.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks Include:

- determining objectives, strategies, policies and programs for organisations
- providing overall direction and management to organisations
- authorising material, human and financial resources to implement organisational policies and programs
- monitoring and evaluating performance of organisations against organisational objectives and strategies
- consulting with senior subordinate staff and reviewing recommendations and reports
- preparing, or arranging for the preparation of, reports, budgets and forecasts and presenting them to governing bodies
- representing the organisation at official occasions, in negotiations, at conventions, seminars, public hearings and forums, and liaising between areas of responsibility
- selecting and approving the selection of senior staff
- ensuring the organisation complies with company laws and other relevant legislation

Occupation:

111111 Chief Executive or Managing Director

111111 CHIEF EXECUTIVE OR MANAGING DIRECTOR

Alternative Title:

Chief Executive Officer

Determines, formulates and reviews the general policy program and the overall direction of an organisation within the framework established by a board of directors or similar governing body.

Skill Level: 1

Specialisations:

Director-General

Executive Director

Secretary (Government Department) (Aus)

UNIT GROUP 1112 GENERAL MANAGERS

GENERAL MANAGERS plan, organise, direct, control and review the day-to-day operations and major functions of commercial, industrial, government and defence organisations through departmental managers and subordinate executives.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- planning policy, and setting standards and objectives for organisations
- providing day-to-day direction and management of organisations, and directing and endorsing policy to fulfil objectives, achieve specific goals, and maximise profit and efficiency
- assessing changing situations and responding accordingly by issuing commands and directives to subordinate staff
- consulting with immediate subordinates and departmental heads on matters such as methods of operation, equipment requirements, finance, sales and human resources
- authorising the funding of major policy implementation programs
- representing the organisation at official occasions, in negotiations, at conventions, seminars, public hearings and forums, and liaising between areas of responsibility
- preparing, or arranging for the preparation of, reports, budgets and forecasts, and presenting them to governing bodies
- selecting and managing the performance of senior staff
- may undertake responsibility for some or all of accounting, sales, marketing, human resources and other specialist operations

Occupations:

- 111211 Corporate General Manager
- 111212 Defence Force Senior Officer

111211 CORPORATE GENERAL MANAGER

Alternative Title:

Chief Operating Officer

Plans, organises, directs, controls and reviews the day-to-day operations and major functions of a commercial, industrial, governmental or other organisation through departmental managers and subordinate executives.

Skill Level: 1

Specialisations:

- Assistant Commissioner (Police)
- Hospital Administrator
- Managing Editor
- Trade Union Secretary

UNIT GROUP 1112 GENERAL MANAGERS *continued*

111212 DEFENCE FORCE SENIOR OFFICER

Alternative Titles:

Air Force Senior Officer

Army Senior Officer

Navy Senior Officer

Plans, organises, directs, controls and reviews the day-to-day operations and major functions of organisational units of the Australian or New Zealand Defence Forces through subordinate officers.

Skill Level: 1

Specialisations:

Air Chief Marshal (Air Force)

Air Commodore (Air Force)

Air Marshal (Air Force)

Air Vice Marshal (Air Force)

Group Captain (Air Force)

Wing Commander (Air Force)

Brigadier (Army)

Colonel (Army)

General (Army)

Lieutenant Colonel (Army)

Lieutenant General (Army)

Major General (Army)

Admiral (Navy)

Captain (Navy)

Commander (Navy)

Commodore (Navy)

Rear Admiral (Navy)

Vice Admiral (Navy)

SUB-MAJOR GROUP 13 SPECIALIST MANAGERS

SPECIALIST MANAGERS plan, organise, direct, control and coordinate special functions within organisations such as advertising and sales, financial, human resources, production and distribution, education, health and welfare, and ICT.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this sub-major group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- developing, implementing and monitoring strategies, policies and plans for their area of control
- establishing and directing operational and administrative procedures
- directing and coordinating the allocation of resources
- monitoring work progress and performance, and adjusting processes and resources to keep goals on track
- controlling budget planning and report preparation, and monitoring and controlling expenditure for their area of control
- controlling selection, training and performance of staff
- representing the organisation in negotiations, and at conventions, seminars, public hearings and forums

Occupations in this sub-major group are classified into the following minor groups:

- 131 Advertising and Sales Managers
- 132 Business Administration Managers
- 133 Construction, Distribution and Production Managers
- 134 Education, Health and Welfare Services Managers
- 135 ICT Managers
- 139 Miscellaneous Specialist Managers

MINOR GROUP 131 ADVERTISING AND SALES MANAGERS

ADVERTISING AND SALES MANAGERS plan, organise, direct, control and coordinate advertising, public relations, sales and marketing activities within organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this minor group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- formulating and implementing policies and plans for advertising, public relations, sales and marketing in consultation with other Managers
- directing the development of initiatives for new products, marketing and advertising campaigns
- organising and controlling sales activities by setting product mix, geographical sales areas and customer service standards
- directing merchandising methods and distribution policy by coordinating the work of salespersons, and organising agents and distributors
- directing sales methods and arrangements by setting prices and credit arrangements

Occupations in this minor group are classified into the following unit group:

1311 Advertising and Sales Managers

UNIT GROUP 1311 ADVERTISING AND SALES MANAGERS

ADVERTISING AND SALES MANAGERS plan, organise, direct, control and coordinate advertising, public relations, sales and marketing activities within organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- formulating and implementing policies and plans for advertising, public relations, sales and marketing in consultation with other Managers
- directing the development of initiatives for new products, marketing and advertising campaigns
- organising and controlling sales activities by setting product mix, geographical sales areas and customer service standards
- directing merchandising methods and distribution policy by coordinating the work of salespersons, and organising agents and distributors
- directing sales methods and arrangements by setting prices and credit arrangements

Occupations:

- 131111 Advertising and Public Relations Manager
- 131112 Sales and Marketing Manager

131111 ADVERTISING AND PUBLIC RELATIONS MANAGER

Plans, organises, directs, controls and coordinates the advertising and public relations activities within an organisation.

Skill Level: 1

Specialisations:

- Community Relations Manager
- Corporate Relations Manager
- Public Affairs Manager
- Relationship Manager

131112 SALES AND MARKETING MANAGER

Plans, organises, directs, controls and coordinates the sales and marketing activities within an organisation.

Skill Level: 1

ICT Business Development Managers are excluded from this occupation. ICT Business Development Managers are included in Unit Group 2252 ICT Sales Professionals, in Occupation 225212 ICT Business Development Manager.

Specialisations:

- Business Development Manager
- Market Research Manager

MINOR GROUP 132 BUSINESS ADMINISTRATION MANAGERS

BUSINESS ADMINISTRATION MANAGERS plan, organise, direct, control and coordinate the corporate, financial, human resource, policy, planning, research and development activities and guidelines within organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this minor group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks Include:

- formulating and administering policy advice and strategic planning
- establishing and directing operational and administrative procedures
- implementing, monitoring and evaluating budgetary and accounting strategies and policies
- providing advice to senior Managers and board members on strategic, policy and program and legislative issues
- ensuring compliance with relevant legislation, regulations and standards
- controlling selection, training and performance of staff
- representing the organisation in negotiations, and at conventions, seminars, public hearings and forums

Occupations in this minor group are classified into the following unit groups:

- 1321 Corporate Services Managers
- 1322 Finance Managers
- 1325 Human Resource Managers
- 1324 Policy and Planning Managers
- 1325 Research and Development Managers

UNIT GROUP 1321 CORPORATE SERVICES MANAGERS

CORPORATE SERVICES MANAGERS plan, organise, direct, control and coordinate the overall administration of organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- providing high level administrative, strategic planning and operational support, research and advice to senior management on administrative matters such as staff management, financial planning, facility management and information services
- developing and managing the organisation's administrative, financial, physical and staff resources
- developing and implementing administrative, financial and operational procedural statements and guidelines for use by staff in the organisation
- analysing complex resource management issues and initiatives that affect the organisation, and preparing associated reports, correspondence and submissions
- providing information and support for the preparation of financial reports and budgets
- leading, managing and developing administrative staff to ensure smooth business operations and the provision of accurate and timely information
- representing the organisation in negotiations, and at conventions, seminars, public hearings and forums, and promoting existing and new programs and policies

Occupation:

132111 Corporate Services Manager

132111 CORPORATE SERVICES MANAGER

Alternative Titles:

Administration Manager
Business Services Manager

Plans, organises, directs, controls and coordinates the overall administration of an organisation.

Skill Level: 1

UNIT GROUP 1322 FINANCE MANAGERS

FINANCE MANAGERS plan, organise, direct, control and coordinate the financial and accounting activities within organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- determining, implementing, monitoring, reviewing and evaluating budgetary and accounting strategies, policies and plans in consultation with other Managers
- providing financial information and interpreting the implications for business performance and funding needs
- coordinating the development, implementation and monitoring of accounting systems
- directing the preparation of financial reports summarising and forecasting the organisation's financial position such as income statements, balance sheets and analyses of future earnings and income
- assessing capital finance proposals and the financial status of operational projects
- advising on investment strategies, sources of funds and the distribution of earnings
- delivering long range profit forecasts, budgeting and financial reporting
- ensuring compliance with financial legislation and standards

Occupation:

132211 Finance Manager

132211 FINANCE MANAGER

Alternative Titles:

Chief Financial Officer
Finance Director
Financial Controller

Plans, organises, directs, controls and coordinates the financial and accounting activities within an organisation.

Skill Level: 1

UNIT GROUP 1323 HUMAN RESOURCE MANAGERS

HUMAN RESOURCE MANAGERS plan, organise, direct, control and coordinate the human resource and workplace relations activities within organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- determining, implementing, monitoring, reviewing and evaluating human resource management strategies, policies and plans to meet business needs
- advising and assisting other Managers in applying sound recruitment and selection practices, and appropriate induction, training and development programs
- developing and implementing performance management systems to plan, appraise and improve individual and team performance
- representing the organisation in negotiations with unions and employees to determine remuneration and other conditions of employment
- developing and implementing occupational health and safety programs and equal employment opportunity programs, and ensuring compliance with related statutory requirements
- overseeing the application of redundancy and other employee retrenchment policies
- monitoring employment costs and productivity levels
- may train and advise other Managers in personnel and workplace relations matters

Occupation:

132511 Human Resource Manager

132311 HUMAN RESOURCE MANAGER*Alternative Title:*

Personnel and Employee Relations Manager

Plans, organises, directs, controls and coordinates the human resource and workplace relations activities within an organisation.

*Skill Level: 1**Specialisations:*

Occupational Health and Safety Manager

Training and Development Manager

Workplace Relations Manager

UNIT GROUP 1324 POLICY AND PLANNING MANAGERS

POLICY AND PLANNING MANAGERS plan, organise, direct, control and coordinate policy advice and strategic planning within organisations.

Indicative Skill Level:

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- developing, implementing and monitoring strategic plans, programs, policies, processes, systems and procedures to achieve goals, objectives and work standards
- developing, implementing, administering and participating in policy research and analysis
- coordinating the implementation of policies and practices
- establishing activity measures and measurements of accountability
- overseeing and participating in the development of policy documents and reports
- consulting with and providing expert advice to government officials and board members on policy, program and legislative issues
- representing the organisation in negotiations, and at conventions, seminars, public hearings and forums convened to discuss policy issues

Occupation:

132411 Policy and Planning Manager

132411 POLICY AND PLANNING MANAGER

Alternative Title:

Public Policy Manager

Plans, organises, directs, controls and coordinates policy advice and strategic planning within an organisation.

Skill Level: 1

Specialisations:

Corporate Planning Manager

Policy Development Manager

Strategic Planning Manager

UNIT GROUP 1325 RESEARCH AND DEVELOPMENT MANAGERS

RESEARCH AND DEVELOPMENT MANAGERS plan, organise, direct, control and coordinate research and development activities within organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- determining, implementing and monitoring research and development strategies, policies and plans
- developing and implementing research projects, priorities and targets to support commercial and policy developments
- leading major research projects and coordinating activities of other research workers
- assessing the benefits and monitoring the costs and effectiveness of research and development activities
- interpreting results of research projects and recommending associated product and service development innovations
- providing advice on research and development options available to the organisation
- monitoring leading-edge developments in relevant disciplines and assessing implications for the organisation
- may publish results of significant research projects

Occupation:

132511 Research and Development Manager

132511 RESEARCH AND DEVELOPMENT MANAGER

Plans, organises, directs, controls and coordinates research and development activities within an organisation.

Skill Level: 1

MINOR GROUP 133 CONSTRUCTION, DISTRIBUTION AND PRODUCTION MANAGERS

CONSTRUCTION, DISTRIBUTION AND PRODUCTION MANAGERS plan, organise, direct, control and coordinate building and construction, engineering, importing, exporting and wholesaling, manufacturing, production, supply and distribution activities within organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this minor group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- identifying business opportunities, and developing and implementing business plans and marketing, operating, human resource, pricing and credit policies and procedures
- establishing project schedules and budgets
- coordinating labour resources and procurement and delivery of materials, plant and equipment
- negotiating contracts with suppliers and customers to meet resource, cost and quality requirements
- monitoring costs and work progress and performance, and adjusting processes and resources to ensure goals are met
- directing the preparation of production records and reports

Occupations in this minor group are classified into the following unit groups:

- 1331 Construction Managers
- 1332 Engineering Managers
- 1335 Importers, Exporters and Wholesalers
- 1334 Manufacturers
- 1336 Production Managers
- 1336 Supply and Distribution Managers

UNIT GROUP 1331 CONSTRUCTION MANAGERS

CONSTRUCTION MANAGERS plan, organise, direct, control and coordinate the construction of civil engineering projects, buildings and dwellings, and the physical and human resources involved in building and construction.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Registration or licensing is required.

Tasks Include:

- interpreting architectural drawings and specifications
- coordinating labour resources, and procurement and delivery of materials, plant and equipment
- consulting with Architects, Engineering Professionals and other professionals, and Technical and Trades Workers
- negotiating with building owners, property developers and subcontractors involved in the construction process to ensure projects are completed on time and within budget
- preparing tenders and contract bids
- operating and implementing coordinated work programs for sites
- ensuring adherence to building legislation and standards of performance, quality, cost and safety
- arranging submission of plans to local authorities
- building under contract, or subcontracting specialised building services
- overseeing the standard and progress of subcontractors' work
- arranging building inspections by local authorities

Occupations:

133111 Construction Project Manager

133112 Project Builder

133111 CONSTRUCTION PROJECT MANAGER*Alternative Title:*

Building and Construction Manager

Plans, organises, directs, controls and coordinates construction of civil engineering and building projects, and the physical and human resources involved in the construction process. Registration or licensing is required.

Skill Level: 1

133112 PROJECT BUILDER*Alternative Title:*

Professional Builder

Plans, organises, directs, controls and coordinates the construction, alteration and renovation of dwellings and other buildings, and the physical and human resources involved in the building process. Registration or licensing is required.

Skill Level: 1

UNIT GROUP 1332 ENGINEERING MANAGERS

ENGINEERING MANAGERS plan, organise, direct, control and coordinate the engineering and technical operations of organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- determining, implementing and monitoring engineering strategies, policies and plans
- interpreting plans, drawings and specifications, and providing advice on engineering methods and procedures to achieve construction and production requirements
- establishing project schedules and budgets
- ensuring conformity with specifications and plans, and with laws, regulations and safety standards
- ensuring engineering standards of quality, cost, safety, timeliness and performance are observed
- overseeing maintenance requirements to optimise efficiency
- liaising with marketing, research and manufacturing managers regarding engineering aspects of new construction and product design
- may contribute to research and development projects

Occupation:

133211 Engineering Manager

133211 ENGINEERING MANAGER

Plans, organises, directs, controls and coordinates the engineering and technical operations of an organisation.

Skill Level: 1

UNIT GROUP 1335 PRODUCTION MANAGERS

PRODUCTION MANAGERS plan, organise, direct, control and coordinate the production activities of forestry, manufacturing and mining organisations including physical and human resources.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- determining, implementing and monitoring production strategies, policies and plans
- planning details of production activities in terms of output quality and quantity, cost, time available and labour requirements
- controlling the operation of production plant and quality procedures through planning of maintenance, designation of operating hours and supply of parts and tools
- monitoring production output and costs, and adjusting processes and resources to minimise costs
- informing other Managers about production matters
- overseeing the acquisition and installation of new plant and equipment
- directing research into production methods, and recommending and implementing initiatives
- controlling the preparation of production records and reports
- coordinating the implementation of occupational health and safety requirements
- directing staff activities and monitoring their performance

Occupations:

- 133511 Production Manager (Forestry)
- 133512 Production Manager (Manufacturing)
- 133515 Production Manager (Mining)

133511 PRODUCTION MANAGER (FORESTRY)

Alternative Title:

Forest Manager

Plans, organises, directs, controls and coordinates the production activities of a forestry operation including physical and human resources.

Skill Level: 1

Specialisations:

- Forest Logistics Manager (NZ)
- Harvest Manager (Forestry)
- Operations Manager (Forestry)

UNIT GROUP 1335 PRODUCTION MANAGERS *continued*

133512 PRODUCTION MANAGER (MANUFACTURING)

Plans, organises, directs, controls and coordinates the manufacturing activities of an organisation including physical and human resources.

Skill Level: 1

Specialisations:

- Operations Manager (Production)
- Plant Manager (Manufacturing) (Aus)
- Works Manager (Manufacturing) (Aus)

133513 PRODUCTION MANAGER (MINING)

Alternative Titles:

- Mine Manager
- Mine Superintendent

Plans, organises, directs, controls and coordinates the production activities of a mining operation including physical and human resources.

Skill Level: 1

Specialisations:

- Quarry Manager

UNIT GROUP 1336 SUPPLY AND DISTRIBUTION MANAGERS

SUPPLY AND DISTRIBUTION MANAGERS plan, organise, direct, control and coordinate the supply, storage and distribution of goods produced by organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- determining, implementing and monitoring purchasing, storage and distribution strategies, policies and plans
- preparing and implementing plans to maintain required stock levels at minimum cost
- negotiating contracts with suppliers to meet quality, cost and delivery requirements
- monitoring and reviewing storage and inventory systems to meet supply requirements and control stock levels
- operating recording systems to track all movements of supplies and finished goods, and ensuring re-ordering and re-stocking at optimal times
- liaising with other departments and customers concerning requirements for outward goods and associated forwarding transportation
- overseeing the recording of purchase, storage and distribution transactions
- directing staff activities and monitoring their performance

Occupation:

133611 Supply and Distribution Manager

133611 SUPPLY AND DISTRIBUTION MANAGER

Plans, organises, directs, controls and coordinates the supply, storage and distribution of goods produced by an organisation.

Skill Level: 1

Specialisations:

- Logistics Manager
- Logistics Officer (Air Force)
- Ordnance Corps Officer (Army)
- Supply Chain Manager
- Supply Officer (Navy)
- Transport Corps Officer (Army)

MINOR GROUP 134 EDUCATION, HEALTH AND WELFARE SERVICES MANAGERS

EDUCATION, HEALTH AND WELFARE SERVICES MANAGERS plan, organise, direct, control and coordinate the provision of childcare, health, welfare and education services.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this minor group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- formulating policies and plans for the operation of childcare, health, welfare and educational establishments, and setting standards and objectives
- developing and implementing programs and services to meet the needs of clients
- directing and coordinating the allocation of resources
- liaising with parents, boards, funding bodies, the community and educational institutions to discuss areas of cooperation and coordination
- directing administrative operations such as budget planning, report preparation, monitoring and controlling expenditure, and student admissions
- selecting, developing and managing the performance of staff
- preparing, or arranging for the preparation of, reports, budgets and forecasts
- representing the organisation in negotiations, and at conventions, seminars, public hearings and forums

Occupations in this minor group are classified into the following unit groups:

- 1341 Child Care Centre Managers
- 1342 Health and Welfare Services Managers
- 1343 School Principals
- 1344 Other Education Managers

UNIT GROUP 1341 CHILD CARE CENTRE MANAGERS

CHILD CARE CENTRE MANAGERS plan, organise, direct, control and coordinate the activities of childcare centres and services including physical and human resources.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- developing and implementing programs to enhance the physical, social, emotional and intellectual development of young children
- providing care for children in before-school, after-school, day, and vacation care centres
- directing and supervising Child Carers in providing care and supervision for young children
- ensuring the centre is a safe area for children, staff and visitors
- complying with relevant government requirements and standards
- liaising with parents
- maintaining records and accounts for the centre
- recruiting staff and coordinating professional development

Occupation:

134111 Child Care Centre Manager

134111 CHILD CARE CENTRE MANAGER

Alternative Titles:

Child Care Centre Director

Child Care Coordinator

Plans, organises, directs, controls and coordinates the activities of a childcare centre or service including physical and human resources.

Skill Level: 1

UNIT GROUP 1342 HEALTH AND WELFARE SERVICES MANAGERS

HEALTH AND WELFARE SERVICES MANAGERS plan, organise, direct, control and coordinate the professional and administrative aspects of health and welfare programs and services.

Nurse Managers are excluded from this unit group. Name Managers are included in Unit Group 2543 Name Managers.

Indicative Skill Level:

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification and at least five years of relevant experience. In some instances relevant experience may substitute for the formal qualification (ANZSCO Skill Level 1).

Registration or licensing may be required.

Tasks Include:

- providing overall direction and management for the service, facility, organisation or centre
- developing, implementing and monitoring procedures, policies and standards for medical, nursing, allied health and administrative staff
- coordinating and administering health and welfare programs and clinical services
- monitoring and evaluating resources devoted to health, welfare, recreation, housing, employment, training and other community facilities and centres
- controlling administrative operations such as budget planning, report preparation, expenditure on supplies, equipment and services
- liaising with other health and welfare providers, boards and funding bodies to discuss areas of health and welfare service cooperation and coordination
- advising government bodies about measures to improve health and welfare services and facilities
- representing the organisation in negotiations, and at conventions, seminars, public hearings and forums
- controlling selection, training and supervision of staff

Occupations:

- 134211 Medical Administrator (Aus) / Medical Superintendent (NZ)
- 134212 Nursing Clinical Director
- 134215 Primary Health Organisation Manager
- 134216 Welfare Centre Manager
- 134299 Health and Welfare Services Managers nec.

134211 MEDICAL ADMINISTRATOR (AUS) / MEDICAL SUPERINTENDENT (NZ)

Alternative Title:

Medical Manager

Plans, organises, directs, controls and coordinates medical programs and clinical services in a hospital or other health service facility, maintains standards of medical care, provides leadership to ensure an appropriately skilled medical workforce, and contributes to health service planning.

Skill Level: 1

Specialisations:

- Director of Clinical Services
- Director of Medical Services

MAJOR GROUP 1 *continued*

UNIT GROUP 1342 HEALTH AND WELFARE SERVICES MANAGERS *continued*

134212 NURSING CLINICAL DIRECTOR

Alternative Titles:

Director of Nursing
Senior Nurse Manager

Plans, organises, directs, controls and coordinates nursing programs and clinical services in a hospital, aged care or other health service facility, maintains standards of nursing care, provides leadership to ensure an appropriately skilled nursing and midwifery workforce, and contributes to health service planning. Registration or licensing may be required.

Skill Level: 1

Specialisations:

Assistant Director of Nursing
Deputy Director of Nursing
Executive Director of Nursing

134213 PRIMARY HEALTH ORGANISATION MANAGER

Plans, organises, directs, controls and coordinates a primary health organisation that provides a broad range of out-of-hospital health services.

Skill Level: 1

134214 WELFARE CENTRE MANAGER

Alternative Title:

Welfare Project Manager

Plans, organises, directs, controls and coordinates a centre, program or project concerned with social welfare support.

Skill Level: 1

134299 HEALTH AND WELFARE SERVICES MANAGERS NEC

This occupation group covers Health and Welfare Services Managers not elsewhere classified.

Skill Level: 1

Occupations in this group include:

Director of Pharmacy
Director of Physiotherapy Services
Director of Speech Pathology
Manager of Allied Health Services
Medical Corps Officer (Army)

MINOR GROUP 135 ICT MANAGERS

ICT MANAGERS plan, organise, direct, control and coordinate the acquisition, development, maintenance and use of computer and telecommunication systems within organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this minor group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- analysing information needs and specifying technology to meet those needs
- formulating and directing information and communication technology (ICT) strategies, policies and plans
- directing the selection and installation of ICT resources and the provision of user training
- directing ICT operations and setting priorities between system developments, maintenance and operations
- overseeing the security of ICT systems

Occupations in this minor group are classified into the following unit group:

1351 ICT Managers

UNIT GROUP 1351 ICT MANAGERS

ICT MANAGERS plan, organise, direct, control and coordinate the acquisition, development, maintenance and use of computer and telecommunication systems within organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- analysing information needs and specifying technology to meet those needs
- formulating and directing information and communication technology (ICT) strategies, policies and plans
- directing the selection and installation of ICT resources and the provision of user training
- directing ICT operations and setting priorities between system developments, maintenance and operations
- overseeing the security of ICT systems

Occupations:

135111 Chief Information Officer

135112 ICT Project Manager

135199 ICT Managers nec

135111 CHIEF INFORMATION OFFICER

Alternative Title:

Chief Technology Officer

Plans, organises, directs, controls and coordinates the ICT strategies, plans and operations of an organisation to ensure the ICT infrastructure supports the organisation's overall operations and priorities.

Skill Level: 1

135112 ICT PROJECT MANAGER

Plans, organises, directs, controls and coordinates quality accredited ICT projects. Accountable for day-to-day operations of resourcing, scheduling, prioritisation and task coordination, and meeting project milestones, objectives and deliverables within agreed timeframes and budgets.

Skill Level: 1

Specialisation:

ICT Development Manager

135199 ICT MANAGERS NEC

This occupation group covers ICT Managers not elsewhere classified.

Skill Level: 1

Occupations in this group include:

Internet Service Provider

Network Manager

MINOR GROUP 139 MISCELLANEOUS SPECIALIST MANAGERS

This minor group covers Specialist Managers not elsewhere classified.

It includes Commissioned Officers (Management), and Senior Non-commissioned Defence Force Members.

Indicative Skill Level:

In Australia and New Zealand:

Most occupations in this minor group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Occupations in this minor group are classified into the following unit groups:

- 1391 Commissioned Officers (Management)
- 1392 Senior Non-commissioned Defence Force Members
- 1399 Other Specialist Managers

UNIT GROUP 1399 OTHER SPECIALIST MANAGERS

This unit group covers Specialist Managers not elsewhere classified.

It includes Arts Administrators or Managers, Environmental Managers, Laboratory Managers, Quality Assurance Managers and Sports Administrators.

Qualitative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Occupations:

- 139911 Arts Administrator or Manager
- 139912 Environmental Manager
- 139915 Laboratory Manager
- 139914 Quality Assurance Manager
- 139915 Sports Administrator
- 139999 Specialist Managers nec

139911 ARTS ADMINISTRATOR OR MANAGER

Plans, organises, directs, controls, coordinates and promotes artistic and cultural policies, programs, projects and services.

Skill Level 1

Specialisations:

- Art Gallery Director
- Community Arts Centre Manager
- Cultural Centre Manager

139912 ENVIRONMENTAL MANAGER

Plans, organises, directs, controls and coordinates the development and implementation of an environmental management system within an organisation by identifying, solving and alleviating environmental issues, such as pollution and waste treatment, in compliance with environmental legislation and to ensure corporate sustainable development.

Skill Level 1

139913 LABORATORY MANAGER

Plans, organises, directs, controls and coordinates the operations of a research or production laboratory.

Skill Level 1

MAJOR GROUP 1 *continued*

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UNIT GROUP 1399 OTHER SPECIALIST MANAGERS *continued*

139914 QUALITY ASSURANCE MANAGER

Alternative Title:

Quality Facilitator

Plans, organises, directs, controls and coordinates the deployment of quality systems and certification processes within an organisation.

Skill Level: 1

Specialisation:

Quality Certification Manager (NZ)

139915 SPORTS ADMINISTRATOR

Plans, organises, directs, controls, coordinates and promotes sport and recreational activities, and develops related policies.

Skill Level: 1

139999 SPECIALIST MANAGERS NEC

This occupation group covers Specialist Managers not elsewhere classified.

Skill Level: 1

Occupations in this group include:

Airport Manager

Ambassador

Archbishop

Bishop

Harbour Master

SUB-MAJOR GROUP 14 HOSPITALITY, RETAIL AND SERVICE MANAGERS

HOSPITALITY, RETAIL AND SERVICE MANAGERS organise and control the operations of establishments which provide accommodation, hospitality, retail and other services.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- planning and organising special functions, sporting, gaming and entertainment activities and the range and mix of products, stock levels and service standards
- promoting and selling goods and services
- observing liquor, gaming, health and other laws and regulations
- developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided
- promoting facilities, conferences, conventions and trade shows to potential customers
- organising the purchase and maintenance of transport vehicles, equipment and fuel, and transporting goods
- controlling the selection, training and supervision of staff
- ensuring compliance with occupational health and safety regulations

Occupations in this sub-major group are classified into the following minor groups:

- 141 Accommodation and Hospitality Managers
- 142 Retail Managers
- 149 Miscellaneous Hospitality, Retail and Service Managers

MINOR GROUP 141 ACCOMMODATION AND HOSPITALITY MANAGERS

ACCOMMODATION AND HOSPITALITY MANAGERS organise and control the operations of establishments which provide accommodation and hospitality services.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- planning and organising special functions, sporting, gaming and entertainment activities
- directing and overseeing reservation, reception, room service and housekeeping activities
- observing liquor, gaming, health and other laws and regulations
- monitoring quality at all stages of preparation and presentation of food and services
- controlling the selection, training and supervision of staff
- ensuring compliance with occupational health and safety regulations

Occupations in this minor group are classified into the following unit groups:

- 1411 Cafe and Restaurant Managers
- 1412 Caravan Park and Camping Ground Managers
- 1415 Hotel and Motel Managers
- 1416 Licensed Club Managers
- 1419 Other Accommodation and Hospitality Managers

UNIT GROUP 1411 CAFE AND RESTAURANT MANAGERS

CAFE AND RESTAURANT MANAGERS organise and control the operations of cafes, restaurants and related establishments to provide dining and catering services.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- planning menus in consultation with Chefs
- planning and organising special functions
- arranging the purchasing and pricing of goods according to budget
- maintaining records of stock levels and financial transactions
- ensuring dining facilities comply with health regulations and are clean, functional and of suitable appearance
- conferring with customers to assess their satisfaction with meals and service
- selecting, training and supervising waiting and kitchen staff
- may take reservations, greet guests and assist in taking orders

Occupation:

141111 Cafe or Restaurant Manager

141111 CAFE OR RESTAURANT MANAGER*Alternative Titles:*

Food and Beverage Manager
Restaurantier

Organises and controls the operations of a cafe, restaurant or related establishment to provide dining and catering services.

*Skill Level 2**Specialisations:*

Barro Manager
Canteen Manager
Caterer
Internet Cafe Manager
Mess Supervisor
Steward (Navy)

UNIT GROUP 1412 CARAVAN PARK AND CAMPING GROUND MANAGERS

CARAVAN PARK AND CAMPING GROUND MANAGERS organise and control the operations of caravan parks and camping grounds to provide accommodation and leisure services.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks include:

- taking reservations, registering guests, assigning accommodation and collecting payments
- arranging cleaning and maintenance of caravans, cabins, amenities blocks, recreation facilities and grounds
- informing guests of local tourist attractions and recreational facilities
- attending to complaints lodged by customers
- liaising with local government to ensure compliance with laws, regulations and ordinances
- may operate an on-site shop, cafe or restaurant for guests
- may sign, supervise and enforce terms of tenancy agreements in accordance with legislation and may obtain enforcement orders where tenants are in breach of requirements
- may act as licensee for the purchase and sale of liquor

Occupation:

141211 Caravan Park and Camping Ground Manager

141211 CARAVAN PARK AND CAMPING GROUND MANAGER

Organises and controls the operations of a caravan park and camping ground to provide accommodation and leisure services. Registration or licensing may be required.

Skill Level 2

UNIT GROUP 1413 HOTEL AND MOTEL MANAGERS

HOTEL AND MOTEL MANAGERS organise and control the operations of hotels and motels to provide guest accommodation, meals and other services.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks include:

- directing and overseeing reservation, reception, room service and housekeeping activities
- supervising security arrangements, and garden and property maintenance
- planning and supervising bar, restaurant, function and conference activities
- observing liquor, gaming, and other laws and regulations
- assessing and reviewing customer satisfaction
- overseeing accounting and purchasing activities
- ensuring compliance with occupational health and safety regulations
- may provide guests with local tourism information, and arrange tours and transportation

Occupation:

141511 Hotel or Motel Manager

141311 HOTEL OR MOTEL MANAGER

Alternative Titles:

Hoteler
Publican

Organises and controls the operations of a hotel or motel to provide guest accommodation, meals and other services. Registration or licensing may be required.

Skill Level: 2

Specialisations:

Duty Manager (Hotel)
Resort Manager

UNIT GROUP 1414 LICENSED CLUB MANAGERS

LICENSED CLUB MANAGERS organise and control the operations of licensed clubs to provide food, beverages, gaming, entertainment, sporting and other amenities for members.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing is required.

Tasks include:

- planning and supervising bar, restaurant and function services
- planning, booking and supervising sporting, gaming and entertainment activities
- supervising security arrangements and property maintenance
- arranging member subscriptions
- observing liquor, gaming, health and other laws and regulations
- ensuring compliance with occupational health and safety regulations
- compiling and organising distribution of newsletters and other information to keep members informed of forthcoming events and facilities available
- assessing and reviewing member satisfaction and preferences
- liaising with community groups sponsored and assisted by the club
- selecting, training and supervising staff

Occupation:

141411 Licensed Club Manager

141411 LICENSED CLUB MANAGER

Alternative Title:

Club licensee

Organises and controls the operations of a licensed club to provide food, beverages, gaming, entertainment, sporting and other amenities for members. Registration or licensing is required.

Skill Level: 2

Specialisations:

Gaming Manager
Nightclub Manager

UNIT GROUP 1419 OTHER ACCOMMODATION AND HOSPITALITY MANAGERS

This unit group covers Accommodation and Hospitality Managers not elsewhere classified.

It includes Bed and Breakfast Operators.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Occupations:

141911 Bed and Breakfast Operator

141999 Accommodation and Hospitality Managers nec

141911 BED AND BREAKFAST OPERATOR

Organises and controls the operations of a bed and breakfast to provide a short term, highly personalised accommodation and leisure service for guests including breakfast. Ensures guests' needs, wants and comfort are satisfied during their stay. Registration or licensing may be required.

Skill Level 2

141999 ACCOMMODATION AND HOSPITALITY MANAGERS NEC

This occupation group covers Accommodation and Hospitality Managers not elsewhere classified. Registration or licensing may be required.

Skill Level 2

Occupations in this group include:

Backpackers Manager

Boarding House Manager

Casino Duty Manager

Guest House Manager

Hostel Manager

Reception Centre Manager

Retirement Village Manager

MINOR GROUP 142 RETAIL MANAGERS

RETAIL MANAGERS organise and control the operations of establishments which provide retail services.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- determining product mix, stock levels and service standards
- formulating and implementing purchasing and marketing policies, and setting prices
- promoting and advertising the establishment's goods and services
- selling goods and services to customers and advising them on product use
- maintaining records of stock levels and financial transactions
- undertaking budgeting for the establishment
- controlling selection, training and supervision of staff
- ensuring compliance with occupational health and safety regulations

Occupations in this minor group are classified into the following unit group:

1421 Retail Managers

UNIT GROUP 1421 RETAIL MANAGERS

RETAIL MANAGERS organise and control the operations of establishments which provide retail services.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks include:

- determining product mix, stock levels and service standards
- formulating and implementing purchasing and marketing policies, and setting prices
- promoting and advertising the establishment's goods and services
- selling goods and services to customers and advising them on product use
- maintaining records of stock levels and financial transactions
- undertaking budgeting for the establishment
- controlling selection, training and supervision of staff
- ensuring compliance with occupational health and safety regulations

Occupations:

- 142111 Retail Manager (General)
- 142112 Antique Dealer
- 142113 Betting Agency Manager
- 142114 Hair or Beauty Salon Manager
- 142115 Post Office Manager
- 142116 Travel Agency Manager

142111 RETAIL MANAGER (GENERAL)

Alternative Titles:

- Retail Store Manager
- Shop Manager

Organises and controls the operations of a retail trading establishment.

Retail Pharmacists are excluded from this occupation. Retail Pharmacists are included in Unit Group 2515 Pharmacists, in Occupation 251515 Retail Pharmacist.

Skill Level: 2

Specialisations:

- Newsagent
- Snack Bar Manager

MAJOR GROUP 1 *continued*

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UNIT GROUP 1421 RETAIL MANAGERS *continued*

142112 ANTIQUE DEALER

Buys and sells antiques such as furniture, art, jewellery and china. May also clean, restore and value antiques. Registration or licensing may be required.

Skill Level: 2

142113 BETTING AGENCY MANAGER

Organises and controls the operations of a branch of a betting agency. Registration or licensing is required.

Skill Level: 2

142114 HAIR OR BEAUTY SALON MANAGER

Organises and controls the operations of a hairdressing or beauty salon. Registration or licensing may be required.

Skill Level: 2

142115 POST OFFICE MANAGER

Organises and controls the operations of a post office.

Skill Level: 2

142116 TRAVEL AGENCY MANAGER

Organises and controls the operations of a travel agency. Registration or licensing may be required.

Skill Level: 2

MAJOR GROUP 1 *continued*

MINOR GROUP 149 MISCELLANEOUS HOSPITALITY, RETAIL AND SERVICE MANAGERS

This minor group covers Hospitality, Retail and Service Managers not elsewhere classified.

It includes Amusement, Fitness and Sports Centre Managers, Call or Contact Centre and Customer Service Managers, Conference and Event Organisers, and Transport Services Managers.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Occupations in this minor group are classified into the following unit groups:

- 1491 Amusement, Fitness and Sports Centre Managers
- 1492 Call or Contact Centre and Customer Service Managers
- 1495 Conference and Event Organisers
- 1494 Transport Services Managers
- 1499 Other Hospitality, Retail and Service Managers

UNIT GROUP 1491 AMUSEMENT, FITNESS AND SPORTS CENTRE MANAGERS

AMUSEMENT, FITNESS AND SPORTS CENTRE MANAGERS organise, control and promote the activities, facilities and resources of amusement, fitness and sports centres.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- planning and organising the range and mix of entertainment, attractions, amusement machines and fitness programs to be offered by the centre
- organising publicity to promote facilities and attract clients
- scheduling games and competitions
- selecting, training and supervising staff
- ensuring facilities are properly maintained and conform to safety standards
- may undertake coaching, fitness instruction and training of clients
- may plan and organise catering facilities

Occupations:

149111 Amusement Centre Manager

149112 Fitness Centre Manager

149113 Sports Centre Manager

149111 AMUSEMENT CENTRE MANAGER

Alternative Title:

Entertainment Centre Manager

Organises, controls and promotes the activities, facilities and resources of an amusement centre, showground or theme park.

Skill Level 2

Specialisations:

Bridge Club Manager

Fairground Operator

Video Arcade Manager

149112 FITNESS CENTRE MANAGER

Organises, controls and promotes the activities, facilities and resources of a fitness centre. May coach, instruct and train clients.

Skill Level 2

MAJOR GROUP 1 *continued*

UNIT GROUP 1491 AMUSEMENT, FITNESS AND SPORTS CENTRE MANAGERS

continued

149113 SPORTS CENTRE MANAGER

Organises, controls and promotes the activities, facilities and resources of a sports centre.

Skill Level: 2

Specialisations:

- Aquatic Centre Manager
- Golf Course Manager
- Indoor Sports Centre Manager
- Squash Centre Manager
- Stadium Manager
- Tennis Centre Manager
- Ten Pin Bowling Centre Manager

UNIT GROUP 1492 CALL OR CONTACT CENTRE AND CUSTOMER SERVICE MANAGERS

CALL OR CONTACT CENTRE AND CUSTOMER SERVICE MANAGERS organise and control the operations of call or contact centres, review customer services, and maintain sound customer relations.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided
- ensuring operational efficiency within a call centre
- providing direction and feedback to team members and assisting with recruitment
- managing, motivating and developing staff providing customer services
- planning and implementing after-sales services to follow up customer satisfaction, ensure performance of goods purchased, and modify and improve services provided
- liaising with other organisational units, service agents and customers to identify and respond to customer expectations
- may work in a call centre

Occupations:

149211 Call or Contact Centre Manager

149212 Customer Service Manager

149211 CALL OR CONTACT CENTRE MANAGER

Organises and controls the operations of a call or contact centre. May work in a call centre.

Skill Level: 2

149212 CUSTOMER SERVICE MANAGER

Alternative Titles:

Client Service Manager

Service Manager

Plans, administers and reviews customer services and after-sales services, and maintains sound customer relations.

Skill Level: 2

UNIT GROUP 1494 TRANSPORT SERVICES MANAGERS

TRANSPORT SERVICES MANAGERS organise and control the buying and selling of vehicles for rental agencies and coordinates the leasing of vehicles, the operations of railway stations, and the operations of enterprises that operate fleets of vehicles to transport goods and passengers.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks include:

- organising the purchase and maintenance of transport vehicles, equipment and fuel
- liaising with clients to determine requirements and providing customers with advice and information regarding vehicle type, purchase or hire rates and obligations and handling complaints
- receiving orders and bookings, and planning and implementing transportation schedules
- ensuring goods are stored and transported in conditions that will maintain their quality
- arranging collection and delivery of vehicles and goods
- maintaining business records and preparing operational statements and reports
- coordinating activities associated with the arrival, departure, loading and unloading of trains
- ensuring compliance with occupational health and safety regulations

Occupations:

149411 Fleet Manager

149412 Railway Station Manager

149415 Transport Company Manager

149411 FLEET MANAGER

Organises and controls the buying and selling of vehicles for rental agencies and coordinates the leasing of vehicles. Registration or licensing may be required.

Skill Level 2

149412 RAILWAY STATION MANAGER

Organises and controls the operations of a railway station.

Skill Level 2

MAJOR GROUP 1 *continued*

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UNIT GROUP 1494 TRANSPORT SERVICES MANAGERS *continued*

149413 TRANSPORT COMPANY MANAGER

Organises and controls the operations of an enterprise that operates a fleet of vehicles to transport goods and passengers. Registration or licensing may be required.

Skill Level: 2

Specialisations:

Bus Company Manager

Car Rental Agency Manager

UNIT GROUP 1499 OTHER HOSPITALITY, RETAIL AND SERVICE MANAGERS

This unit group covers Hospitality, Retail and Service Managers not elsewhere classified.

It includes Boarding Kennel or Cattery Operators, Cinema or Theatre Managers, Facilities Managers and Financial Institution Branch Managers.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Occupations:

- 149911 Boarding Kennel or Cattery Operator
- 149912 Cinema or Theatre Manager
- 149913 Facilities Manager
- 149914 Financial Institution Branch Manager
- 149999 Hospitality, Retail and Service Managers nec

149911 BOARDING KENNEL OR CATTERY OPERATOR

Organises and controls the operations of an establishment which offers temporary boarding for dogs and cats.

Skill Level 2

149912 CINEMA OR THEATRE MANAGER

Organises and controls the operations of a cinema or theatre. Registration or licensing may be required.

Skill Level 2

149913 FACILITIES MANAGER

Alternative Title:

Building Manager

Organises, controls and coordinates the strategic and operational management of facilities in a public or private organisation.

Skill Level 2

Specialisation:

Shopping Centre Manager

UNIT GROUP 1499 OTHER HOSPITALITY, RETAIL AND SERVICE MANAGERS

continued

149914 FINANCIAL INSTITUTION BRANCH MANAGER

Organises and controls the general operational activities of a branch of a bank, building society, credit union or similar financial institution.

Skill Level 2

Specialisations:

- Bank Manager
- Building Society Manager
- Credit Union Manager

149999 HOSPITALITY, RETAIL AND SERVICE MANAGERS NEC

This occupation group covers Hospitality, Retail and Service Managers not elsewhere classified. Registration or licensing may be required.

Skill Level 2

Occupations in this group include:

- Motor Manager
- Brothel Keeper
- Equipment Hire Manager
- Laundrette Owner
- Marina Manager
- Nursing Agency Manager
- Taxi Proprietor
- Weight Loss Centre Manager

UNIT GROUP 2231 HUMAN RESOURCE PROFESSIONALS

HUMAN RESOURCE PROFESSIONALS plan, develop, implement and evaluate staff recruitment, assist in resolving disputes by advising on workplace matters, and represent industrial, commercial, union, employer and other parties in negotiations on issues such as enterprise bargaining, rates of pay and conditions of employment.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- arranging for advertising of job vacancies, interviewing and testing of applicants, and selection of staff
- maintaining personnel records and associated human resource information systems
- providing advice and information to management on workplace relations policies and procedures, staff performance and disciplinary matters
- arranging the induction of staff and providing information on conditions of service, salaries and promotional opportunities
- receiving and recording job vacancy information from employers such as details about job description, wages and conditions of employment
- providing information on current job vacancies in the organisation to employers and job seekers
- undertaking negotiations on terms and conditions of employment, and examining and resolving disputes and grievances
- studying and interpreting legislation, awards, collective agreements and employment contracts, wage payment systems and dispute settlement procedures
- developing, planning and formulating enterprise agreements or collective contracts such as productivity-based wage adjustment procedures, workplace relations policies and programs, and procedures for their implementation
- overseeing the formation and conduct of workplace consultative committees and employee participation initiatives

Occupations:

- 223111 Human Resource Adviser
- 223112 Recruitment Consultant
- 225115 Workplace Relations Adviser

223111 HUMAN RESOURCE ADVISER

Alternative Titles:

- Human Resource Consultant
- Personnel Officer

Provides staffing and personnel administration services in support of an organisation's human resource policies and programs.

Skill Level: 1

Specialisation:

- Workforce Planning Analyst

MAJOR GROUP 2 *continued*

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UNIT GROUP 2231 HUMAN RESOURCE PROFESSIONALS *continued*

223112 RECRUITMENT CONSULTANT

Alternative Title:

Employment Consultant (Aus)

Interviews applicants to determine their job requirements and suitability for particular jobs, and assists employers to find suitable staff.

Skill Level: 1

Specialisations:

Casting Agent

Literary Agent

223113 WORKPLACE RELATIONS ADVISER

Alternative Title:

Industrial Relations Officer

Assists in resolving disputes by advising on workplace relations policies and problems, and representing industrial, commercial, union, employer or other parties in negotiations on rates of pay and conditions of employment.

Skill Level: 1

Specialisations:

Trade Union Official

Union Organiser

UNIT GROUP 2232 ICT TRAINERS

ICT TRAINERS analyse and evaluate information-based system training needs and objectives, and develop, schedule and conduct ICT-based system training programs and courses.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience and/or relevant vendor certification may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- identifying technical training needs and requirements of individuals and organisations
- setting human resource development objectives and evaluating learning outcomes
- preparing and developing instructional training material and aids such as handbooks, visual aids, online tutorials, demonstration models, and supporting training reference documentation
- designing, coordinating, scheduling and conducting ICT training and development programs that can be delivered in the form of individual and group instruction, and facilitating workshops, meetings, demonstrations and conferences
- liaising with external training providers to arrange delivery of specific training and development programs
- promoting internal and external training and development, and evaluating these promotional activities
- monitoring and performing ongoing evaluation and assessment of training quality and effectiveness, and reviewing and modifying training objectives, methods and course deliverables
- gathering, investigating and researching background materials to gain a full understanding of the ICT subject matter and systems
- keeping up-to-date with new product version releases, advances in programming languages, application development software, and general information technology trends
- writing end user products and materials such as user training, tutorial and instruction manuals, online help, and operating and maintenance instructions

Occupation:

223211 ICT Trainer

223211 ICT TRAINER

Alternative Title:

ICT Educator

Analyses and evaluates information-based system training needs and objectives, and develops, schedules and conducts ICT-based system training programs and courses.

Skill Level: 1

Specialisation:

Software Trainer

UNIT GROUP 2233 TRAINING AND DEVELOPMENT PROFESSIONALS

TRAINING AND DEVELOPMENT PROFESSIONALS plan, develop, implement and evaluate training and development programs to ensure management and staff acquire the skills and develop the competencies required by organisations to meet organisational objectives.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- identifying training needs and requirements of individuals and organisations
- setting human resource development objectives and evaluating learning outcomes
- preparing and developing instructional training material and aids such as handbooks, visual aids, online tutorials, demonstration models, and supporting training reference documentation
- designing, coordinating, scheduling and conducting training and development programs that can be delivered in the form of individual and group instruction, and facilitating workshops, meetings, demonstrations and conferences
- liaising with external training providers to arrange delivery of specific training and development programs
- promoting internal and external training and development, and evaluating these promotional activities
- monitoring and performing ongoing evaluation and assessment of training quality and effectiveness, and reviewing and modifying training objectives, methods and course deliverables
- gathering, investigating and researching background materials to gain an understanding of various subject matters and systems
- advising management on the development and placement of staff, and providing career counselling for employees

Occupation:

223511 Training and Development Professional

223311 TRAINING AND DEVELOPMENT PROFESSIONAL

Alternative Title:

Training Officer

Plans, develops, implements and evaluates training and development programs to ensure management and staff acquire the skills and develop the competencies required by an organisation to meet organisational objectives.

Skill Level: 1

Specialisations:

Education Officer (Air Force and Army)

Training Systems Officer (Navy)

MINOR GROUP 224 INFORMATION AND ORGANISATION PROFESSIONALS

INFORMATION AND ORGANISATION PROFESSIONALS support organisations, government, individuals and the community by analysing, organising and managing information and data, and by providing advice on policy, business and organisational methods, and the value of property and other items.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this minor group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- applying mathematical, statistical and actuarial principles and techniques to a range of tasks
- developing, organising and maintaining libraries and other information keeping services
- reviewing and analysing economic data and preparing reports
- managing the collection and processing of information and data to produce intelligence, and analysing and advising on policy options
- assessing the value of land, property and other items, and providing advice on the administration, and commercial and operational use of land and property
- studying organisational structures and methods to solve organisational problems and achieve greater efficiency

Occupations in this minor group are classified into the following unit groups:

- 2241 Actuaries, Mathematicians and Statisticians
- 2242 Archivists, Curators and Records Managers
- 2243 Economists
- 2244 Intelligence and Policy Analysts
- 2245 Land Economists and Valuers
- 2246 Librarians
- 2247 Management and Organisation Analysts
- 2249 Other Information and Organisation Professionals

UNIT GROUP 2247 MANAGEMENT AND ORGANISATION ANALYSTS

MANAGEMENT AND ORGANISATION ANALYSTS assist organisations to achieve greater efficiency and solve organisational problems, and study organisational structures, methods, systems and procedures.

ICT Business Analysts are excluded from this unit group. ICT Business Analysts are included in Unit Group 2611 ICT Business and Systems Analysts.

Indicative Skill Level:

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- assisting and encouraging the development of objectives, strategies and plans aimed at achieving customer satisfaction and the efficient use of organisations' resources
- discussing business and organisational shortcomings with clients
- analysing and evaluating current systems and structures
- discussing current systems with staff and observing systems at all levels of organisation
- directing clients towards more efficient organisation and developing solutions to organisational problems
- undertaking and reviewing work studies by analysing existing and proposed methods and procedures such as administrative and clerical procedures
- recording and analysing organisations' work flow charts, records, reports, manuals and job descriptions
- preparing and recommending proposals to revise methods and procedures, alter work flows, redefine job functions and resolve organisational problems
- assisting in implementing approved recommendations, issuing revised instructions and procedure manuals, and drafting other documentation
- reviewing operating procedures and advising of departures from procedures and standards

Occupations:

224711 Management Consultant

224712 Organisation and Methods Analyst

224711 MANAGEMENT CONSULTANT

Alternative Title:

Business Consultant

Assists organisations to achieve greater efficiency and solve organisational problems.

Skill Level: 1

Specialisation:

Business Analyst

MAJOR GROUP 2 *continued*

UNIT GROUP 2247 MANAGEMENT AND ORGANISATION ANALYSTS *continued*

224712 ORGANISATION AND METHODS ANALYST

Alternative Title:

Procedures Analyst

Studies organisational structures, methods, systems and procedures.

Skill Level: 1

Specialisations:

Change Management Facilitator

Industry Analyst

Quality Auditor

Skills Auditor

UNIT GROUP 2249 OTHER INFORMATION AND ORGANISATION PROFESSIONALS

This unit group covers Information and Organisation Professionals not elsewhere classified.

It includes Electorate Officers, Liaison Officers, Migration Agents (Aus) / Immigration Consultants (NZ) and Patents Examiners.

Indicative Skill Level:

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Registration or licensing may be required.

Occupations:

- 224911 Electorate Officer
- 224912 Liaison Officer
- 224913 Migration Agent (Aus) / Immigration Consultant (NZ)
- 224914 Patents Examiner
- 224999 Information and Organisation Professionals nec

224911 ELECTORATE OFFICER

Manages the electorate office of a politician, and liaises with constituents and the media on their behalf.

Skill Level: 1

224912 LIAISON OFFICER

Establishes and facilitates communication between different community groups, organisations and governments.

Skill Level: 1

Specialisations:

- Aboriginal Liaison Officer
- Business Liaison Officer
- Community Liaison Officer
- Disability Liaison Officer
- Police Liaison Officer

224913 MIGRATION AGENT (AUS) / IMMIGRATION CONSULTANT (NZ)

Alternative Title:

Migration Consultant

Provides information and advice to potential migrants, prepares and lodges visa applications, and acts as an intermediary to legally represent clients during visa processing and before review bodies. Liaises with legal Professionals in relation to judicial review matters. Registration or licensing may be required.

Skill Level: 1

**UNIT GROUP 2249 OTHER INFORMATION AND ORGANISATION
PROFESSIONALS** *continued*

224914 PATENTS EXAMINER

Investigates and reports on patent applications to assess their compliance with the requirements of the Patents Act. Registration or licensing may be required.

Skill Level: 1

224999 INFORMATION AND ORGANISATION PROFESSIONALS NEC

This occupation group includes Information and Organisation Professionals not elsewhere classified.

Skill Level: 1

Occupations in this group include:

- Electoral Officer
- Forms Designer
- Knowledge Manager
- Lobbyist
- Museum Registrar

MINOR GROUP 225 SALES, MARKETING AND PUBLIC RELATIONS PROFESSIONALS

SALES, MARKETING AND PUBLIC RELATIONS PROFESSIONALS plan, develop, coordinate and implement programs of information dissemination to promote organisations, goods and services, and represent companies in selling a range of technical, industrial, medical, pharmaceutical and ICT goods and services.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this minor group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- commissioning and undertaking market research, analysing the findings, and planning advertising, marketing and public relations activities
- supporting business growth and development through the preparation and execution of marketing objectives, policies and programs
- planning and organising publicity campaigns
- appraising and selecting material submitted by writers, Photographers, Illustrators and others to create favourable publicity
- acquiring and updating knowledge of employers' and competitors' goods and services, and market conditions
- assessing customers' needs and explaining and demonstrating goods and services to them
- visiting regular and prospective client businesses to establish and act on marketing opportunities
- quoting and negotiating prices and credit terms, and completing contracts

Occupations in this minor group are classified into the following unit groups:

- 2251 Advertising and Marketing Professionals
- 2252 ICT Sales Professionals
- 2255 Public Relations Professionals
- 2254 Technical Sales Representatives

UNIT GROUP 2251 ADVERTISING AND MARKETING PROFESSIONALS

ADVERTISING AND MARKETING PROFESSIONALS develop and coordinate advertising strategies and campaigns, determine the market for new goods and services, and identify and develop market opportunities for new and existing goods and services.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- planning, developing and organising advertising policies and campaigns to support sales objectives
- advising executives and clients on advertising strategies and campaigns to reach target markets, creating consumer awareness and effectively promoting the attributes of goods and services
- coordinating production of advertising campaigns involving specialised activities, such as artwork, copywriting, media scripting, television and film production and media placement, within time and budget constraints
- analysing data regarding consumer patterns and preferences
- interpreting and predicting current and future consumer trends
- researching potential demand and market characteristics for new goods and services and collecting and analysing data and other statistical information
- supporting business growth and development through the preparation and execution of marketing objectives, policies and programs
- commissioning and undertaking market research to identify market opportunities for new and existing goods and services
- advising on all elements of marketing such as product mix, pricing, advertising and sales promotion, selling, and distribution channels

Occupations:

- 225111 Advertising Specialist
- 225112 Market Research Analyst
- 225115 Marketing Specialist

225111 ADVERTISING SPECIALIST

Alternative Titles:

- Advertising Account Executive
- Advertising Account Manager
- Creative Director (Advertising)

Devises and coordinates advertising campaigns which encourage consumers to purchase particular goods or services.

Skill Level: 1

MAJOR GROUP 2 *continued*

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UNIT GROUP 2251 ADVERTISING AND MARKETING PROFESSIONALS *continued*

225112 MARKET RESEARCH ANALYST

Determines the market for new goods and services, develops advertising strategies, and evaluates the best business sites for commercial organisations.

Skill Level: 1

225113 MARKETING SPECIALIST

Alternative Titles:

- Marketing Consultant
- Marketing Coordinator
- Marketing Officer

Identifies market opportunities and advises on the development, coordination and implementation of plans for pricing and promoting an organisation's goods and services.

Skill Level: 1

Specialisations:

- Brand Manager
- Category Manager
- Product Manager
- Sales Promotion Officer

UNIT GROUP 2252 ICT SALES PROFESSIONALS

ICT SALES PROFESSIONALS manage client accounts and represent companies in selling a range of computer hardware, software and other ICT goods and services to industrial, business, professional and other organisations.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience and/or relevant vendor certification may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- compiling lists of prospective client businesses using trade directories and other sources
- acquiring and updating knowledge of employer's and competitors' goods and services, and market conditions
- visiting regular and prospective client businesses to establish and act on selling opportunities
- assessing customers' needs and explaining the goods and services which meet their needs
- promoting employers' ICT goods and services to existing and prospective clients
- quoting and negotiating prices and credit terms, and completing contracts and recording orders
- arranging delivery of goods, installation of equipment and the provision of services
- reporting to sales management on sales made and the marketability of ICT goods and services
- following up with clients to ensure satisfaction with ICT goods and services purchased, arranging modifications and resolving any problems arising
- preparing sales reports, and maintaining and submitting records of business expenses incurred

Occupations:

- 225211 ICT Account Manager
- 225212 ICT Business Development Manager
- 225215 ICT Sales Representative

225211 ICT ACCOUNT MANAGER

Manages sale of computer hardware, software and services to existing account clients and identifies further sales opportunities within these accounts, builds new account clients, manages customer satisfaction and retention, and coordinates the preparation and presentation of ICT sales proposals and tenders.

Skill Level 1

225212 ICT BUSINESS DEVELOPMENT MANAGER

Identifies and generates new ICT business opportunities to further improve market share and awareness by gaining an understanding of customers' ICT needs and promoting goods and services to these customers. May manage some key customer accounts.

Skill Level 1

225215 ICT SALES REPRESENTATIVE

Develops and converts sales opportunities into sales of computer hardware, software and ICT services.

Skill Level 1

UNIT GROUP 2253 PUBLIC RELATIONS PROFESSIONALS

PUBLIC RELATIONS PROFESSIONALS plan, develop, implement and evaluate information and communication strategies that create an understanding and a favourable view of organisations, their goods and services, and their role in the community.

Indicative Skill Level

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill level 1).

Tasks include:

- planning and organising publicity campaigns and communication strategies
- advising executives on the public relations implications of their policies, programs and practices
- preparing and controlling the issue of news and press releases
- undertaking and commissioning public opinion research, analysing the findings and planning public relations and promotional campaigns
- organising special events, seminars, entertainment, competitions and social functions to promote goodwill and favourable publicity
- representing organisations and arranging executive interviews with publicity media
- amending business, social and other functions to promote the organisation
- commissioning and obtaining photographs and other illustrative material
- selecting, appraising and revising material submitted by publicity writers, Photographers, Illustrators and others to create favourable publicity

Occupation:

225311 Public Relations Professional

225311 PUBLIC RELATIONS PROFESSIONAL

Alternative Title:

Corporate Affairs Officer

Plans, develops, implements and evaluates information and communication strategies that create an understanding and a favourable view of an organisation, its goods and services, and its role in the community.

Skill Level: 1

Specialisations:

Media Liaison Officer (NZ)

Media Liaison Officer

Press Officer

Promotions Officer

Public Affairs Officer

Public Relations Consultant

Public Relations Officer

UNIT GROUP 2254 TECHNICAL SALES REPRESENTATIVES

TECHNICAL SALES REPRESENTATIVES represent companies in selling a range of industrial, medical and pharmaceutical goods and services to industrial, business, professional and other establishments.

Indicative Skill Level:

In Australia and New Zealand:

Most occupations in this unit group have a level of skill commensurate with a bachelor degree or higher qualification. At least five years of relevant experience may substitute for the formal qualification. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification (ANZSCO Skill Level 1).

Tasks include:

- compiling lists of prospective client businesses using directories and other sources
- acquiring and updating knowledge of employees' and competitors' goods and services, and market conditions
- visiting regular and prospective client businesses to establish and act on selling opportunities
- assessing customers' needs and recommending and explaining goods and services to them
- monitoring customers' changing needs and competitor activity, and reporting these developments to sales management
- quoting and negotiating prices and credit terms, and completing contracts and recording orders
- arranging delivery of goods, installation of equipment and the provision of services
- reporting to sales management on sales made and the marketability of goods and services
- following up with clients to ensure satisfaction with goods and services purchased, and resolving any problems arising
- preparing sales reports and maintaining and submitting records of business expenses incurred

Occupations:

225411 Sales Representative (Industrial Products)

225412 Sales Representative (Medical and Pharmaceutical Products)

225499 Technical Sales Representatives nec

225411 SALES REPRESENTATIVE (INDUSTRIAL PRODUCTS)

Represents companies in selling a range of specialised chemicals, machines, manufacturing materials and other industrial supplies.

Skill Level: 1

225412 SALES REPRESENTATIVE (MEDICAL AND PHARMACEUTICAL PRODUCTS)

Represents companies in selling medical, dental and veterinary equipment and supplies, and pharmaceutical products.

Skill Level: 1

Specialisation:

Medical Representative

225499 TECHNICAL SALES REPRESENTATIVES NEC

This occupation group covers Technical Sales Representatives not elsewhere classified.

Skill Level: 1

Occupations in this group include:

Sales Representative (Educational Products and Services)

MAJOR GROUP 5 CLERICAL AND ADMINISTRATIVE WORKERS

CLERICAL AND ADMINISTRATIVE WORKERS provide support to Managers, Professionals and organisations by organising, storing, manipulating and retrieving information.

Definitive Skill Level

Most occupations in this major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4); or

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4); or

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification. In the case of some Skill Level 5 occupations, a short period of on-the-job training may be required in addition to or instead of the formal qualification, or no formal qualification or on-the-job training may be required.

Tasks include:

- administering contracts, programs and projects
- setting, reviewing and controlling office functions
- performing clerical, secretarial, organisational and other administrative functions
- entering, processing and editing text and data
- greeting clients and visitors, and responding to inquiries and requests for information
- producing, recording and evaluating financial, production, stock and statistical information
- receiving, processing and sending mail, documents and information

Occupations in this major group are classified into the following sub-major groups:

- 51 Office Managers and Program Administrators
- 52 Personal Assistants and Secretaries
- 53 General Clerical Workers
- 54 Inquiry Clerks and Receptionists
- 55 Numerical Clerks
- 56 Clerical and Office Support Workers
- 99 Other Clerical and Administrative Workers

SUB-MAJOR GROUP 51 OFFICE MANAGERS AND PROGRAM ADMINISTRATORS

OFFICE MANAGERS AND PROGRAM ADMINISTRATORS plan and undertake administration of organisational programs and projects, and organise and manage the activities of offices and practices.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- coordinating activities to ensure that objectives of the organisation and office are met
- liaising with professionals, owners, other departments and personnel to ensure that goals are met
- advising senior management on matters requiring attention and implementing their decisions
- managing paperwork, records and information associated with undertaking projects and running offices and practices
- responding to inquiries concerning programs and services
- setting, reviewing and controlling office functions

Occupations in this sub-major group are classified into the following minor groups:

- 511 Contract, Program and Project Administrators
- 512 Office and Practice Managers

MINOR GROUP 511 CONTRACT, PROGRAM AND PROJECT ADMINISTRATORS

CONTRACT, PROGRAM AND PROJECT ADMINISTRATORS plan and undertake administration of contracts, organisational programs, special projects and support services.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- negotiating, developing and reviewing contracts, programs, projects and services
- responding to inquiries and resolving problems concerning contracts, programs, projects, services provided, and persons affected
- managing paperwork associated with contracts, programs, projects and services provided
- working with Project Managers, Architects, Engineering Professionals, owners and others to ensure that goals are met
- advising senior management on matters requiring attention and implementing their decisions
- overseeing work by contractors and reporting on variations to work orders
- preparing and reviewing submissions and reports concerning the organisation's activities
- collecting and analysing data associated with projects undertaken, and reporting on project outcomes
- reviewing and arranging new office accommodation

Occupations in this minor group are classified into the following unit groups:

5111 Contract, Program and Project Administrators

UNIT GROUP 5111 CONTRACT, PROGRAM AND PROJECT ADMINISTRATORS

CONTRACT, PROGRAM AND PROJECT ADMINISTRATORS plan and undertake administration of contracts, organisational programs, special projects and support services.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- developing, reviewing and negotiating variations to contracts, programs, projects and services
- responding to inquiries and resolving problems concerning contracts, programs, projects, services provided, and persons affected
- managing paperwork associated with contracts, programs, projects and services provided
- working with Project Managers, Architects, Engineering Professionals, owners and others to ensure that goals are met
- advising senior management on matters requiring attention and implementing their decisions
- overseeing work by contractors and reporting on variations to work orders
- preparing and reviewing submissions and reports concerning the organisation's activities
- collecting and analysing data associated with projects undertaken, and reporting on project outcomes
- reviewing and arranging new office accommodation

Occupations:

511111 Contract Administrator

511112 Program or Project Administrator

511111 CONTRACT ADMINISTRATOR

Alternative Title:

Contract Officer

Prepares, interprets, maintains, reviews and negotiates variations to contracts on behalf of an organisation.

Skill Level 2

511112 PROGRAM OR PROJECT ADMINISTRATOR

Alternative Title:

Project Coordinator

Plans and undertakes administration of organisational programs, special projects and support services.

Skill Level 2

MINOR GROUP 512 OFFICE AND PRACTICE MANAGERS

OFFICE AND PRACTICE MANAGERS organise and manage the functions and resources of offices and professional practices such as administrative systems and office personnel.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- contributing to the planning and review of office services, and setting priorities and office service standards
- allocating human resources, space and equipment
- assigning work to and monitoring work performance of staff
- managing records and accounts of the office
- liaising with Professionals to coordinate office business and to facilitate resolution of problems
- managing physical facilities and ensuring buildings and equipment are maintained
- ensuring compliance with occupational health and safety regulations
- ensuring work complies with relevant government legislation, policies and procedures
- coordinating personnel activities such as hiring, promotions, performance appraisals, payroll, training and supervision

Occupations in this minor group are classified into the following unit groups:

5121 Office Managers

5122 Practice Managers

UNIT GROUP 5121 OFFICE MANAGERS

OFFICE MANAGERS organise and control the functions and resources of offices such as administrative systems and office personnel.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- contributing to the planning and review of office services, and setting priorities and office service standards
- allocating human resources, space and equipment
- assigning work to and monitoring work performance of staff
- managing records and accounts of the office
- liaising with Professionals to coordinate office business and to facilitate resolution of problems
- managing physical facilities and ensuring buildings and equipment are maintained
- ensuring compliance with occupational health and safety regulations
- ensuring work complies with relevant government legislation, policies and procedures
- coordinating personnel activities such as hiring, promotions, performance management, payroll, training and supervision

Occupation:

512111 Office Manager

512111 OFFICE MANAGER

Organises and controls the functions and resources of an office such as administrative systems and office personnel.

Skill Level 2

UNIT GROUP 5122 PRACTICE MANAGERS

PRACTICE MANAGERS organise and control the functions and resources of professional practices such as administrative systems and practice personnel.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advance Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- contributing to the planning and review of office services, and setting priorities and office service standards
- allocating human resources, space and equipment
- assigning work to and monitoring work performance of staff
- managing records and accounts of the practice
- liaising with Professionals to coordinate practice business and to facilitate resolution of problems
- managing physical facilities and ensuring buildings and equipment are maintained
- ensuring compliance with occupational health and safety regulations
- ensuring work complies with relevant government legislation, policies and procedures
- coordinating personnel activities such as hiring, promotions, performance management, payroll, training and supervision

Occupations:

- 512211 Health Practice Manager
- 512299 Practice Managers nec

512211 HEALTH PRACTICE MANAGER

Organises and controls the functions and resources of a health practice such as administrative systems and practice personnel.

Skill Level: 2

Specialisations:

- Chiropractic Practice Manager
- Dental Practice Manager
- Medical Practice Manager
- Physiotherapy Practice Manager

MAJOR GROUP 5 *continued*

UNIT GROUP 5122 PRACTICE MANAGERS *continued*

512299 PRACTICE MANAGERS NEC

This occupation group covers Practice Managers not elsewhere classified.

Skill Level 2

Occupations in this group include:

- Accounting Practice Manager
- Architectural Practice Manager
- Legal Practice Manager
- Veterinary Practice Manager

SUB-MAJOR GROUP 52 PERSONAL ASSISTANTS AND SECRETARIES

PERSONAL ASSISTANTS AND SECRETARIES perform organisational, clerical, secretarial and other administrative tasks in support of Managers and Professionals.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- liaising with other staff about a range of matters relating to the organisation's operations
- drafting and preparing documents such as briefing notes, memoranda and correspondence
- maintaining appointment diaries and making travel arrangements
- processing mail, filing correspondence and maintaining records
- answering telephone calls and inquiries
- taking and transcribing dictation of letters and other documents

Occupations in this sub-major group are classified into the following minor group:

521 Personal Assistants and Secretaries

MINOR GROUP 521 PERSONAL ASSISTANTS AND SECRETARIES

PERSONAL ASSISTANTS AND SECRETARIES perform organisational, clerical, secretarial and other administrative tasks in support of Managers and Professionals.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- liaising with other staff about a range of matters relating to the organisation's operations
- drafting and preparing documents such as briefing notes, memoranda and correspondence
- maintaining appointment diaries and making travel arrangements
- processing mail, filing correspondence and maintaining records
- answering telephone calls and inquiries
- taking and transcribing dictation of letters and other documents

Occupations in this minor group are classified into the following unit groups:

- 5211 Personal Assistants
- 5212 Secretaries

UNIT GROUP 5211 PERSONAL ASSISTANTS

PERSONAL ASSISTANTS perform liaison, coordination and organisational tasks in support of Managers and Professionals.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- liaising with other staff on matters relating to the organisation's operations
- researching and preparing reports, briefing notes, memoranda, correspondence and other routine documents
- maintaining confidential files and documents
- attending meetings and acting as secretary as required
- maintaining appointment diaries and making travel arrangements
- processing incoming and outgoing mail, filing correspondence and maintaining records
- screening telephone calls and answering inquiries
- taking and transcribing dictation of letters and other documents
- may supervise other secretarial and clerical staff

Occupation:

521111 Personal Assistant

521111 PERSONAL ASSISTANT

Performs liaison, coordination and organisational tasks in support of Managers and Professionals.

Skill Level 3

UNIT GROUP 5212 SECRETARIES

SECRETARIES perform secretarial, clerical and other administrative tasks in support of Managers, Legal Professionals and other professionals.

Medical Secretaries are excluded from this unit group. Medical Secretaries are included in Unit Group 5421 Receptionists, in Occupation 542114 Medical Receptionist.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- liaising with other staff to arrange meetings, and to gain and provide information
- preparing reports, briefing notes and correspondence, and proofreading work for typographical and grammatical errors
- maintaining appointment diaries and making travel arrangements
- processing incoming and outgoing mail, filing correspondence and maintaining records
- answering telephone calls, responding to inquiries and redirecting callers
- taking and transcribing dictation of letters and other documents
- greeting visitors, ascertaining nature of business and directing visitors to appropriate persons
- may implement management decisions and maintain records of meetings
- may handle bookkeeping and petty cash functions.

Occupation:

- 521211 Secretary (General)
- 521212 Legal Secretary

521211 SECRETARY (GENERAL)

Performs secretarial, clerical and other administrative tasks in support of Managers and Professionals.

Skill Level: 3

521212 LEGAL SECRETARY

Performs secretarial, clerical and other administrative tasks in support of Legal Professionals applying knowledge of legal terminology, procedures and documents.

Skill Level: 3

SUB-MAJOR GROUP 53 GENERAL CLERICAL WORKERS

GENERAL CLERICAL WORKERS perform general administrative, data entry and word processing tasks.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- receiving, sorting, opening, classifying, photocopying and filing information
- entering text and data via keyboards for further processing
- retrieving and updating data in storage and keeping records
- preparing reports, letters and similar matter
- transcribing information, and proofreading and correcting copy

Occupations in this sub-major group are classified into the following minor groups:

- 531 General Clerks
- 532 Keyboard Operators

MINOR GROUP 531 GENERAL CLERKS

GENERAL CLERKS perform a range of clerical and administrative tasks.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- recording, preparing, sorting, classifying and filing information
- sorting, opening and sending mail
- photocopying and filing documents
- preparing reports of a routine nature
- recording issue of equipment to staff
- receiving letters and telephone messages
- transcribing information onto computers, and proofreading and correcting copy
- may provide customers with information about services
- may perform receptionist duties

Occupations in this minor group are classified into the following unit group:

5311 General Clerks

UNIT GROUP 5311 GENERAL CLERKS

GENERAL CLERKS perform a range of clerical and administrative tasks.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- recording, preparing, sorting, classifying and filing information
- sorting, opening and sending mail
- photocopying and fixing documents
- preparing reports of a routine nature
- recording issue of equipment to staff
- receiving letters and telephone messages
- transcribing information onto computers, and proofreading and correcting copy
- may provide customers with information about services
- may perform receptionist duties

Occupation:

531111 General Clerk

531111 GENERAL CLERK

Performs a range of clerical and administrative tasks.

Skill Level: 4

SUB-MAJOR GROUP 54 INQUIRY CLERKS AND RECEPTIONISTS

INQUIRY CLERKS AND RECEPTIONISTS respond to requests for information, and receive and greet people.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 5); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 5); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- answering customer inquiries for information about the organisation and the goods and services it offers
- resolving customer complaints and problems with goods and services provided
- recording information about inquiries and complaints
- greeting and welcoming visitors, and directing them to the appropriate person
- arranging and recording details of appointments
- answering, connecting and transferring telephone calls

Occupations in this sub-major group are classified into the following minor groups:

541 Call or Contact Centre Information Clerks

542 Receptionists

MINOR GROUP 541 CALL OR CONTACT CENTRE INFORMATION CLERKS

CALL OR CONTACT CENTRE INFORMATION CLERKS provide information to customers about goods and services.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- answering customer inquiries for information about goods and services
- resolving customer complaints and problems with goods and services provided
- recording information about inquiries and complaints
- referring complex inquiries to supervisors
- arranging the despatch of information kits and brochures

Occupations in this minor group are classified into the following unit groups:

5411 Call or Contact Centre Workers

5412 Inquiry Clerks

UNIT GROUP 5411 CALL OR CONTACT CENTRE WORKERS

CALL OR CONTACT CENTRE WORKERS respond to telephone, Internet and email inquiries and complaints about an organisation's goods and services, and promote the goods and services.

Indicative Skill Level

The occupation Call or Contact Centre Team Leader has a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

The occupation Call or Contact Centre Operator has a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- answering incoming calls, emails and messages, and assisting customers with their specific inquiries
- identifying requirements and recording information into computer systems
- coaching staff and assisting call centre operators to resolve problems and customer inquiries
- developing rosters and managing staff numbers to meet work flows
- listening to calls conducted by call centre operators and providing performance feedback
- monitoring and timing calls
- creating further interest in goods and services by offering customers more information about goods and inviting customers to use services on offer
- updating databases to reflect changes to the status of customers and prospective customers
- arranging the despatch of goods, information kits and brochures to customers and interested parties
- undertaking clerical duties, such as filing, and filling out paperwork, and liaising with other departments associated with completing the customer contact
- issuing invoices and receiving electronic payments for goods and services provided

Occupations:

- 541111 Call or Contact Centre Team leader
- 541112 Call or Contact Centre Operator

MAJOR GROUP 5 *continued*

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UNIT GROUP 5411 CALL OR CONTACT CENTRE WORKERS *continued*

541111 CALL OR CONTACT CENTRE TEAM LEADER

Alternative Titles:

Call Centre Supervisor

Contact Centre Supervisor

Oversees and determines work requirements, monitors telephone calls, coaches and allocates duties to Call or Contact Centre Operators.

Skill Level: 5

Specialisations:

Call or Contact Centre Coach

Call or Contact Centre Workforce Planner

541112 CALL OR CONTACT CENTRE OPERATOR

Answers customer telephone, Internet and email inquiries about goods and services, and promotes the goods and services.

Skill Level: 4

UNIT GROUP 5412 INQUIRY CLERKS

INQUIRY CLERKS respond to personal, written and telephone inquiries and complaints about the organisation's goods and services, provide information and refer people to other sources.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- answering inquiries about goods and services, and providing information about their availability, location, price and related issues
- responding to inquiries about problems and providing advice, information and assistance
- recording information about inquiries and complaints
- referring complex inquiries to team leaders or expert advisers
- issuing relevant forms, information kits and brochures to interested parties
- accessing and operating computer network systems and communication systems such as public address and paging systems
- may refer inquiries to other sources

Occupation:

541211 Inquiry Clerk

541211 INQUIRY CLERK

Alternative Title:

Inquiry Officer (Aus)

Responds to personal, written and telephone inquiries and complaints about the organisation's goods and services, provides information and refers people to other sources.

Skill Level: 4

Specialisation:

Information Clerk

MINOR GROUP 542 RECEPTIONISTS

RECEPTIONISTS receive and welcome visitors, patients, guests and clients, and respond to inquiries and requests.

Medical Secretaries are included in this minor group, in Occupation 542114 Medical Receptionist.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- greeting and welcoming visitors, and directing them to the appropriate person
- arranging and recording details of appointments
- answering inquiries and providing information on the goods, services and activities of the organisation
- answering, connecting and transferring telephone calls
- receiving and resolving complaints from clients and the public
- receiving and distributing correspondence, facsimile messages and deliveries
- maintaining the reception area
- advising on and arranging reservations and accommodation
- may perform other clerical tasks such as word processing, data entry, filing, mail despatch and photocopying

Occupations in this minor group are classified into the following unit group:

5421 Receptionists

UNIT GROUP 5421 RECEPTIONISTS

RECEPTIONISTS receive and welcome visitors, patients, guests and clients, and respond to inquiries and requests.

Medical Secretaries are included in this unit group, in Occupation 54214 Medical Receptionist.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- greeting and welcoming visitors, and directing them to the appropriate person
- arranging and recording details of appointments
- answering inquiries and providing information on the goods, services and activities of the organisation
- answering, connecting and transferring telephone calls
- receiving and resolving complaints from clients and the public
- receiving and distributing correspondence, facsimile messages and deliveries
- maintaining the reception area
- advising on and arranging reservations and accommodation
- may perform other clerical tasks such as word processing, data entry, filing, mail despatch and photocopying

Occupations:

- 54211 Receptionist (General)
- 54212 Admissions Clerk
- 54215 Hotel or Motel Receptionist
- 54214 Medical Receptionist

54211 RECEPTIONIST (GENERAL)

Greets clients and visitors, and responds to personal, telephone, email and written inquiries and requests.

Skill Level 4

54212 ADMISSIONS CLERK

Alternative Title:

Hospital Ward Clerk

Records and processes information required for the admission and discharge of hospital patients and responds to telephone inquiries.

Skill Level 4

MAJOR GROUP 5 *continued*

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UNIT GROUP 5421 RECEPTIONISTS *continued*

542113 HOTEL OR MOTEL RECEPTIONIST

Greets and checks in guests, and looks after their needs on arrival and during their stay in a hotel or motel.

Skill Level 4

542114 MEDICAL RECEPTIONIST

Greets patients and other clients in a health facility, such as a clinic, practice, centre or surgery, and responds to personal, telephone and written inquiries and requests.

Skill Level 4

SUB-MAJOR GROUP 55 NUMERICAL CLERKS

NUMERICAL CLERKS compile, record and process documents relating to creditors and debtors, operating costs, financial transactions and payrolls, provide financial services to bank customers, and undertake routine statistical and actuarial computations.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- processing accounts payable and receivable, and payment of wages and salaries
- keeping financial records, and maintaining, reconciling and balancing accounts
- processing and authorising credit and loan applications, and processing insurance applications and claims
- accepting money deposited by customers and crediting customers' accounts
- maintaining records of securities registrations and transactions
- compiling financial and statistical data, tables, graphs and charts

Occupations in this sub-major group are classified into the following minor groups:

- 551 Accounting Clerks and Bookkeepers
- 552 Financial and Insurance Clerks

MINOR GROUP 551 ACCOUNTING CLERKS AND BOOKKEEPERS

ACCOUNTING CLERKS AND BOOKKEEPERS compile, record and process documents relating to creditors and debtors, operating costs, financial transactions and payrolls.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- preparing and processing documentation related to accounts payable and receivable, and wages and salaries
- reconciling invoices and despatching payments
- investigating, compiling and preparing reports of operating cost data
- keeping financial records
- maintaining, reconciling and balancing accounts
- processing payments of accounts, and wages and salaries

Occupations in this minor group are classified into the following unit groups:

- 5511 Accounting Clerks
- 5512 Bookkeepers
- 5515 Payroll Clerks

UNIT GROUP 5511 ACCOUNTING CLERKS

ACCOUNTING CLERKS monitor creditor and debtor accounts, undertake related routine documentation, and calculate and investigate the cost of wages, materials, overheads and other operating costs.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- preparing and processing documentation related to accounts payable and receivable
- reconciling invoices and despatching payments
- calculating, analysing and investigating the costs of proposed expenditure, wages and standard costs
- preparing bank reconciliations
- allocating expenditure to specified budget accounts
- summarising expenditure and receipts
- preparing records of standard costs and values for items such as raw materials and packaging supplies
- reconciling cost variations and contract price movements
- compiling cost data for preparation of operating budgets, and profit and loss calculations
- investigating the costs of proposed expenditures, quotations and estimates
- preparing reports of total costs, inventory adjustments, selling prices and profits
- may work in a call centre

Occupations:

551111 Accounts Clerk

551112 Cost Clerk

551111 ACCOUNTS CLERK

Alternative Title:

Accounts Payable or Receivable Clerk

Monitors creditor and debtor accounts, and undertakes related routine documentation. May work in a call centre.

Skill Level: 4

Specialisations:

Audit Clerk

Investment Accounting Clerk

551112 COST CLERK

Calculates and investigates the cost of wages, materials, overheads and other operating expenses.

Skill Level: 4

UNIT GROUP 5512 BOOKKEEPERS

BOOKKEEPERS maintain and evaluate records of financial transactions in account books and computerised accounting systems.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- keeping financial records, and maintaining and balancing accounts using manual and computerised systems
- monitoring cash flow and lines of credit
- preparing and producing financial statements, budget and expenditure reports and analyses using account books, ledgers and accounting software packages
- preparing invoices, purchase orders and bank deposits
- reconciling accounts against monthly bank statements
- verifying recorded transactions and reporting irregularities to management
- may be required to prepare forms reporting business tax entitlements and obligations such as the amount of goods and services tax paid and collected

Occupation:

551211 Bookkeeper

551211 BOOKKEEPER

Maintains and evaluates records of financial transactions in account books and computerised accounting systems.

Skill Level: 4

Specialist role:

Financial Administration Officer

UNIT GROUP 5513 PAYROLL CLERKS

PAYROLL CLERKS prepare payrolls and related records for employee salaries and statutory record-keeping purposes.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- creating files for new employees to record payroll data
- maintaining and updating files for existing employees to record information such as employee contact details, leave taken, overtime, promotions, transfers, tax deductions, health insurance payments and superannuation
- preparing payroll data from time sheets and other payroll and personnel records
- processing payment of wages and salaries
- issuing and recording adjustments to employees' pay
- interpreting industrial awards
- providing information to employees and managers about payroll matters such as tax issues, benefits and deductions
- finalising files and arrangements when employees retire, resign or transfer
- may be involved in maintaining superannuation and other deduction and contribution records

Occupation:

551311 Payroll Clerk

551311 PAYROLL CLERK*Alternative Titles:*

Pay Clerk

Payroll Officer

Prepares payroll and related records for employee salaries and statutory record-keeping purposes.

Skill Level 4

MINOR GROUP 552 FINANCIAL AND INSURANCE CLERKS

FINANCIAL AND INSURANCE CLERKS receive deposits and pay out money in financial institutions, process credit, loan and insurance applications, maintain records of securities transactions and registrations, offer odds and accept bets, and compile data and undertake statistical and actuarial computations.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- answering customer inquiries about bank accounts, credit standing and loans
- receiving deposits of money from and paying withdrawals of money to customers, and crediting and debiting their accounts
- processing and authorising the approval of credit and loan applications
- offering and varying odds on sporting events, and accepting and paying out bets
- processing insurance applications, adjustments to cover and claims against policies
- maintaining records of securities registrations and transactions
- compiling tables, graphs and charts

Occupations in this minor group are classified into the following unit groups:

- 5521 Bank Workers
- 5522 Credit and Loans Officers
- 5525 Insurance, Money Market and Statistical Clerks

UNIT GROUP 5521 BANK WORKERS

BANK WORKERS receive deposits and pay out money in financial and commercial institutions, keep records of transactions, issue receipts and cash cheques.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- greeting customers, identifying their needs and answering customer inquiries
- ensuring customers' forms are filled in correctly and checking customers' identification
- accepting cash and cheques deposited by customers, verifying records and receipts, and crediting customers' accounts
- paying money to customers according to advice slips, cheques and negotiable documents, and debiting customers' accounts
- providing change, cashing cheques and recording transactions
- opening and closing accounts for customers
- balancing cash and advising supervisors of cash position and discrepancies
- explaining and promoting bank services to customers and referring them to appropriate financial services

Occupation:

552111 Bank Worker

552111 BANK WORKER

Receives deposits and pays out money in a financial or commercial institution, keeps records of transactions, issues receipts and cashes cheques.

Skill Level 4

UNIT GROUP 5522 CREDIT AND LOANS OFFICERS

CREDIT AND LOANS OFFICERS analyse, evaluate and process credit and loan applications.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- analysing information about customers and examining references, credit ratings, investment risks, pay slips and other information against predetermined policy standards
- contacting financial and credit institutions to obtain information about customers
- preparing papers setting out conditions of credit and loans, rates of repayment and loan periods, and providing information about customers' standing to financial and credit institutions
- authorising the approval of credit and loan applications and recommending credit and loan conditions and limits
- keeping records of payments, and preparing routine letters requesting payment for overdue accounts and forwarding these for legal action
- answering inquiries concerning credit standing of customers, loan balances and penalties
- may recommend, approve and arrange mortgages
- may work in a call centre

Occupation:

952211 Credit or Loans Officer

552211 CREDIT OR LOANS OFFICER

Alternative Titles:

Credit Clerk
Finance Clerk
Lending Consultant
Loans Consultant
Loans Officer

Analyses, evaluates and processes credit and loan applications. May work in a call centre.

Skill Level: 4

UNIT GROUP 5523 INSURANCE, MONEY MARKET AND STATISTICAL CLERKS

INSURANCE, MONEY MARKET AND STATISTICAL CLERKS prepare and check documentation associated with insurance, maintain records of securities transactions and registrations, offer odds and accept bets, and compile data and undertake statistical and actuarial computations.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks include:

- obtaining information on the form of competitors by research, attending race trials and liaising with contacts
- offering and varying odds on competitors after considering the type of event, handicaps, weather conditions and odds offered by other Bookmakers
- processing insurance applications, adjustments to insurance cover, standard endorsements and insurance claims
- monitoring balances of accounts and summarising reinsurance to determine outstanding risk
- surveying potential risk exposure
- despatching notices of premiums due and forms concerning conservation and transfer of insurance
- reviewing, checking, verifying and issuing transaction documentation for securities
- claiming accruing dividends and processing dividend payments
- compiling statistics from financial records, survey returns and other data sources, and verifying the authenticity of the material
- operating computers to input, manipulate and output information
- compiling results of calculations into tables, graphs and charts to be used in analysis
- may work in a call centre

Occupations:

- 552511 Bookmaker
- 552512 Insurance Consultant
- 552515 Money Market Clerk
- 552518 Statistical Clerk

552511 BOOKMAKER

Determines risk, offers odds and accepts bets on the outcome of racing and other events. Registration or licensing is required.

This occupation is illegal in New Zealand.

Skill Level: 4

UNIT GROUP 5523 INSURANCE, MONEY MARKET AND STATISTICAL CLERKS

continued

552312 INSURANCE CONSULTANT

Alternative Title:

Insurance Clerk

Prepares and checks documentation associated with insurance. May work in a call centre.

Skill Level: 4

Specialisations:

Health Insurance Assessor

Superannuation Clerk

552313 MONEY MARKET CLERK

Alternative Titles:

Scip Clerk (Stockbroking)

Securities Clerk

Processes documentation and maintains records of securities transactions and registrations.

Skill Level: 4

552314 STATISTICAL CLERK

Compiles data and undertakes statistical and actuarial computations.

Skill Level: 4

Specialisation:

Actuarial Clerk

SUB-MAJOR GROUP 56 CLERICAL AND OFFICE SUPPORT WORKERS

CLERICAL AND OFFICE SUPPORT WORKERS perform a range of routine clerical and administrative tasks necessary to support the operation of organisations.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- recording and entering items, debiting credit and bank accounts electronically, and receiving cash
- sorting documents, mail and parcels, and delivering items to customers
- recording and updating information in record management systems
- interviewing people in surveys and market research to obtain information and their attitudes
- connecting, holding and transferring telephone calls, and providing telephone service information
- receiving advertising copy and entering text and other details
- reading meters

Occupations in this sub-major group are classified into the following minor group:

561 Clerical and Office Support Workers

MINOR GROUP 561 CLERICAL AND OFFICE SUPPORT WORKERS

CLERICAL AND OFFICE SUPPORT WORKERS perform a range of routine clerical and administrative tasks necessary to support the operation of organisations.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- recording and entering bets, debiting credit and bank accounts electronically, and receiving cash
- sorting documents, mail and parcels, and delivering items to customers
- recording and updating information in record management systems
- interviewing people in surveys and market research to obtain information and their attitudes
- connecting, holding and transferring telephone calls, and providing telephone service information
- receiving advertising copy and entering text and other details
- reading meters

Occupations in this minor group are classified into the following unit groups:

- 5611 Betting Clerks
- 5612 Courier and Postal Deliverers
- 5615 Filing and Registry Clerks
- 5614 Mail Sorters
- 5615 Survey Interviewers
- 5616 Switchboard Operators
- 5619 Other Clerical and Office Support Workers

UNIT GROUP 5613 FILING AND REGISTRY CLERKS

FILING AND REGISTRY CLERKS process and handle information and documents to maintain access to and security of database and record management systems.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- sorting information and documents for filing according to database and record management system protocols
- classifying and coding information and documents for inclusion in database and record management systems
- updating and modifying records
- filing information and documents in database and record management systems
- identifying and reentering information and documents for users
- recording file and document movements
- labelling storage locations, and assembling and labelling new files
- removing inactive and dead files

Occupation:

561311 Filing or Registry Clerk

561311 FILING OR REGISTRY CLERK

Alternative Title:

Records Clerk

Processes and handles information and documents to maintain access to and security of database and record management systems.

Skill Level: 5

UNIT GROUP 5614 MAIL SORTERS

MAIL SORTERS receive, sort and despatch mail in organisations and postal sorting centres.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- receiving and checking incoming mail and mail bags
- assisting with the verification of registered and special articles
- operating mail processing equipment such as letter preparation lines, letter indexing and sorting equipment
- performing manual sorting duties and preparing documentation for despatching mail
- processing underpaid mail, bulk mail lodgements, express mail and other mail services
- operating letter indexing and sorting machines, multi-line optical character machines and bar-coding equipment
- investigating complaints regarding lost items

Occupations:

561411 Mail Clerk

561412 Postal Sorting Officer

561411 MAIL CLERK

Alternative Title

Mail Officer

Collects, sorts and despatches mail within an organisation.

Skill Level: 5

561412 POSTAL SORTING OFFICER

Receives, sorts and despatches mail in a post office or postal sorting centre.

Skill Level: 5

Specialisation:

Parcel Post Officer

UNIT GROUP 5615 SURVEY INTERVIEWERS

SURVEY INTERVIEWERS interview people and record their responses to survey and market research questions on a range of topics.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- contacting people face-to-face and via the telephone to conduct surveys
- recording answers to survey questions manually and electronically
- recording the distribution of questionnaires
- collecting questionnaires and returning them to supervisors
- scanning questionnaires to ensure that important questions have been answered
- may interview people at random in crowds and on the street
- may provide self-completion questionnaires
- may encode responses and check their consistency
- may work in a call centre

Occupation:

561511 Survey Interviewer

561511 SURVEY INTERVIEWER

Alternative Title:

Interviewer

Interviews people and records their responses to survey and market research questions on a range of topics. May work in a call centre.

Skill Level: 5

Specialisation:

Market Research Interviewer

UNIT GROUP 5616 SWITCHBOARD OPERATORS

SWITCHBOARD OPERATORS operate telecommunication switchboards and consoles to assist callers establish telephone connections, and receive caller inquiries and fault reports.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- operating switchboards and consoles to connect, hold, transfer and disconnect telephone calls
- responding to callers' inquiries by providing information such as telephone numbers, dialing codes, call costs, time delays and service difficulties
- investigating operating system problems and informing maintenance services
- alerting emergency services when required
- recording details and determining charges for designated types of calls
- may monitor the efficiency of systems and maintain service sampling records

Occupation:

561611 Switchboard Operator

561611 SWITCHBOARD OPERATOR

Alternative Title:

Telephone Operator

Operates telecommunication switchboards and consoles to assist callers establish telephone connections, and receive caller inquiries and fault reports.

Skill Level: 5

UNIT GROUP 5619 OTHER CLERICAL AND OFFICE SUPPORT WORKERS

This unit group covers Clerical and Office Support Workers not elsewhere classified.

It includes Classified Advertising Clerks, Meter Readers and Parking Inspectors.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Occupations:

- 561911 Classified Advertising Clerk
- 561912 Meter Reader
- 561913 Parking Inspector
- 561999 Clerical and Office Support Workers nec.

561911 CLASSIFIED ADVERTISING CLERK

Receives and records advertising copy for publication and broadcasting.

Skill Level: 5

561912 METER READER

Reads electric, gas or water meters, records usage, inspects meters and connections for defects and damage, and reports irregularities.

Skill Level: 5

561913 PARKING INSPECTOR

Patrols assigned areas and issues parking infringement notices to owners of vehicles that are illegally parked.

Skill Level: 5

561999 CLERICAL AND OFFICE SUPPORT WORKERS NEC

This occupation group covers Clerical and Office Support Workers not elsewhere classified.

Skill Level: 5

Occupations in this group include:

- Media Monitor (Aus)

SUB-MAJOR GROUP 59 OTHER CLERICAL AND ADMINISTRATIVE WORKERS

This sub-major group covers Clerical and Administrative Workers not elsewhere classified.

It includes Logistics Clerks.

Indicative Skill Level:

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualifications.

Occupations in this sub-major group are classified into the following minor groups:

591 Logistics Clerks

599 Miscellaneous Clerical and Administrative Workers

MINOR GROUP 591 LOGISTICS CLERKS

LOGISTICS CLERKS coordinate the purchasing, receipt, recording, monitoring, and distribution of goods and services, and the clearance and collection of imported cargo and shipment of cargo for export.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- receiving, checking and processing purchase requests
- verifying incoming and outgoing goods against records
- providing information about price, and calculating storage and clearance charges
- maintaining records of goods received and despatched
- recording customs clearance requirements and authorising collection of cargo
- organising despatch and collection of goods

Occupations in this minor group are classified into the following unit groups:

- 5911 Purchasing and Supply Logistics Clerks
- 5912 Transport and Despatch Clerks

UNIT GROUP 5911 PURCHASING AND SUPPLY LOGISTICS CLERKS

PURCHASING AND SUPPLY LOGISTICS CLERKS prepare and process orders for goods and services, monitor stock levels and supply sources and maintain stock and inventory levels, record and coordinate the flow of materials between departments, prepare production schedules, and administer and coordinate storage and distribution operations within organisations.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- requisitioning supplies from stock and sending orders to production departments and other firms
- confirming completion of orders and compliance with details specified, signing tally sheets and attaching to checked items
- receiving and checking purchase requests against inventory records and stock on hand
- examining orders and compiling data for production schedules
- checking inventories and preparing delivery schedules
- examining containers to ensure that they are filled, and recording quantities
- investigating and identifying supply sources and preparing and processing purchase orders
- providing price and other information about goods to prospective customers
- counting incoming stock and reconciling it with requisitions, and updating inventory and stock location records
- establishing and coordinating the operating procedures for receiving, handling, storing and shipping goods

Occupations:

- 991111 Order Clerk
- 991112 Production Clerk
- 991115 Purchasing Officer
- 991114 Sales Clerk
- 991115 Stock Clerk
- 991116 Warehouse Administrator

591111 ORDER CLERK

Alternative Title:

Customer Orders Clerk

Receives purchase requests for good and services, checks requests against inventory records and stock, and processes orders.

Skill Level: 4

Specialisation:

Mail Order Clerk

MAJOR GROUP 5 *continued*

UNIT GROUP 5911 PURCHASING AND SUPPLY LOGISTICS CLERKS *continued*

591112 PRODUCTION CLERK

Alternative Titles:

Production Recorder
Schedule Clerk

Records and coordinates the flow of work and materials between departments, examines orders for goods, and prepares production schedules.

Skill Level: 4

Specialisations:

Delivery Clerk
Logistics Clerk

591113 PURCHASING OFFICER

Alternative Title:

Procurement Clerk

Prepares purchase orders, monitors supply sources and negotiates contracts with suppliers.

Skill Level: 4

591114 SALES CLERK

Alternative Title:

Internal Salesperson (Aus)

Receives and processes purchase orders for goods and services, and provides information and advice about goods and services.

Skill Level: 4

Specialisations:

Engineering Sales Clerk
Lay-by Clerk (Aus)

591115 STOCK CLERK

Alternative Titles:

Stock Control Clerk
Stores Clerk

Monitors stock levels and maintains stock, order and inventory records.

Skill Level: 4

Specialisations:

Inventory Clerk
Supply Clerk

591116 WAREHOUSE ADMINISTRATOR

Administers and coordinates storage and distribution operations within an organisation.

Skill Level: 4

UNIT GROUP 5912 TRANSPORT AND DESPATCH CLERKS

TRANSPORT AND DESPATCH CLERKS verify and maintain records of incoming and outgoing goods, prepare goods for despatch, arrange clearance and collection of imported cargo from customs and bond stores, and arrange shipment of cargo for export.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- identifying items and containers of incoming and outgoing shipments and verifying them against consignment records
- ensuring outgoing shipments are in good condition and meet specifications
- arranging internal distribution of goods received
- organising the despatch of goods with completed documentation
- maintaining prescribed records of goods received and despatched
- examining shipping documents and verifying cargo to be released
- recording customs clearance requirements and authorising collection of cargo
- calculating storage and clearance charges and billing customers
- receiving details of outgoing cargo, and arranging bookings of freight space and collection of goods from customers
- providing information to customers on custom tariffs, tariff classifications and concessions, and methods of clearing goods

Occupations:

591211 Despatching and Receiving Clerk

591212 Import-Export Clerk

591211 DESPATCHING AND RECEIVING CLERK*Alternative Titles:*

Despatch Clerk

Freight Clerk

Verifies and maintains records of incoming and outgoing goods in a warehouse or distribution centre and prepares goods for despatch.

*Skill Level: 4**Specialisations:*

Aircraft Load Controller

Shipping and Receiving Clerk

Truck Despatcher

MAJOR GROUP 5 *continued*

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UNIT GROUP 5912 TRANSPORT AND DESPATCH CLERKS *continued*

591212 IMPORT-EXPORT CLERK

Alternative Title:

Customs Broker

Arranges the clearance and collection of imported cargo from customs and bond stores, and the shipment of cargo for export.

Skill Level: 4

Specialisations:

Bond Clerk

Customs Agent

Wharf Tally Clerk

MINOR GROUP 599 MISCELLANEOUS CLERICAL AND ADMINISTRATIVE WORKERS

This minor group covers Clerical and Administrative Workers not elsewhere classified.

It includes Conveyancers and Legal Executives, Court and Legal Clerks, Debt Collectors, Human Resource Clerks, Inspectors and Regulatory Officers, Insurance Investigators, Loss Adjusters and Risk Surveyors, and Library Assistants.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualifications.

Occupations in this minor group are classified into the following unit groups:

- 5991 Conveyancers and Legal Executives
- 5992 Court and Legal Clerks
- 5993 Debt Collectors
- 5994 Human Resource Clerks
- 5995 Inspectors and Regulatory Officers
- 5996 Insurance Investigators, Loss Adjusters and Risk Surveyors
- 5997 Library Assistants
- 5999 Other Miscellaneous Clerical and Administrative Workers

UNIT GROUP 5994 HUMAN RESOURCE CLERKS

HUMAN RESOURCE CLERKS maintain and update personnel records such as information on transfers and promotions, employee leave taken and accumulated, salaries, superannuation and taxation, qualifications and training.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- updating information on leave taken and accumulated, employment history, salaries, superannuation and taxation, qualifications and training
- raising records for newly appointed workers and checking records for completeness
- processing applications for employment and promotions and advising applicants of results
- receiving and answering inquiries about employment entitlements and conditions
- sending out announcements of job openings and job examinations
- issuing job application forms
- compiling data from personnel records and preparing reports
- storing and retrieving personnel records and files on request

Occupation:

999411 Human Resource Clerk

599411 HUMAN RESOURCE CLERK

Alternative Titles:

Employment Office Clerk
Human Resources Records Clerk
Personnel Records Clerk

Maintains and updates personnel records such as information on transfers and promotions, employee leave taken and accumulated, salaries, superannuation and taxation, qualifications and training.

Skill Level 4

Specialisations:

Psychological Examiner (Army)
Roster Clerk

UNIT GROUP 5995 INSPECTORS AND REGULATORY OFFICERS

INSPECTORS AND REGULATORY OFFICERS administer and enforce government and corporate regulations and standards.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks include:

- searching aircraft, vehicles, premises and people, and checking documents and goods to detect illegal activities such as undocumented cargo, prohibited goods and illegal aliens
- examining and assessing visas and residency applications
- testing applicants' ability to operate a motor vehicle, assessing applicants' suitability to hold learner's permits and probationary licences, and issuing learner's permits and probationary licences
- identifying pest and weed problems and determining treatments and management
- assessing claims for government benefits
- carrying out random checks of taxation documents to detect non-compliance with taxation legislation
- conducting visual checks of the mechanical, structural, electrical, pneumatic and hydraulic systems of railway wagons, carriages and locomotives for condition and correct classification
- ensuring that train, tram and bus services are provided according to schedule, monitoring the cleanliness, presentation and condition of vehicles, and recommending improvements and changes to services
- receiving and assessing applications for licences to use water, investigating the ability of water resources to meet new requirements, and conducting site inspections

Occupations:

- 599511 Customs Officer
- 599512 Immigration Officer
- 599513 Motor Vehicle Licence Examiner
- 599514 Noxious Weeds and Pest Inspector
- 599515 Social Security Assessor
- 599516 Taxation Inspector
- 599517 Train Examiner
- 599518 Transport Operations Inspector
- 599521 Water Inspector
- 599599 Inspectors and Regulatory Officers nec

UNIT GROUP 5995 INSPECTORS AND REGULATORY OFFICERS *continued*

599511 CUSTOMS OFFICER

Alternative Title:

Customs Inspector

Administers and enforces customs and related legislation, and assists with customs control of overseas passengers, crew, aircraft, ships, cargo, mail and bond stores.

Skill Level: 4

Specialisation:

Customs Investigator

599512 IMMIGRATION OFFICER

Examines and assesses the entry of people from other countries, administers visas and residency applications according to immigration legislation, rules and policies, and, where necessary, uses legal powers to detain and remove illegal entrants.

Skill Level: 4

599513 MOTOR VEHICLE LICENCE EXAMINER

Tests motor vehicle driving licence applicants and issues learner's permits and probationary licences. Registration or licensing is required.

Skill Level: 4

599514 NOXIOUS WEEDS AND PEST INSPECTOR

Alternative Title:

Biosecurity Officer (Weeds and Pests)

Inspects and monitors plants, land and water for noxious plants and animal species, and organises for their control or eradication.

Skill Level: 4

599515 SOCIAL SECURITY ASSESSOR

Assesses social welfare claims and entitlements under government legislation and investigates fraud and suspected breaches of legislation.

Skill Level: 4

599516 TAXATION INSPECTOR

Inspects and assesses taxation returns to ensure compliance with government legislation, and investigates suspected breaches of taxation legislation.

Skill Level: 4

599517 TRAIN EXAMINER

Inspects rolling stock in railway yards, terminals and stations to ensure adherence to safety standards and operational rules and regulations.

Skill Level: 4

Specialisation:

Locomotive Inspector

MAJOR GROUP 5 *continued*

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UNIT GROUP 5995 INSPECTORS AND REGULATORY OFFICERS *continued*

599518 TRANSPORT OPERATIONS INSPECTOR

Monitors scheduled train, tram and bus services and investigates accidents, complaints and service disruptions.

Skill Level 4

Specialisations:

Bus Inspector

Tram Inspector

599521 WATER INSPECTOR

Monitors the allocation and use of water from water resources such as streams, rivers and underground sources.

Skill Level 4

Specialisations:

Boring Inspector

Stream Control Officer

599599 INSPECTORS AND REGULATORY OFFICERS NEC

This occupation group covers Inspectors and Regulatory Officers not elsewhere classified.

Skill Level 4

Occupations in this group include:

Dog Catcher

Technician Preventative Medicine (Army)

Trade Mark Examiner (Aus)

Travel Accommodation Inspector

Weights and Measures Inspector

UNIT GROUP 5996 INSURANCE INVESTIGATORS, LOSS ADJUSTERS AND RISK SURVEYORS

INSURANCE INVESTIGATORS, LOSS ADJUSTERS AND RISK SURVEYORS conduct investigations into insurance claims to ensure their validity, inspect and assess the damage and loss to insured properties and businesses, estimate insurance costs, and inspect insured properties to evaluate conditions affecting underwriting standards.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks include:

- examining scenes of incidents resulting in insurance claims to determine causes and effects
- interviewing witnesses and claimants to obtain details required to assess the validity of claims and identify the parties responsible for accidents, damage and loss, and preparing statements and reports
- inspecting damaged buildings, equipment and motor vehicles and estimating the cost of repairs
- estimating business losses resulting from fire, theft and other business disruptions
- reporting the extent of damage and estimated costs to the insurer
- inspecting property, buildings and operations of commercial and industrial establishments to assess physical conditions and work practices
- evaluating the adequacy of security, fire and related systems
- preparing reports and recommending action to reduce risks
- compiling data which influence the determination of premium rates

Occupations:

- 599611 Insurance Investigator
- 599612 Insurance Loss Adjuster
- 599615 Insurance Risk Surveyor

599611 INSURANCE INVESTIGATOR

Conducts investigations into insurance claims to ensure their validity. Registration or licensing is required.

Skill Level 3

MAJOR GROUP 5 *continued*

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UNIT GROUP 5996 INSURANCE INVESTIGATORS, LOSS ADJUSTERS AND RISK SURVEYORS *continued*

599612 INSURANCE LOSS ADJUSTER

Alternative Title:

Insurance Loss Assessor

Inspects and assesses the damage and loss to insured property and business, estimates insurance costs, and acts to minimise the cost of claims to an insurance company.

Skill Level: 5

599613 INSURANCE RISK SURVEYOR

Inspects items and properties to evaluate conditions affecting underwriting standards, and develops and promotes safety programs.

Skill Level: 5

UNIT GROUP 5997 LIBRARY ASSISTANTS

LIBRARY ASSISTANTS issue, receive and shelve library items and maintain associated records.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- issuing library items to borrowers and recording identification data and due dates
- sorting and shelving returned items
- locating and retrieving items on request
- maintaining records and index systems
- receiving overdue items, issuing overdue notices, and receiving fines
- inspecting returned items for damage and making minor repairs
- assisting with the preparation of displays and promotional activities
- may prepare catalogued items for shelving

Occupation:

599711 Library Assistant

599711 LIBRARY ASSISTANT

Alternative Titles:

Library Attendant
Library Clerk

Issues, receives and shelves library items and maintains associated records.

Skill Level: 4

UNIT GROUP 5999 OTHER MISCELLANEOUS CLERICAL AND ADMINISTRATIVE WORKERS

This unit group covers Clerical and Administrative Workers not elsewhere classified.

It includes Coding Clerks, Production Assistants (Film, Television, Radio or Stage), Proof Readers and Radio Dispatchers.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Occupations:

599911 Coding Clerk

599912 Production Assistant (Film, Television, Radio or Stage)

599913 Proof Reader

599914 Radio Dispatcher

599999 Clerical and Administrative Workers nec

599911 CODING CLERK

Translates narrative descriptions and numeric information into classification or record systems.

Skill Level: 4

Specialisations:

Clinical Coder

Medical Record Clerk

599912 PRODUCTION ASSISTANT (FILM, TELEVISION, RADIO OR STAGE)

Provides technical, administrative and organisational support to producers or directors for film, television, radio or stage productions.

Skill Level: 4

599913 PROOF READER

Reads draft copies and proofs, detects errors and marks corrections to grammar, typing and composition.

Skill Level: 4

UNIT GROUP 5999 OTHER MISCELLANEOUS CLERICAL AND ADMINISTRATIVE WORKERS *continued*

599914 RADIO DESPATCHER

Alternative Titles:

Communications Controller

Control Room Operator

Provides radio and communications services for the coordination of operational units in transport, coastguard, military, emergency, security, rescue and road service organisations. Registration or licensing may be required.

Skill Level 4

599999 CLERICAL AND ADMINISTRATIVE WORKERS NEC

This occupation group covers Clerical and Administrative Workers not elsewhere classified.

Skill Level 4

Occupations in this group include:

Examination Supervisor

Train Planner

Travel Clerk

SALES WORKERS sell goods, services and property, and provide sales support in areas such as operating cash registers and displaying and demonstrating goods.

ICT and Technical Sales Representatives are excluded from this major group. ICT Sales Representatives are included in Unit Group 2252 ICT Sales Professionals. Technical Sales Representatives are included in Unit Group 2254 Technical Sales Representatives.

Indicative Skill Level

Most occupations in this major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4); or

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4); or

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification. In the case of some Skill Level 5 occupations, a short period of on-the-job training may be required in addition to or instead of the formal qualification, or no formal qualification or on-the-job training may be required.

Tasks include:

- promoting goods and services, properties and businesses to potential buyers
- selling goods and services, properties and businesses to buyers
- engaging prospective buyers
- determining buyers' requirements
- receiving and processing payments for goods and services, properties and businesses purchased by a variety of payment methods

Occupations in this major group are classified into the following sub-major groups:

- 61 Sales Representatives and Agents
- 62 Sales Assistants and Salespersons
- 63 Sales Support Workers

SUB-MAJOR GROUP 61 SALES REPRESENTATIVES AND AGENTS

SALES REPRESENTATIVES AND AGENTS represent companies in selling their goods and services, and sell real estate and other property on behalf of clients.

ICT and Technical Sales Representatives are excluded from this sub-major group. ICT Sales Representatives are included in Unit Group 2252 ICT Sales Professionals. Technical Sales Representatives are included in Unit Group 2254 Technical Sales Representatives.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience

(ANZSCO Skill Level 2); or

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- promoting and selling goods and services, properties and businesses
- engaging prospective clients
- determining the needs of prospective clients and explaining which goods, services and properties meet their needs
- visiting clients to establish selling opportunities
- following up clients and gauging satisfaction with goods and services purchased
- monitoring clients' changing needs and competitor activity

Occupations in this sub-major group are classified into the following minor groups:

611 Insurance Agents and Sales Representatives

612 Real Estate Sales Agents

MINOR GROUP 611 INSURANCE AGENTS AND SALES REPRESENTATIVES

INSURANCE AGENTS AND SALES REPRESENTATIVES represent companies in selling their goods and services, and sell property on behalf of clients.

ICT and Technical Sales Representatives are excluded from this minor group. ICT Sales Representatives are included in Unit Group 2252 ICT Sales Professionals. Technical Sales Representatives are included in Unit Group 2254 Technical Sales Representatives.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 5); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 5); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- assisting clients to sell property by auction, and buy and sell livestock, rural equipment, and goods and services
- compiling lists of prospective clients and making contact to seek interviews and gauge interest
- determining the needs of prospective clients and explaining which goods and services would meet their needs
- informing and supplying details to clients about goods and services for sale
- selling a range of goods and services to clients
- keeping up-to-date with clients' changing needs and competitor activity

Occupations in this minor group are classified into the following unit groups:

6111 Auctioneers, and Stock and Station Agents

6112 Insurance Agents

6115 Sales Representatives

UNIT GROUP 6111 AUCTIONEERS, AND STOCK AND STATION AGENTS

AUCTIONEERS, AND STOCK AND STATION AGENTS sell property at auction, and advise and represent farmers in business transactions such as buying and selling livestock, rural property, and goods and services.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Tasks include:

- appraising and listing property for auction
- organising advertising, catalogues and other publicity for auctions
- consulting vendors and setting reserve prices
- describing property presented and the conditions of sale
- asking for or setting opening bids and determining reserve prices
- accepting bids from potential buyers and closing sales to the highest bidders
- purchasing and selling livestock and rural property on behalf of clients
- selling agricultural supplies, such as seed, grains, feed, sprays, dips, drenches and veterinary products, in accordance with statutory requirements
- acting as an insurance agent for rural clients

Occupations:

- 611111 Auctioneer
- 611112 Stock and Station Agent

611111 AUCTIONEER

Conducts sales of real estate, goods and livestock by taking offers from buyers and accepting the highest purchase price. Registration or licensing is required.

Skill Level: 3

611112 STOCK AND STATION AGENT

Provides advice to clients and acts on their behalf in relation to the sale and purchase of rural property, livestock, crops and agricultural products and services. Registration or licensing may be required.

Skill Level: 3

UNIT GROUP 6112 INSURANCE AGENTS

INSURANCE AGENTS represent insurance companies in selling insurance to clients.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing is required.

Tasks include:

- interviewing clients to identify their insurance needs
- explaining to clients details of insurance and conditions, risk coverage, premiums and benefits
- assisting clients to determine the type and level of coverage required
- calculating premiums and establishing method of payment
- reviewing clients' circumstances to ensure that the level and coverage of insurance is still appropriate
- settling and monitoring insurance claims to ensure that both client and insurer are satisfied with the outcome
- recording information about clients and their policies
- identifying and drawing up lists of potential clients from a variety of sources and contacting them to arrange interviews
- keeping up-to-date with changes in the insurance industry and informing clients of new developments

Occupation:

611211 Insurance Agent

611211 INSURANCE AGENT

Represents insurance companies in selling insurance to clients. Registration or licensing is required.

Skill Level: 3

Specialisations:

Insurance Underwriter
Life Assurance Representative

UNIT GROUP 6113 SALES REPRESENTATIVES

SALES REPRESENTATIVES represent companies to sell their goods and business services to wholesale and retail establishments.

ICT and Technical Sales Representatives are excluded from this unit group. ICT Sales Representatives are included in Unit Group 2252 ICT Sales Professionals. Technical Sales Representatives are included in Unit Group 2254 Technical Sales Representatives.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include

- promoting and selling their company's goods and services such as building and plumbing supplies, business services, motor vehicle parts and accessories, and personal and household goods
- acquiring and updating knowledge of employer's and competitors' goods and services, and market conditions
- using directories and other sources to compile lists of prospective business clients
- visiting clients and retail outlets to establish selling opportunities
- quoting prices and credit terms, recording orders and arranging deliveries
- following up clients and ensuring satisfaction with goods and services and resolving any problems
- monitoring clients' changing needs and competitor activity and reporting on these developments to sales and marketing management
- preparing sales reports
- maintaining and submitting records of business expenses incurred

Occupations:

- 611511 Sales Representative (Building and Plumbing Supplies)
- 611512 Sales Representative (Business Services)
- 611513 Sales Representative (Motor Vehicle Parts and Accessories)
- 611514 Sales Representative (Personal and Household Goods)
- 611599 Sales Representatives nec

611311 SALES REPRESENTATIVE (BUILDING AND PLUMBING SUPPLIES)

Represents their company in selling builders' timber, and building and plumbing hardware and supplies to wholesale and retail establishments.

Skill Level: 4

MAJOR GROUP 6 *continued*

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UNIT GROUP 6113 SALES REPRESENTATIVES *continued*

611312 SALES REPRESENTATIVE (BUSINESS SERVICES)

Represents their company in selling financial, advertising and other business services.

Skill Level: 4

Specialisations:

Sales Representative (Advertising)

Sales Representative (Printing)

611313 SALES REPRESENTATIVE (MOTOR VEHICLE PARTS AND ACCESSORIES)

Represents their company in selling motor vehicle parts and accessories to wholesale and retail establishments.

Skill Level: 4

611314 SALES REPRESENTATIVE (PERSONAL AND HOUSEHOLD GOODS)

Represents their company in selling consumer goods, such as toys, sporting goods, books, stationery, hardware, floor coverings, furniture, textiles, clothing, footwear, toiletries and groceries, to wholesale and retail establishments.

Skill Level: 4

611399 SALES REPRESENTATIVES NEC

This occupation group covers Sales Representatives not elsewhere classified.

Skill Level: 4

Occupations in this group include:

Sales Representative (Jewellery and Watches)

Sales Representative (Musical Goods)

Sales Representative (Photographic Equipment and Supplies)

SUB-MAJOR GROUP 62 SALES ASSISTANTS AND SALESPERSONS

SALES ASSISTANTS AND SALESPERSONS sell a range of goods and services directly to the public on behalf of retail and wholesale establishments.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4), or
- AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

- NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4); or
- NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification. In the case of some Skill Level 5 occupations, a short period of on-the-job training may be required in addition to or instead of the formal qualification, or no formal qualification or on-the-job training may be required.

Tasks include:

- determining customer requirements and advising on product range, price, delivery, warranties and product use and care
- demonstrating and explaining to customers the establishment's goods and services
- selling goods and services
- accepting payment for goods and services by a variety of payment methods and preparing sales invoices
- assisting with the ongoing management of stock such as product inventories and participating in stocktakes
- stacking and displaying goods for sale, and wrapping and packing goods sold

Occupations in this sub-major group are classified into the following minor group:

- 621 Sales Assistants and Salespersons

MINOR GROUP 621 SALES ASSISTANTS AND SALESPERSONS

SALES ASSISTANTS AND SALESPERSONS sell a range of goods and services directly to the public on behalf of retail and wholesale establishments.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

- AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4), or
- AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

- NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4); or
- NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification. In the case of some Skill Level 5 occupations, a short period of on-the-job training may be required in addition to or instead of the formal qualification, or no formal qualification or on-the-job training may be required.

Tasks include:

- determining customer requirements and advising on product range, price, delivery, warranties and product use and care
- demonstrating and explaining to customers the establishment's goods and services
- selling goods and services
- accepting payment for goods and services by a variety of payment methods and preparing sales invoices
- assisting with the ongoing management of stock such as product inventories and participating in stocktakes
- stacking and displaying goods for sale, and wrapping and packing goods sold

Occupations in this minor group are classified into the following unit groups:

- 6211 Sales Assistants (General)
- 6212 ICT Sales Assistants
- 6215 Motor Vehicle and Vehicle Parts Salespersons
- 6214 Pharmacy Sales Assistants
- 6215 Retail Supervisors
- 6216 Service Station Attendants
- 6217 Street Vendors and Related Salespersons
- 6219 Other Sales Assistants and Salespersons

UNIT GROUP 6211 SALES ASSISTANTS (GENERAL)

SALES ASSISTANTS (GENERAL) sell goods and services, such as food, clothing, hardware, household appliances, office supplies and cosmetics, in retail and wholesale establishments.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- determining customer requirements and advising on product range, price, delivery, warranties and product use and care
- demonstrating and explaining to customers the establishment's goods and services
- selling food, beverages, clothing, footwear and other personal and household goods and services
- accepting payment for goods and services by a variety of payment methods and preparing sales invoices
- assisting with the ongoing management of stock such as product inventories and participating in stocktakes
- stacking and displaying goods for sale, and wrapping and packing goods sold

Occupation:

621111 Sales Assistant (General)

621111 SALES ASSISTANT (GENERAL)

Alternative Title:

Retail Sales Assistant

Sells goods and services, such as food, clothing, hardware, household appliances, office supplies and cosmetics, in a retail or wholesale establishment.

Skill Level: 5

Specialisations:

Clothing Sales Assistant
Cosmetic Sales Assistant
Fast Food Sales Assistant
Hardware Sales Assistant

UNIT GROUP 6212 ICT SALES ASSISTANTS

ICT SALES ASSISTANTS sell computing and telecommunications related goods and services in retail and wholesale establishments.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- determining customer requirements and advising on product range, price, delivery, warranties and product use and care
- demonstrating and explaining to customers the establishment's goods and services
- selling computers, computer peripherals, software, mobile telephones and telephone accessories and services such as Internet access and mobile telephone plans
- accepting payment for goods and services by a variety of payment methods and preparing sales invoices
- assisting with the ongoing management of stock such as product inventories and participating in stocktakes
- stacking and displaying goods for sale, and wrapping and packing goods sold

Occupation:

621211 ICT Sales Assistant

621211 ICT SALES ASSISTANT

Sells computing and telecommunications related goods and services in a retail or wholesale establishment.

Skill Level: 5

Specialisation:

Mobile Phone Salesperson

UNIT GROUP 6213 MOTOR VEHICLE AND VEHICLE PARTS SALESPERSONS

MOTOR VEHICLE AND VEHICLE PARTS SALESPERSONS sell motor vehicles, boats, caravans, earthmoving equipment, vehicle accessories and parts in retail and wholesale establishments.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- determining customer requirements and advising on product range, price, delivery, warranties and product use and care
- showing vehicles to customers and test driving vehicles with customers
- selling motor vehicles and vehicle products such as parts, tyres, lubricating oils, batteries, car stereos and alarms
- taking sales orders and preparing contracts of sale
- receiving orders for parts
- determining part sizes and details such as vehicle make, model, manufacturer and year
- searching lists of parts to identify part numbers, price and availability

Occupations:

621511 Motor Vehicle or Caravan Salesperson

621512 Motor Vehicle Parts Interpreter (Aus) / Automotive Parts Salesperson (NZ)

621311 MOTOR VEHICLE OR CARAVAN SALESPERSON

Alternative Title:

Motor Vehicle Salesperson

Sells new and used motor cars, motor cycles, trucks, boats, caravans and earthmoving equipment in a retail or wholesale establishment.

Skill Level: 4

Specialist role:

Fleet Salesperson

621312 MOTOR VEHICLE PARTS INTERPRETER (AUS) / AUTOMOTIVE PARTS SALESPERSON (NZ)

Alternative Title:

Automotive Parts Interpreter

Sells motor vehicle accessories and parts in a retail or wholesale establishment.

Skill Level: 4

UNIT GROUP 6214 PHARMACY SALES ASSISTANTS

PHARMACY SALES ASSISTANTS sell pharmaceutical goods, toiletries and related goods in retail pharmacies.

Pharmacy Technicians are excluded from this unit group. Pharmacy Technicians are included in Unit Group 3112 Medical Technicians.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- accepting prescriptions for filling by Retail Pharmacists
- determining customer requirements and advising customers on the selection, price and usage of non-prescription medicines
- advising customers on the correct application and storage of medicines
- selling goods such as non-prescription drugs, first aid supplies, toiletries and cosmetics
- accepting payment for goods and services by a variety of payment methods and preparing sales invoices
- promoting goods and services that are for sale
- assisting with the ongoing management of stock such as product inventories and participating in stocktakes
- stacking and displaying goods for sale, and wrapping and packing goods sold

Occupation:

621411 Pharmacy Sales Assistant

621411 PHARMACY SALES ASSISTANT

Sells pharmaceutical goods, toiletries and related goods in a retail pharmacy.

Skill Level: 5

UNIT GROUP 6215 RETAIL SUPERVISORS

RETAIL SUPERVISORS supervise and coordinate the activities of retail sales workers.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- ensuring that customers receive prompt service and quality goods and services
- responding to customers' inquiries and complaints about goods and services
- planning and preparing work schedules and assigning staff to specific duties
- interviewing, hiring, training, evaluating, dismissing and promoting staff, and resolving staff grievances
- instructing staff on how to handle difficult and complicated sales procedures
- examining returned goods and deciding on appropriate action
- taking inventory of goods for sale and ordering new stock
- ensuring that goods and services are correctly priced and displayed
- ensuring safety and security procedures are enforced

Occupation:

621511 Retail Supervisor

621511 RETAIL SUPERVISOR

Alternative Titles:

Checkout Supervisor
Sales Department Supervisor

Supervises and coordinates the activities of retail sales workers.

Skill Level 4

UNIT GROUP 6216 SERVICE STATION ATTENDANTS

SERVICE STATION ATTENDANTS sell fuel, lubricants and other automotive accessories, and perform minor maintenance on motor vehicles at service stations.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- filling fuel tanks and containers to level specified by customer
- checking and replenishing air pressure in vehicle tyres, and oil and other vehicle fluid levels
- washing vehicle windscreens and windows
- performing minor repair work to vehicles such as replacing tyres, light bulbs and windscreen wiper blades
- maintaining and operating automatic car wash facilities
- collecting payments from customers for purchases
- clearing petrol pumps and surrounding driveway, shop and facilities
- undertaking stock control and preparing reports on fuel, oil, accessories and other items sold
- replenishing stock of fast foods, newspapers, magazines and grocery items

Occupation:

621611 Service Station Attendant

621611 SERVICE STATION ATTENDANT

Alternative Title:

Driveway Attendant

Sells fuel, lubricants and other automotive accessories, and performs minor maintenance on motor vehicles at a service station.

Skill Level 5

UNIT GROUP 6219 OTHER SALES ASSISTANTS AND SALESPERSONS

This unit group covers Sales Assistants and Salespersons not elsewhere classified.

It includes Materials Recyclers and Rental Salespersons.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Occupations:

621911 Materials Recycler

621912 Rental Salesperson

621999 Sales Assistants and Salespersons nec

621911 MATERIALS RECYCLER

Alternative Title:

Scrap Materials Buyer

Salvages materials from industrial, commercial and private establishments for resale.

Skill Level: 5

Specialisations:

Automotive Dismantler

Bottle Dealer

Waste Recycler

621912 RENTAL SALESPERSON

Alternative Title:

Rental Clerk

Rents goods and equipment to individuals and businesses.

Skill Level: 5

Specialisations:

Car Rental Sales Assistant

Industrial Hire Sales Assistant

Video Library Assistant

621999 SALES ASSISTANTS AND SALESPERSONS NEC

This occupation group covers Sales Assistants and Salespersons not elsewhere classified.

Skill Level: 5

MAJOR GROUP 6 *continued*

UNIT GROUP 6219 OTHER SALES ASSISTANTS AND SALESPERSONS *continued*

Occupations in this group include:

- Carpet Measurer
- Literates Agent
- Stockyard Salesperson
- Swimming Pool Salesperson

SUB-MAJOR GROUP 63 SALES SUPPORT WORKERS

SALES SUPPORT WORKERS provide assistance to retailers, wholesalers and sales staff by undertaking support activities such as operating cash registers, and modeling, demonstrating, selecting, buying, promoting and displaying goods.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4); or

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4); or

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification. In the case of some Skill Level 5 occupations, a short period of on-the-job training may be required in addition to or instead of the formal qualification, or no formal qualification or on-the-job training may be required.

Tasks include:

- receiving payments from customers for goods and services purchased by a variety of payment methods
- counting and recording money received and balancing against register sales records, and preparing money for deposit in financial institutions
- promoting the organisation's goods and services by telephoning customers, and demonstrating goods to customers
- modeling merchandise and posing for art
- buying goods for resale and negotiating purchase, promotion and supply arrangements with suppliers
- setting up displays of products within stores and shopping centres

Occupations in this sub-major group are classified into the following minor groups:

631 Checkout Operators and Office Cashiers

639 Miscellaneous Sales Support Workers

MINOR GROUP 631 CHECKOUT OPERATORS AND OFFICE CASHIERS

CHECKOUT OPERATORS AND OFFICE CASHIERS operate cash registers and receive payments from customers, and issue receipts and return change due.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- scanning, weighing and recording prices of goods
- receiving and processing payments for goods and services by cash, cheques, gift vouchers, credit and debit cards and other payment types
- issuing sales dockets and giving change
- maintaining supplies of change, wrapping and other materials used at checkout
- counting and recording money received and balancing against register sales records, and preparing money for deposit in financial institutions
- recording and balancing petty cash disbursements
- operating a computer terminal to administer the store financial transaction system
- cashing authorised cheques

The occupations in this minor group are classified into the following unit group:

6311 Checkout Operators and Office Cashiers

UNIT GROUP 6311 CHECKOUT OPERATORS AND OFFICE CASHIERS

CHECKOUT OPERATORS AND OFFICE CASHIERS operate cash registers and receive payments from customers, and issue receipts and return change due.

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

MQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Tasks include:

- scanning, weighing and recording prices of goods
- receiving and processing payments for goods and services by cash, cheques, gift vouchers, credit and debit cards and other payment types
- issuing sales dockets and giving change
- maintaining supplies of change, wrapping and other materials used at checkout
- counting and recording money received and balancing against register sales records, and preparing money for deposit in financial institutions
- recording and balancing petty cash disbursements
- operating a computer terminal to administer the store's financial transaction system
- cashing authorised cheques

Occupations:

- 631111 Checkout Operator
- 631112 Office Cashier

631111 CHECKOUT OPERATOR

Operates cash registers and receives payments for goods purchased by customers.

Skill Level: 5

Specialisation:

Service Station Console Operator

631112 OFFICE CASHIER

Alternative Title:

Cashier

Receives payments from customers, issues receipts, returns change due, and meets the public and explains charging and billing policy.

Skill Level: 5

MINOR GROUP 639 MISCELLANEOUS SALES SUPPORT WORKERS

This minor group covers Sales Support Workers not elsewhere classified.

It includes Models and Sales Demonstrators, Retail and Wool Buyers, Telemarketers, Ticket Salespersons and Visual Merchandisers.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 5); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4); or

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 5); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4); or

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification. In the case of some Skill Level 5 occupations, a short period of on-the-job training may be required in addition to or instead of the formal qualification, or no formal qualification or on-the-job training may be required.

Occupations in this minor group are classified into the following unit groups:

6391 Models and Sales Demonstrators

6392 Retail and Wool Buyers

6393 Telemarketers

6394 Ticket Salespersons

6395 Visual Merchandisers

6399 Other Sales Support Workers

SUB-MAJOR GROUP 74 STOREPERSONS

STOREPERSONS receive, handle and despatch goods in stores and warehouses.

Indicative Skill Level

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- receiving incoming goods, checking for damage and for discrepancies between goods and invoices
- unloading vehicles, opening packages and removing contents
- operating computers to obtain details of location and quantity of items in stock
- labelling goods with details of storage location
- packing and weighing goods and sealing boxes
- operating machines to lift, place and remove goods on high levels
- operating specialised equipment, such as manually and electronically guided order pickers, and checking goods off picking list
- assisting with regular stocktakes
- may use materials handling equipment, such as hydraulic pallet lifters and hand trucks, to move goods

Occupations in this sub-major group are classified into the following minor group:

741. Storepersons

MINOR GROUP 741 STOREPERSONS

STOREPERSONS receive, handle and despatch goods in stores and warehouses.

Indicative Skill Level

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- receiving incoming goods, checking for damage and for discrepancies between goods and invoices
- unloading vehicles, opening packages and removing contents
- operating computers to obtain details of location and quantity of items in stock
- labelling goods with details of storage location
- packing and weighing goods and sealing boxes
- operating machines to lift, place and remove goods on high levels
- operating specialised equipment, such as manually and electronically guided order pickers, and checking goods off picking list
- assisting with regular stocktakes
- may use materials handling equipment, such as hydraulic pallet lifters and hand trucks, to move goods

Occupations in this minor group are classified into the following unit group:

7411 Storepersons

UNIT GROUP 7411 STOREPERSONS

STOREPERSONS receive, handle and despatch goods in stores and warehouses.

Indicative Skill Level

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

MQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks include:

- receiving incoming goods, checking for damage and for discrepancies between goods and invoices
- unloading vehicles, opening packages and removing contents
- operating computers to obtain details of location and quantity of items in stock
- labelling goods with details of storage location
- packing and weighing goods and sealing boxes
- operating machines to lift, place and remove goods on high levels
- operating specialised equipment, such as manually and electronically guided order pickers, and checking goods off picking list
- assisting with regular stocktakes
- may use materials handling equipment, such as hydraulic pallet lifters and hand trucks, to move goods

Occupation:

741111 Storeperson

741111 STOREPERSON

Alternative Titles:

Stores Assistant
Warehouse Assistant

Receives, handles and despatches goods in a store or warehouse.

Skill Level: 4

Specialisations:

Chiller Hand
Manufacturing Storeperson
Operator Supply (Army)
Order Picker/Assembler
Stores Despatch Hand
Stores Naval (Navy)