

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

MAJOR GROUP 5 *continued*

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:

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, 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:

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:

- recording, preparing, sorting, classifying and filing information
- sorting, opening and sending mail
- photocopying and faxing 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:

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:

- recording, preparing, sorting, classifying and filing information
- sorting, opening and sending mail
- photocopying and faxing 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

MINOR GROUP 532 KEYBOARD OPERATORS

KEYBOARD OPERATORS input and process text and data, and prepare, edit and generate documents for storage, processing, publication and transmission.

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:

- entering data and codes required to process information
- retrieving, confirming and updating data in storage and keeping records of data input
- taking verbatim records of proceedings in rapid shorthand using computerised equipment and shorthand-writing machines
- transcribing information recorded in shorthand and on sound recording equipment, and proofreading and correcting copy
- reading portions of transcripts during trials and other proceedings on request of Judges and other officials
- reproducing the spoken word, environmental sounds and song lyrics as captions for television programming, and the deaf and hearing impaired
- preparing reports, letters and similar material for publication and electronic transmission
- sorting outgoing material and preparing documents for transmission

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

5321 Keyboard Operators

UNIT GROUP 5321 KEYBOARD OPERATORS

KEYBOARD OPERATORS input and process text and data, and prepare, edit and generate documents for storage, processing, publication and transmission.

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:

- entering data and codes required to process information
- retrieving, confirming and updating data in storage and keeping records of data input
- taking verbatim records of proceedings in rapid shorthand using computerised equipment and shorthand-writing machines
- transcribing information recorded in shorthand and on sound recording equipment, and proofreading and correcting copy
- reading portions of transcripts during trials and other proceedings on request of Judges and other officials
- reproducing the spoken word, environmental sounds and song lyrics as captions for television programming, and the deaf and hearing impaired
- preparing reports, letters and similar material for publication and electronic transmission
- sorting outgoing material and preparing documents for transmission

Occupations:

532111 Data Entry Operator

532112 Machine Shorthand Reporter

532113 Word Processing Operator

532111 DATA ENTRY OPERATOR

Alternative Title:

Data Processing Operator

Operates a keyboard to input and transfer data into a computer for storage, processing and transmission.

Skill Level: 4

MAJOR GROUP 5 *continued*

UNIT GROUP 5321 KEYBOARD OPERATORS *continued*

532112 MACHINE SHORTHAND REPORTER

Records and reproduces the spoken word in court and parliamentary proceedings, television programming and for the deaf and hearing impaired using handwritten shorthand, stenotype shorthand machines, computer-assisted transcription software and sound recording equipment.

Skill Level: 4

Specialisations:

Braille Transcriber

Court Reporter

Hansard Reporter

Realtime Reporter

Stenocaptioner

532113 WORD PROCESSING OPERATOR

Alternative Title:

Typist

Operates a computer to type, edit and generate a variety of documents and reports.

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 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 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 faxing, 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*

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: 3

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:

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 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 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 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:

542111 Receptionist (General)

542112 Admissions Clerk

542113 Hotel or Motel Receptionist

542114 Medical Receptionist

542111 RECEPTIONIST (GENERAL)

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

Skill Level: 4

542112 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*

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:

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:

- 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

MAJOR GROUP 5 *continued*

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

5513 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
- recording 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

Specialisation:

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:

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 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
- 5523 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:

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:

- 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:

552211 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:

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:

- 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:

- 552311 Bookmaker
- 552312 Insurance Consultant
- 552313 Money Market Clerk
- 552314 Statistical Clerk

552311 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

MAJOR GROUP 5 *continued*

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:

Scrip 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 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 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:

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 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
- 5613 Filing and Registry Clerks
- 5614 Mail Sorters
- 5615 Survey Interviewers
- 5616 Switchboard Operators
- 5619 Other Clerical and Office Support Workers

UNIT GROUP 5611 BETTING CLERKS

BETTING CLERKS take bets from customers at betting agencies, over the telephone and on course.

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.

Registration or licensing may be required.

Tasks Include:

- taking bets and debiting credit accounts and bank accounts electronically, and receiving cash
- recording and entering bets electronically and in transaction ledgers
- issuing tickets and preparing summaries of transactions
- monitoring amounts of money placed on race entrants
- checking details and numbers on winning betting tickets against those in betting ledgers and electronic records, and paying out money on winning tickets
- verifying the identity and account balances of betting agency customers
- answering betting inquiries over the telephone, via email and in person
- may work in a call centre

Occupations:

561111 Betting Agency Counter Clerk

561112 Bookmaker's Clerk

561113 Telephone Betting Clerk

561199 Betting Clerks nec

561111 BETTING AGENCY COUNTER CLERK

Records and processes customer bets, payments and payouts over the counter at a betting agency for horse and dog racing, and other sports and events.

Skill Level: 5

561112 BOOKMAKER'S CLERK

Alternative Title:

Penciller

Assists Bookmakers to provide oncourse betting services at race meetings. Registration or licensing is required.

This occupation is illegal in New Zealand.

Skill Level: 5

Specialisation:

Bagman/woman (Aus)

MAJOR GROUP 5 *continued*

UNIT GROUP 5611 BETTING CLERKS *continued*

561113 TELEPHONE BETTING CLERK

Records and processes customer bets and account details over the telephone for horse and dog racing, and other sports events. May work in a call centre.

Skill Level: 5

561199 BETTING CLERKS NEC

This occupation group covers Betting Clerks not elsewhere classified.

Skill Level: 5

Occupations in this group include:

Bingo Caller

Keno Terminal Operator

UNIT GROUP 5612 COURIERS AND POSTAL DELIVERERS

COURIERS AND POSTAL DELIVERERS deliver small items such as documents, messages, mail and parcels.

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:

- sorting and sequencing items for delivery
- delivering mail, parcels, documents and other items to customers' premises and mailboxes
- receiving orders for deliveries from customers
- collecting signatures and charges for cash-on-delivery orders
- issuing and collecting receipts for pick-up and delivery items
- keeping records of items received and delivered
- maintaining walk books, directories, mail counts, equipment maintenance logs and other delivery records
- loading and unloading mail conveyances and internal mail handling equipment
- assisting with receipting inward mail, checking wrongly addressed, missorted, undelivered and redirected mail, and processing freepost and underpaid mail

Occupations:

561211 Courier

561212 Postal Delivery Officer

561211 COURIER

Delivers goods, documents, messages, samples, x-rays and test results.

Skill Level: 5

Specialisations:

Bicycle Courier

Motorbike Courier

Parcel Contractor

Rural Mail Contractor

561212 POSTAL DELIVERY OFFICER

Alternative Title:

Postie

Delivers mail on foot, by bicycle or by motorised transport over allocated delivery rounds.

Skill Level: 5

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:

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:

- 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 retrieving 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:

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:

- 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:

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:

- operating switchboards and consoles to connect, hold, transfer and disconnect telephone calls
- responding to callers' inquiries by providing information such as telephone numbers, dialling 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

MAJOR GROUP 5 *continued*

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)

MAJOR GROUP 5 *continued*

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 5991 CONVEYANCERS AND LEGAL EXECUTIVES

CONVEYANCERS AND LEGAL EXECUTIVES act for and on behalf of clients in the areas of property transfer, company and business law, trusts, wills, probate and litigation.

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:

- preparing, examining and advising on contracts of sale for properties and businesses
- carrying out title searches and contacting government authorities to find out if any planned development, illegal building work and disputes could affect properties and businesses
- preparing, examining and advising on mortgage documentation
- negotiating the terms and conditions of, and exchanging, contracts of sale, paying deposits, arranging payment of stamp duty, checking for outstanding arrears and land tax obligations, and calculating adjustments for council and water rates
- interviewing clients to determine the nature of issues, and receiving written information concerning cases from Legal Professionals and clients
- conferring with clients and potential witnesses and drawing up statements and proposed affidavits in preparation for court proceedings
- maintaining legal files
- preparing, analysing and interpreting a variety of legal documents
- assisting Legal Professionals to prepare cases for court by conducting investigations, undertaking research, arranging witness preparation and attendance, and preparing and filing court documents
- may supervise Law Clerks and Legal Secretaries and take responsibility for their work

Occupations:

599111 Conveyancer

599112 Legal Executive

599111 CONVEYANCER

Alternative Title:

Settlement Agent

Acts for and on behalf of clients in the area of property and business transfers. Registration or licensing may be required.

Skill Level: 2

MAJOR GROUP 5 *continued*

UNIT GROUP 5991 CONVEYANCERS AND LEGAL EXECUTIVES *continued*

599112 LEGAL EXECUTIVE

Acts for and on behalf of clients in the areas of property transfer, company and business law, trusts, wills, probate and litigation under the general supervision of a Barrister or Solicitor. Registration or licensing may be required.

Skill Level: 2

UNIT GROUP 5992 COURT AND LEGAL CLERKS

COURT AND LEGAL CLERKS provide administrative and operational support to Legal Professionals by performing clerical work associated with the functions of courts, legal practices and the administration of trusts and estates.

Legal Secretaries, Court Reporters and Legal Executives are excluded from this unit group. Legal Secretaries are included in Unit Group 5212 Secretaries. Court Reporters are included in Unit Group 5321, in Occupation 532112 Machine Shorthand Reporter. Legal Executives are included in Unit Group 5991 Conveyancers and Legal Executives.

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:

- listing actions for hearing and processing documentation for court actions
- documenting details of court proceedings, actions and decisions
- enforcing the law as an officer of the court by executing court orders such as eviction notices
- serving legal orders and documents such as summonses and subpoenas
- organising jury and witness lists, and summoning and swearing in juries and witnesses
- maintaining order in court and hearing rooms and adjacent areas
- assisting Solicitors in areas of conveyancing, contracts, common law, probate and other legal practice matters
- satisfying statutory requirements, establishing beneficial entitlements and distributing assets
- maintaining probate and trust files, investing trust funds and administering accounts

Occupations:

- 599211 Clerk of Court
- 599212 Court Bailiff or Sheriff (Aus) / Court Collections Officer (NZ)
- 599213 Court Orderly (Aus) / Court Registry Officer (NZ)
- 599214 Law Clerk
- 599215 Trust Officer

599211 CLERK OF COURT

Administers court registry services and performs administrative functions in support of Judges and Magistrates.

Skill Level: 3

MAJOR GROUP 5 *continued*

UNIT GROUP 5992 COURT AND LEGAL CLERKS *continued*

599212 COURT BAILIFF OR SHERIFF (AUS) / COURT COLLECTIONS OFFICER (NZ)

Implements court orders and serves legal orders and summonses as an officer of the court.

Skill Level: 3

Specialisation:

Sheriff's Officer (Aus)

599213 COURT ORDERLY (AUS) / COURT REGISTRY OFFICER (NZ)

Alternative Titles:

Court Attendant

Court Officer

Provides operational support to a court or registry.

Skill Level: 3

Specialisation:

Court Usher

599214 LAW CLERK

Alternative Title:

Legal Clerk

Performs specialised clerical work associated with legal practice and law courts.

Skill Level: 3

599215 TRUST OFFICER

Alternative Title:

Trust Clerk

Administers trusts, estates and settlements on behalf of beneficiaries.

Skill Level: 3

UNIT GROUP 5993 DEBT COLLECTORS

DEBT COLLECTORS collect consumer, commercial, insurance and other forms of debt for clients, make arrangements to settle overdue accounts, formalise payment arrangements and follow up until accounts are fully paid.

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:

- liaising with clients, credit staff, accounts receivable departments, process servers, Private Investigators, Barristers and Solicitors to find solutions to payment problems
- identifying, locating and notifying debtors of overdue accounts in writing, by telephoning and in person, and arranging for payments to be made
- tracing addresses of debtors who have moved
- arranging new repayment plans for debtors having difficulties making existing repayments
- referring debtors' disputes to creditors
- issuing instructions for the commencement of legal action and enforcement to recover money
- arranging for money and goods collected to be transferred to creditors' possession, and preparing statements of account for creditors
- recording amounts collected and noting any further action required
- complying with debt collection guidelines and relevant legislation

Occupation:

599311 Debt Collector

599311 DEBT COLLECTOR

Alternative Titles:

Debt Recovery Officer

Mercantile Agent (Aus)

Collects consumer, commercial, insurance and other forms of debt for clients, makes arrangements to settle overdue accounts, formalises payment arrangements and follows up until accounts are fully paid. Registration or licensing may be required.

Skill Level: 4

Specialisations:

Collection Agent

Collection Officer

Repossession Agent

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:

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:

- 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:

599411 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

MAJOR GROUP 5 *continued*

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*

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
- 599613 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*

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: 3

599613 INSURANCE RISK SURVEYOR

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

Skill Level: 3

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:

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:

- 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 Despatchers.

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 Despatcher

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 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:

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:

- 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:

- 611311 Sales Representative (Building and Plumbing Supplies)
- 611312 Sales Representative (Business Services)
- 611313 Sales Representative (Motor Vehicle Parts and Accessories)
- 611314 Sales Representative (Personal and Household Goods)
- 611399 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*

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)

MINOR GROUP 612 REAL ESTATE SALES AGENTS

REAL ESTATE SALES AGENTS sell, lease and manage commercial and private properties, and broker the buying and selling of businesses.

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)

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)

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

Tasks Include:

- accepting and listing properties and businesses for sale and lease, conducting inspections, and advising buyers on the merits of properties and businesses and the terms of sale or lease
- advising vendors of sales and marketing options such as sale by auction and open house inspections
- cataloguing and detailing land, buildings and businesses for sale or lease, and arranging advertising
- assessing buyers' needs and locating properties and businesses for their consideration
- offering valuations and advice for buying and selling properties and businesses, and structuring the terms of settlement
- collecting and holding rent monies from tenants, and remitting to owner on agreed basis
- monitoring and addressing non-compliance with terms and conditions of tenancy and pursuing rental arrears
- developing and implementing business plans, budgets, policies and procedures for the agency
- may arrange finance, land brokerage, conveyancing and maintenance of premises

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

6121 Real Estate Sales Agents

UNIT GROUP 6121 REAL ESTATE SALES AGENTS

REAL ESTATE SALES AGENTS sell, lease and manage commercial and private properties, and broker the buying and selling of businesses.

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.

The occupation Real Estate Agency Principal (Aus) / Real Estate Agency Licensee (NZ) has 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:

- accepting and listing properties and businesses for sale and lease, conducting inspections, and advising buyers on the merits of properties and businesses and the terms of sale or lease
- advising vendors of sales and marketing options such as sale by auction and open house inspections
- cataloguing and detailing land, buildings and businesses for sale or lease and arranging advertising
- assessing buyers' needs and locating properties and businesses for their consideration
- offering valuations and advice for buying and selling properties and businesses, and structuring the terms of settlement
- collecting and holding rent monies from tenants, and remitting to owner on agreed basis
- monitoring and addressing non-compliance with terms and conditions of tenancy and pursuing rental arrears
- developing and implementing business plans, budgets, policies and procedures for the agency
- may arrange finance, land brokerage, conveyancing and maintenance of premises

Occupations:

- 612111 Business Broker
- 612112 Property Manager
- 612113 Real Estate Agency Principal (Aus) / Real Estate Agency Licensee (NZ)
- 612114 Real Estate Agent
- 612115 Real Estate Representative

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
- 6213 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:

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:

- 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:

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:

- 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:

621311 Motor Vehicle or Caravan Salesperson

621312 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

Specialisation:

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:

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:

- 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:

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:

- 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:

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:

- 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
- cleaning 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 6217 STREET VENDORS AND RELATED SALESPERSONS

STREET VENDORS AND RELATED SALESPERSONS sell goods and services on established routes, door-to-door, and at street and market locations.

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:

- collecting goods and transporting them along established routes, to door-to-door areas, and to street and market locations
- displaying and demonstrating goods, and explaining the qualities of goods to customers
- informing customers of new goods and services
- receiving payments from customers and giving change
- recording transactions on customer receipts and sales records
- wrapping and packaging goods sold
- developing lists of prospective customers and calling on them to obtain new business
- ordering and purchasing goods for sale, and monitoring and maintaining stock levels
- may attract attention by playing music, singing and calling out goods and services for sale

Occupations:

621711 Cash Van Salesperson

621712 Door-to-door Salesperson

621713 Street Vendor

621711 CASH VAN SALESPERSON

Drives a van or light truck on established routes to sell goods and services.

Skill Level: 5

Specialisations:

Ice-cream Van Vendor

Milk Vendor

621712 DOOR-TO-DOOR SALESPERSON

Sells goods or services from door-to-door.

Skill Level: 5

Specialisations:

Door-to-door Fundraising Collector

Party Plan Salesperson

MAJOR GROUP 6 *continued*

UNIT GROUP 6217 STREET VENDORS AND RELATED SALESPERSONS *continued*

621713 STREET VENDOR

Sells goods or services to customers at a street or market location.

Skill Level: 5

Specialisation:

Market Stall Vendor

MAJOR GROUP 6 *continued*

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

Lotteries 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 modelling, 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
- modelling 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:

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:

- 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 docketts 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