

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

*Industrial Relations Act 1999* - s. 125 - making, amending and repealing awards

**Tourism Queensland AND Together Queensland, Industrial Union of Employees (A/2011/40)**

**QUEENSLAND TOURIST AND TRAVEL CORPORATION EMPLOYEES' AWARD - STATE 2003**

COMMISSIONER THOMPSON

1 December 2011

AMENDMENT

This matter coming on for hearing before the Commission at Brisbane on 1 December 2011 this Commission orders that the said Award be amended as follows as from 1 December 2011:

1. By deleting the title of the Award and inserting the following in lieu thereof:

**TOURISM QUEENSLAND EMPLOYEES' AWARD - STATE 2003**

2. By deleting clause 1.1 and inserting the following in lieu thereof:

**1.1 Title**

This Award is known as the Tourism Queensland Employees' Award - State 2003.

3. By deleting PART 4 and PART 5 of clause 1.2 and inserting the following in lieu thereof:

**PART 4 - EMPLOYER AND EMPLOYEES' DUTIES, EMPLOYMENT RELATIONSHIP AND RELATED ARRANGEMENTS**

Contract of employment	4.1
Employment categories	4.2
Full-time employment	4.3
Part-time employment	4.4
Casual employment	4.5
Conditions of appointment on probationary service	4.6
Preservation of existing conditions	4.7
Anti-discrimination	4.8
Termination of employment	4.9
Introduction to changes	4.10
Redundancy	4.11

**PART 5 - WAGES AND WAGE RELATED MATTERS**

Salaries	5.1
Meal allowance	5.2
Superannuation	5.3

4. By deleting clause 1.4 and inserting the following in lieu thereof:

**1.4 Coverage**

This Award is binding upon the employees of Tourism Queensland and Tourism Queensland Employing Office whose rates of pay are fixed by this Award and to Tourism Queensland and Tourism Queensland Employing Office as the employer in respect of such employees.

5. By deleting clauses 1.6.2, 1.6.5, 1.6.6 and 1.6.9, and renumbering clauses 1.6.3, 1.6.4, 1.6.7, 1.6.8 and 1.6.10 as clauses 1.6.2, 1.6.3, 1.6.4, 1.6.5 and 1.6.6 respectively.

6. By deleting renumbered clause 1.6.3 and inserting the following in lieu thereof:

1.6.3 "Corporation" means Tourism Queensland or Tourism Queensland Employing Office constituted under the *Tourism Queensland Act 1979*.

7. By deleting renumbered clause 1.6.4 and inserting the in lieu thereof:

1.6.4 "Supervisor" means any person appointed as such by the Corporation who is required to supervise the work of one or more other employees.

8. By deleting renumbered clause 1.6.6 and inserting the following in lieu thereof:

1.6.6 "Union" means the Together Queensland, Industrial Union of Employees.

9. By deleting clause 3.2.7 and inserting the following in lieu thereof:

3.2.7 If the grievance is not settled the matter will be referred to the chief executive of the Public Service Commission or the Commission by the employee or the Union, as appropriate, in accordance with the respective jurisdictions of the tribunals.

10. By deleting clause 4.5.3 and inserting the following in lieu thereof:

4.5.3 The hourly rate of pay will be determined by dividing the appropriate annual award rate of pay for employees as determined in accordance with clause 5.1.1 by 1976 hours. In addition to the ordinary hourly award rate of pay a casual employee will be paid a loading of 23%. Where applicable, a casual employee will also be entitled to the provisions of overtime, week-end penalty rates and payment for work performed on public holidays.

11. By deleting clause 4.7, and renumbering clauses 4.8 to 4.12 as clauses 4.7 to 4.11 respectively, and adjusting all references to clause numbers accordingly.

12. By deleting renumbered clause 4.7.2.

13. By deleting renumbered clause 4.8.1(a) and inserting the following in lieu thereof:

(a) discrimination on the basis of sex, relationship status, family responsibilities, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality and association with, or relation to, a person identified on the basis of any of the above attributes;

14. By deleting renumbered clause 4.11.12 and inserting the following in lieu thereof:

4.11.12 *Employers exempted*

Subject to an order of the Commission, in a particular redundancy case, clause 4.11 shall not apply to an employer that employ employees working a total of fewer than 550 hours on average per week, excluding overtime, Monday to Sunday. The 550 hours shall be averaged over the previous 12 months.

15. By deleting clause 5.1.1 and inserting the following in lieu thereof:

5.1.1 The salaries and allowances prescribed in Schedule A of this Award are expressed in annual rates. The annual rates are the minimum Award rates.

The applicable rate of pay within the minimum and maximum scale specified for each work level grouping shall be determined by the employer in consultation with the employee at the time of appointment.

16. By deleting clause 5.1.7, and renumbering clauses 5.1.8 and 5.1.9 as clauses 5.1.7 and 5.1.8 respectively.

17. By deleting renumbered clause 5.1.7(a) and inserting the following in lieu thereof:

(a) the allowance payable shall not be less than the difference between the salary of the employee temporarily filling the position and the minimum salary of the higher level position;

18. By inserting a new clause 5.3 as follows:

**5.3 Superannuation**

Subject to federal legislation, the employer must comply with superannuation arrangements prescribed in the *Superannuation (State Public Sector) Act 1990* (and associated Deed, Notice and Regulation).

Where federal legislation provides for choice of fund rights to an employee subject to this Award, and that employee fails to elect which superannuation fund to which employer contributions are directed, the employer will direct contributions to such fund as prescribed by the abovementioned Queensland legislation.

19. By deleting clause 6.1.1 and inserting the following in lieu thereof:

6.1.1 The ordinary hours of work will be 145 per 28 day cycle to be worked between the hours of 7.00 a.m. and 7.00 p.m. Ordinary hours are to be worked consecutively.

20. By deleting clause 7.4.7(b) and inserting the following in lieu thereof:

(b) absences from work without pay for which an employee is entitled to receive workers' compensation under the *Workers' Compensation and Rehabilitation Act 2003* for any period in excess of 3 months.

21. By deleting clause 7.6 and inserting the following in lieu thereof:

## **7.6 Family leave**

The provisions of the Family Leave Award 2003 apply to and are deemed to form part of this Award.

7.6.1 It is to be noted that:

- (a) part-time work can be performed by agreement in the circumstances specified in the Family Leave Award 2003; and
- (b) a copy of the Family Leave Award 2003 is required to be displayed in accordance with section 697 of the Act.

7.6.2 The Family Leave Award 2003 also provides for the terms and conditions of leave associated with:

- (a) Maternity leave;
- (b) Parental leave;
- (c) Adoption leave; and
- (d) Carer's leave for the care and support of the employee's immediate family or household.

22. By deleting clause 7.13.2 and renumbering clauses 7.13.3 to 7.13.6 as clauses 7.13.2 to 7.13.5 respectively.

23. By deleting the words "or after prolonged service in an interstate locality" from the first paragraph of clause 8.2.1.

24. By deleting clause 9.1 and inserting the following in lieu thereof:

## **9.1 Training, learning and development**

The parties to this award recognise that in order to increase efficiency and productivity an ongoing commitment to learning and development is required.

Accordingly, the parties commit themselves to developing a more highly skilled and flexible workforce and providing employees with career opportunities through appropriate training to acquire additional skills and knowledge for performance of their duties.

Learning and development may be both on-the-job or off-the-job and either internal or external to the organisation.

Learning and development provided should assist employees in obtaining accredited competencies, knowledge and skills consistent with the Australian Qualifications Framework.

All learning and development should be directed at enabling employees to enhance skills relevant to duties to be performed. Employees will be expected to attend scheduled learning and development activities.

25. By deleting clause 11.1.3(b)(ii).

26. By renumbering clause 11.1.3(b)(iii) as 11.1.3 (b)(ii)

27. By deleting clause 11.2.4 and inserting the following in lieu thereof:

11.2.4 Such records shall be open to inspection during the employer's business hours by an inspector of the Department of Justice and Attorney-General, in accordance with section 371 of the Act or an authorised industrial officer in accordance with sections 372 and 373 of the Act.

28. By deleting Schedule A and inserting the following in lieu thereof:

#### **Schedule A**

#### **SALARY SCALES**

	Minimum	Maximum
	\$	\$
Level 1	36,889	45,274
Level 2	41,030	49,259
Level 3	46,371	56,518
Level 4	53,070	64,835
Level 5	59,397	72,199
Level 6	67,727	81,287
Level 7	76,134	86,206

The above rates of pay in this Award incorporate adjustments from the Tourism Queensland Employing Office Certified Agreement 2007 at 1 July 2008. The rates of pay in this Award are intended to include the arbitrated wage adjustment payable under the 1 September 2011 Declaration of General Ruling and earlier Safety Net Adjustments and arbitrated wage adjustments. This arbitrated wage adjustment may be offset against any equivalent amount in rates of pay received by employees whose wages and conditions of employment are regulated by this Award which are above the wage rates prescribed in the Award. Such payments include wages payable pursuant to certified agreements, currently operating enterprise flexibility agreements, award amendments to give effect to enterprise agreements and overaward arrangements. Absorption which is contrary to the terms of an agreement is not required. Increases made under previous State Wage Cases or under the current Statement of Principles, excepting those resulting from enterprise agreements, are not to be used to offset arbitrated wage adjustments.

29. By deleting Schedule B and inserting the following in lieu thereof:

#### **Schedule B**

#### **POSITION TITLES**

Kitchen Assistant  
 Brand and Marketing Services Coordinator  
 Communications Coordinator  
 Internal Temp  
 Strategic Planning Analyst  
 Corporate Communications Assistant  
 Research Officer  
 Accountant  
 ATDW Customer Service Coordinator  
 Accounts Officer  
 Receptionist  
 International Operations Assistant  
 Business Solutions and Technology Office Coordinator  
 Customer Insights and Analytics Coordinator  
 Communications Coordinator  
 Destinations Coordinator  
 Government Relations Coordinator  
 Image Gallery Coordinator  
 Industry Innovation Specialist  
 Aviation Analyst  
 Economic Analyst  
 Research Analyst  
 ATDW Sales and Marketing Coordinator  
 Digital Content Coordinator  
 Event Coordinator  
 Records Coordinator

Records and Procurement Coordinator  
 Promotions and Trade Events Coordinator  
 Executive Assistant Business Performance and Planning  
 Executive Assistant Destinations  
 Executive Assistant International  
 Executive Assistant Marketing  
 Payroll Officer  
 Project Coordinator  
 Corporate Communications Advisor  
 Senior Research Analyst  
 Strategic Planning Analyst  
 Application Support Coordinator  
 Digital Marketing Coordinator  
 Marketing Coordinator  
 People and Leadership Consultant  
 Tourism Coordinator  
 Digital Content Editor  
 Digital Content Producer  
 Government Relations Coordinator  
 Personal Assistant to Chief Executive Officer  
 Project Coordinator  
 Digital Publicist  
 Destination Specialist  
 ATDW Team Leader  
 Financial Accountant  
 Senior Accountant  
 People and Leadership Advisor  
 Business Analyst  
 Strategic Planning Analyst  
 Commercial Analyst  
 ICT Technical Consultant  
 System Analyst / Developer  
 Project Leader  
 Research Project Leader  
 Senior Marketing Coordinator  
 Senior Marketing Coordinator International  
 Senior Marketing Coordinator Brand  
 Senior Economic Analyst  
 Government Relations Advisor  
 Senior Project Officer  
 Data Management Specialist  
 Market Specialist  
 Industry Innovation Specialist  
 International Market Consultant

30. By deleting Schedule C and inserting the following in lieu thereof:

## **Schedule C**

### **GENERIC LEVEL STATEMENT**

Tourism Queensland and Tourism Queensland Employing Office positions are categorised into 7 work level groupings as provided in Schedule A.

#### **LEVEL 1**

##### **A. Role**

An employee will work under close direction and undertake routine activities which require the practical application of basic skills and techniques.

##### **B. General Features**

An employee will perform clearly defined activities with outcomes being readily attainable and clearly defined. An employee's duties will be closely monitored with instruction and assistance being readily available.

Freedom to act is limited by standards and procedures. However, with experience, employees may have sufficient freedom to exercise judgement in the planning of their own work within those confines.

Work roles initially may involve employees in on-the-job training including familiarisation with goals and objectives of the work area. Work may be amended to provide employees with an appropriate breadth of experience within the area.

Employees will be responsible for the timeliness and quality of their own work and required to use basic numeracy, written and verbal communication skills.

Within this level supervision of other staff is not a feature.

Entry to this level is by selection based on merit.

### **C. Knowledge, Skills, Qualifications**

On-the-job training includes developing knowledge of the section/department or division operation, basic knowledge of administrative practice and procedures, and a developing knowledge of work practices and policies.

While basic numeracy, keyboard, written and verbal communication skills relevant to the work area are assumed, these may be developed as the employee progresses.

### **D. Responsibilities**

To contribute to the operational objectives of a work area, work role within this level may include some of the following:

- routine activities of an administrative and/or selling nature;
- accurately processing and maintaining detailed financial and administrative records;
- straightforward operation of keyboard equipment, including data input and basic word processing;
- provision of routine information including email responses, general reception and telephonist services; and
- assisting with the provision of information to the public and industry.

## **LEVEL 2**

### **A. Role**

Employees work under regular direction within clearly defined guidelines and undertake a range of administrative activities requiring the application and continuing development of acquired skills and knowledge.

### **B. General Features**

Employees perform functions which are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the Corporation.

Employees will be expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees concerning established practices and procedures.

In addition, employees may be required to assist in establishing procedures to meet the objectives of a minor function.

Employees will be responsible for managing their own time and planning and organising their own work. They may be required to guide the work of less experienced employees, although direct supervision of such employees is not a feature of this level.

Employees could be required to resolve minor work procedural issues in the relevant work area within established constraints.

### **C. Knowledge, Skills, Qualifications**

Entry to this level would assume the prior completion of appropriate certificate qualifications, or equivalent level of competence obtained through structured training or equivalent demonstrated competence gained through experience.

Other skill requirements relevant to this level include:

basic skills in oral and written communication;

knowledge of established work practices and procedures relevant to the Corporation;

knowledge of policies and regulations relating to the work area;

understanding of clear but complex rules;

understanding of basic computing concepts including the ability to acquire rapidly skills in using the Corporation's word processing and office automation system;

application of techniques relevant to the work area; and

attainment of appropriate standard of proficiency as outlined in the position description.

### **D. Responsibilities**

To contribute to the operational objectives of the work area, a work role within this level may include some of the following:

undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgement within clearly established procedures and/or guidelines;

achieve outcomes which are clearly defined;

operate a computer and/or programs and peripheral equipment;

understand data entry operating procedures and initiate corrective action at an elementary level;

operate a basic word processor and/or other basic business software and be conversant with and utilise the functions of such systems and reach an appropriate level of proficiency in their use;

provide administrative support requiring the exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work, e.g. shorthand, meeting preparation and minutes;

accurately processing and maintaining detailed financial records, including accounting for petty cash, generating invoices, monitoring payments received; and

provide more than routine information to clients.

## **LEVEL 3**

### **A. Role**

Employees work under more routine direction in the application and further development of skills and knowledge appropriate to the work. Procedures, methods and guidelines are well established.

### **B. General Features**

Employees perform tasks or activities of increasing complexity using knowledge, judgement and work organisational skills. Assistance is available from more senior employees. Employees may receive guidance on the broader aspects of their work. In addition, employees may assist other employees.

Work roles within this level allow employees the scope to exercise initiative in the application of established work procedures, and may involve employees in internal and external liaison and communication activities.

Employees may be required to undertake some complex operational work and may undertake planning and co-ordination of activities within the work area.

Employees will be responsible for organising and planning their own work.

### **C. Knowledge, Skills, Qualifications**

Entry to this level would assume continuing progress beyond advanced certificate level, or obtaining equivalent levels of structured training, or can demonstrate an equivalent level of competence level on previous experience.

Other skill requirements relevant to this band include:

- thorough knowledge of work activities performed within the work area;
- sound knowledge of procedural/operational methods of the work area;
- some specialised knowledge including databases and corporate information systems;
- an ability to apply computing concepts; and
- a working knowledge of statutory requirements relevant to the work area.

### **D. Responsibilities**

To contribute to the operational objectives of the work area, a work role within this level may include some of the following:

- responsibility for various activities in a specialised area;
- responsibility for a limited function within the work area;
- assisting in a range of functions and/or contributing to interpretation of matters for which there are no clearly established practices and procedures although such activity would not be the sole responsibility of the employee;
- the provision of administrative support requiring judgement, initiative, confidentiality and sensitivity in the performance of work;
- proficiency in the operation of general computer systems including the use of software packages and the identification of operational problems;
- under guidance, applying basic programming knowledge and skills; and
- cash handling, acceptance of account payments and balancing of monies received.

## **LEVEL 4**

### **A. Role**

Employees work under general direction in functions that require the application and further development of skills and knowledge appropriate to the work. Guidelines and work procedures are generally established.

### **B. General Features**

Under broad instruction employees apply knowledge and skills gained through qualifications and/or previous experience. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field.

Work roles may involve a range of functions which could contain a component of supervision or require officers to provide specialist advice.

Work roles could require sound knowledge of program, activity, operational policy or service aspects of the work performed within a function or a number of work areas.

Employees require skills in managing time, setting priorities, planning and organising their own work and that of staff working under their guidance, to achieve specific objectives.

Employees should have a basic knowledge of the principles of human resource management and be able to assist with on-the-job training, as required.

### **C. Knowledge, Skills, Qualifications**

Entry to this level assumes qualifications to associate diploma level, or equivalent skill standard obtained through structured training, or demonstrated competency.

Other skill requirements relevant to this band include:

- knowledge of statutory requirements relevant to work area;
- knowledge of section procedures, policies and activities;
- sound discipline knowledge gained through previous experience, training or education;
- knowledge of the role of departments and divisions within Corporation and/or service functions; and
- an understanding of the underlying principles in the relevant disciplines.

### **D. Responsibilities**

To contribute to the operational objectives of the work area, a work role within this level may include some of the following:

- activities which may require the employee to exercise judgement in a limited field and/or contribute knowledge and skills where procedures are not fully defined;
- responsibility for various functions within a work area including compliance with regulations, codes, procedures, etc;
- duties of a specialised nature requiring the development of knowledge over time;
- the identification of specific or desired performance outcomes;
- the provision of administrative support of a complex nature to senior employees;
- a wide range of activities associated with program, activity or service delivery;
- computer-based work requiring system and/or programming knowledge and experience;
- under guidance, applying programming knowledge and skills in systems development, maintenance and implementation;
- assisting with user training, as required; and
- application of established procedures, practices, standards, etc.

## **LEVEL 5**

### **A. Role**

Employees undertake a range of functions requiring the application and continuing development of knowledge and skills to achieve results in line with departmental and/or Corporation goals.

Employees are subject to general direction from more senior employees.

Employees adhere to established work practices. However, they may be required to exercise initiative and judgement where practices and direction are not clearly defined.

### **B. General Features**

Employees are involved in establishing sectional/departmental programs and procedures. Work roles will include a range of functions and may involve the supervision of a small group or section. Work may span more than one discipline. In addition, employees may be required to assist in the preparation of, or prepare budgets. Employees will be required to provide advice and assistance to other employees.

Work roles demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor workflows in their area of responsibility.

Employees are required to set project priorities, plan and organise their own work and that of staff under their guidance and establish the most appropriate operational methods. In addition, interpersonal skills are required to gain the co-operation of clients and staff.

Employees responsible for projects and/or functions will be required to establish outcomes to achieve Branch or Section goals. Specialists may be required to provide multi-disciplinary advice.

### **C. Knowledge, Skills, Qualifications**

Entry to this level would assume continuing progress towards diploma or degree qualifications, or appropriate equivalent skill standard gained through structured training, or demonstrated competency.

Other skill requirements relevant to this band include:

- knowledge of departmental programs, policies and activities;
- sound discipline knowledge gained through experience; and
- knowledge of the role of the Corporation's structure and service.

### **D. Responsibilities**

To contribute to the operational objectives of the work area. A work role within this level may include some of the following:

- responsibility for a range of functions within a group or small section;
- responsibility for a moderately complex project;
- undertaking a minor phase of a broader or more complex professional assignment;
- assisting in the budget preparation and review process, including the identification and provision of required information;
- setting priorities and monitoring workflow in areas of responsibility;
- exercising judgement and initiative where procedures are not clearly defined;
- understanding computer-based systems and operations to enable the provision of training, advice and support; and
- providing project and development support and undertaking analysis/design of systems and/or undertake programming in specialist areas.

## **LEVEL 6**

### **A. Role**

Employees operate under limited direction from senior employees and undertake a range of functions for which operational policies, practices and guidelines may need to be developed. Increasing emphasis is placed upon the acquisition and application of key management skills and competencies.

### **B. General Features**

Employees have the scope to influence the operational activities of the relevant organisational unit. Employees will be expected to contribute to its management, assist/prepare budgets, establish procedures and work practices etc. In addition, employees will be required to provide expert advice.

Work duties will include responsibilities for decision-making in a particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the area and set outcomes for the work area for which they are responsible.

Employees may exercise limited managerial responsibility for a work area or work independently as specialists. An employee at this level may be a senior member of a single discipline project team or provide specialist support to a range of programs/activities.

Managing time is essential so that outcomes may be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff under guidance. Employees are required to understand and implement effective human resource management practices.

### **C. Knowledge, Skills, Qualifications**

Entry to this band would assume substantial progress towards diploma or degree qualifications, or appropriate equivalent skill standard gained through structured training, or demonstrated competency.

Other skill requirements could include:

- discipline knowledge gained through experience, training or education;
- an appreciation of the long term goals of the organisation;
- detailed knowledge of program activities and work practices relevant to the work area;
- a knowledge of organisational structures and functions; and
- a comprehensive knowledge of statutory requirements relevant to the discipline.

In particular, employees are expected to enhance their management skills and competencies.

### **D. Responsibilities**

To contribute to the operational objectives of the work area, a work role within this band may include:

- undertaking significant and complex projects and/or functions involving use of analytical skills;
- the provision of advice on complex matters within the work area and/or discipline;
- undertaking a range of duties within the work area, including problem definition, planning and the exercise of judgement;
- the provision of advice on policy matters and contribute to their development;
- negotiation on matters of significance within the section and/or department or division, with other bodies and/or members of the public;
- controlling and co-ordinating a work area within budgetary constraints;
- exercising a degree of autonomy, within budgetary constraints, in establishing the operation of the work area;
- undertaking duties which involve more than one discipline; and
- the provision of a consultancy service for a range of activities.

## **LEVEL 7**

### **A. Role**

Employees operate under broad direction. They may exercise responsibilities for various functions within a department or division or operate independently or as a member of a specialist team.

Significant emphasis is placed upon the acquisition and application of key management skills and competencies.

### **B. General Features**

Employees are involved in establishing operational procedures which impact on activities undertaken and outcomes achieved by the Corporation. Employees also will be required to monitor policies and activities within the work area.

Employees are involved in the formation/establishment of programs, procedures and work practices within departments or divisions and will be required to provide assistance to other employees, sections and/or departments or divisions.

Work roles will demand responsibility for decision-making and the provision of expert advice to other areas of the Corporation. Employees would be expected to undertake the control and co-ordination of a section, or significant work area. In addition, employees require a good understanding of the long-term goals of the Corporation.

Management of staff is normally a feature at this level and employees are responsible for a significant work area. Employees are required to set outcomes in relation to their section and/or function and may be required to negotiate matters on behalf of the work area.

### **C. Knowledge, Skills, Qualifications**

Entry to this band would assume degree qualification or appropriate equivalent skill standard gained through structured training, or demonstrated competency.

Other skill area requirements include:

- general knowledge of Corporation policies and procedures;
- application of a high level of discipline knowledge; and
- knowledge and ability to apply human resource management skills.

### **D. Responsibilities**

To contribute to the operational objectives of the work area. A work role within this band may include some of the following:

- undertaking managerial or specialised functions under a wide range of conditions to achieve results in line with divisional/corporate goals;
- planning, directing, controlling and evaluating operations which include analysing and interpreting for either a major single discipline or multi-discipline operation;
- developing work practices and procedures for various projects;
- establishing work area outcomes;
- preparing budget submissions for senior colleagues and/or the Corporation;
- developing and implementing significant operational procedures;
- reviewing operations to determine their effectiveness;
- training other staff; and
- developing appropriate methodology and applying proven techniques in the provision of specialised services.

Dated 1 December 2011.

By the Commission,  
[L.S.] G.D. SAVILL,  
Industrial Registrar.

Operative Date: 1 December 2011  
Amendment - Certified Agreement provisions and others  
Released: 9 December 2011