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**MEGT APPRENTICESHIP NETWORK PROVIDER DIVISION**



**Industry Mentor**

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**Objectives of the Division:**

MEGT is an Apprenticeship Network Provider (ANP) contracted to the Australian Government through the Department of Education and Training (DET) to market and administer Australian Apprenticeship Support Network (AASN) services. MEGT ANP offers a free service to employers and potential and current Australian Apprentices (includes apprentices and trainees) by:

- providing customised pre-commencement services designed to screen, test, stream and match apprentices (and apprenticeships) to potential employers
- completing and lodging National Training Contracts with the relevant State/Territory Training Authority
- determining eligibility for participation and government funding
- processing where applicable, incentive payments to employers and personal benefits and Trade Support Loans to Australian Apprentices
- providing advice to employers and Australian Apprentices on relevant training packages
- monitoring the progress of individual Australian Apprenticeships
- providing tailored support such as mentoring for Australian Apprentices and employers
- attending workplaces to provide support prior to and during the Australian Apprenticeship.

Complementing AASN services, MEGT ANP is also contracted to deliver Industry Specialist Mentoring for Australian Apprentices (ISMAA). ISMAA services are designed to substantially build upon existing AASN support by increasing the supply of skilled workers in industries undergoing structural or transitional change. The overarching aim of the ISMAA Program is to increase the retention rates of Australian Apprentices (AAs) in the first two years of training and, as a result, improve completion rates.

MEGT ANP has contracts to deliver ISMAA services across the Construction (NSW, QLD & VIC), Automotive (NSW & VIC) and Child Care (NSW and QLD) industries. The current contract extends to 31 December 2019.

Australian Apprentices likely to require intensive support in their first or second year across the contracted industries and regions include:

- Previously retrenched workers
- Long-term unemployed
- Previously not in employment, education or training
- Mature aged
- Regional areas.

**Objectives of the Position:**

MEGT ANP currently provides mentoring and pastoral care to Australian Apprentices as part of In-training Services under the AASN Contract. ISMAA services will give Australian Apprentices the opportunity to access an intensive and specialist level of assistance through Industry Mentors with a detailed knowledge of their industry by providing regular one-on-one contact. The focus will be on addressing workplace, learning or personal barriers to retention and successful completion of training, which may be a result of structural or transitional changes within the industry.

The Industry Mentor is primarily responsible for working with the Program Manager to ensure that Key Performance Indicators (KPIs) set via the ISMAA Contract are achieved in all areas.

The role requires an operator with experience and expertise in the relevant industry, including the impacts of structural changes and how this relates to Australian Apprenticeship pathways. In addition, the role requires a good understanding of the workplace and training context of Australian Apprenticeships in the industry, and good mentoring skills with the ability to build rapport with Australian Apprentices, employers and other relevant stakeholders. An enthusiastic self-starter who enjoys interacting with people and displays a positive attitude will find this a rewarding role.

## Relationships:

- Reports to the ISMAA Program Manager.
- Works closely with Mentors providing In-training services via the AASN Contract, managers within the state, field staff, administration staff and other MEGT staff as required.
- Maintains relationships with employers, Australian Apprentices, as well as Government programs, Registered Training Organisations and other key stakeholders.
- Works closely with program referral partners.

## Dimension:

Division: ANP  
Employees directly supervised: Nil  
Agreed outcomes: as per Key Performance Indicators

## Selection Criteria:

- Experience in and detailed knowledge of the relevant industry is essential, including current trends and structural/transitional change and how this relates to Australian Apprenticeships pathways.
- A good understanding of the workplace and training context of Australian Apprenticeships in the relevant industry.
- Demonstrated communication and interpersonal skills with the ability to build rapport and maintain relationships, including fostering relationships between employers and their apprentices.
- Excellent organisation and time management skills, with an ability to plan and prioritise workloads across a vast region.
- Strong mentoring and guidance skills, with an ability to display empathy and act as a positive role model for apprentices.
- Ability to work autonomously and within a team environment and be receptive to change.
- Ability to assess, advise and manage situations, including conflict resolution where required.
- Ability to identify appropriate solutions and provide assistance, including referral to specialist organisations.

## Qualifications, Skills and Attributes:

- Qualification(s) in a relevant trade applicable to the ISMAA contract would be highly regarded.
- Experience and expertise specific to the industry and the region of the Australian Apprentice being mentored.
- Knowledge of the workplace and training context of Australian Apprentices in that industry.
- An understanding of the impacts of structural change on the industry and how this relates to Australian Apprenticeships pathways in the industry.
- Ability to build rapport and a shared understanding with Australian Apprentices and employers.
- Ability to draw on well-established industry linkages to effectively promote the ISMAA program, and foster pathways for suitable Australian Apprentices to be referred for industry specialist mentoring support.
- Ability to build rapport and relate to individuals from various demographics and social backgrounds.
- An understanding of the AASN framework or ability to acquire the same.
- Understanding as to how, or why, Australian Apprentices become disengaged from their Australian Apprenticeships within the first two years.
- An understanding of business practice and relationships within a commercial environment and the ability to represent MEGT in a professional manner in all settings.
- Ability to demonstrate the skills required in managing the expectations of Australian Apprentices being mentored.
- Ability to deliver excellent service through a mature approach utilising tact and diplomacy when interacting with clients and staff.
- Computer literate (including Microsoft Office Suite), with skills and experience in using social networking media, especially Facebook, and an ability to accurately complete data entry and manage client information.
- Well presented with a confident, friendly and professional manner.
- A current Driver Licence is mandatory.

## Duties and Responsibilities:

- Provide tailored ISMAA services to suit the needs of each eligible Australian Apprentice which are complementary to In-training Services.
- Manage a caseload of Australian Apprentices within a local region in a specific industry.

<b>Author:</b> Colleen Warren	<b>Approved:</b> Bridie Gildea
<b>Position:</b> National Compliance and Quality Manager	<b>Position:</b> GM - ANP
<b>Version:</b> 4.0	<b>Date:</b> 09/10/2018

## MEGT Position Description ANP/Industry Mentor

- Meet with employers, Australian Apprentices and parents/guardians (if applicable) and follow set processes and procedures
- Undertake risk assessments, identify barriers, and develop an Individual Mentoring Plan (IMP) to address barriers to retention/completion of training.
- Provide (on average) a minimum of six hours of face-to-face mentoring to each mentee through a range of different mechanisms, including:
  - a. development of particular technical/workplace skills.
  - b. supporting off-the-job learning requirements.
  - c. providing motivation, goal setting and confidence building to help achieve potential and build resilience.
  - d. being a positive role model to encourage independence, self-reliance and assist with resolving issues posing a threat to apprenticeship completion.
  - e. providing support and advice to Australian Apprentices during periods of personal difficulty.
- Deliver up to one hour of support for disengaged mentees with an aim to understanding the reason(s) for disengagement and the direction in which the individual would like to progress.
- In collaboration with In-training Services staff and management, identify appropriate referral points for Australian Apprentices to ensure a holistic support program is developed/provided.
- Utilise existing networks to ensure information around the value proposition of the ISMAA program is effectively communicated.
- Understand and ensure compliance with policies and procedures applicable to the program
- Complete tasks within set timeframes
- Maintain accurate and detailed ISMAA information and file notes.
- Report on statistics as required
- Keep internal stakeholders informed of progress through regular status reports
- Refer any queries on government incentives and personal benefits to the relevant MEGT ANP employees
- Ensure internal and external relationships are maintained within a local region and industry.
- Provide coaching and training as required.

**Note:** This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of the Department of Education and Training and/or MEGT's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.

### Key Performance Indicators:

- Ensure allotted tasks, including data entry and reporting, are performed accurately and within given time frames.
- Ensure ISMAA contacts are undertaken in a timely manner and in line with set procedures.
- Meet or exceed ISMAA benchmarks and IMP monitoring requirements, as set by the ISMAA Program Manager and/or Business Manager - Operations.
- Maintain an understanding of appropriate organisations for referrals and utilise where necessary.
- Ensure outcomes set in Performance Appraisal Development Plan (PADP) are achieved.
- Ensure performance in line with business requirements, including retention and completion rates.

### Health, Safety and Environment (HSE) Responsibilities:

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

### Police Check / Working with Children:

All ANP staff are required to undertake a National Police Check prior to commencing employment. The National Police Check must be renewed every two years as a minimum.

A State/Territory Working with Children or Working with Vulnerable People Check is also required by any applicable State/Territory legislation. A clearance to work with children in connection with the delivery of Industry Specialist Mentoring for Australian Apprentices (ISMAA) is mandatory.

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Page | 3 of 5

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**Diversity:**

MEGT is committed to welcoming and maintaining a diverse workforce, which will help us attract and retain a team of talented people to better serve our clients and improve business results.

**Privacy Notification:**

MEGT requires personal information relevant to your employment. The collection and handling of the information will be consistent with the requirements of the Privacy Act.

**ANP Hierarchical Organisation Chart – ISMAA Industry Mentor**

