

# Queensland Tertiary Admissions Centre Limited Enterprise Agreement 2024

Queensland Tertiary Admissions Centre Ltd (ABN 28 050 542 633)  
**and**  
Employees employed by Queensland Tertiary Admissions Centre Ltd

## AGREEMENT CONTENTS

Clause	Heading	Page
1	Title	1
2	Application of the Agreement	1
3	Interpretation	1
4	Dates and Period of Operation	2
5	Relationship with Certified Agreements, Modern Awards and National Employment Standards	2
6	No Extra Claims	2
7	Employee Appointments	2
8	Salaries and Classification Structure	2
9	Level and Point Adjustments	3
10	Hours of Work, Breaks, Overtime and Flexible Arrangements	3
11	Award Flexibility	5
12	Leave	6
13	Superannuation	8
14	Temporary Change of Duties	9
15	Notice	9
16	Redundancy	9
17	Summary Dismissal	10
18	Transmission of Business	10
19	Relocation	10
20	Consultation	10
21	Disputes Arising from This Agreement	12
22	Union Related Clauses	13
Appendix 1	Salary Levels	15
Appendix 2	Definitions	16
Appendix 3	QTAC Generic Level Statement	18

### 1. TITLE

- 1.1 This *Agreement* will be known as the *Queensland Tertiary Admissions Centre Limited Enterprise Agreement 2024*.

### 2. APPLICATION OF THE AGREEMENT

- 2.1 This *Agreement* covers and will be binding according to its terms on:

- (a) Queensland Tertiary Admissions Centre Ltd ABN 28 050 542 633 ("**QTAC**"); and
- (b) all categories of employees employed by QTAC, with the exception of the Chief Executive Officer or any other individual employee whose position is classified above Level 10 as defined in the Expected Performance Standards, as set in out in **Appendix 3**, or is covered by an individual employment agreement.

### 3. INTERPRETATION

- 3.1 Terms in this *Agreement* have defined meanings. These are set out in **Appendix 2**.

#### 4. DATES AND PERIOD OF OPERATION

- 4.1 This *Agreement* is made pursuant to Section 182 of the *Act* and will become operational seven (7) days from the Date of Approval and remain in force until its nominal expiry date of **30 June 2027**. During the period of the *Agreement*, it can be terminated or amended as agreed by the *Parties*.
- 4.2 The *Agreement* will continue in operation in accordance with the *Act* until it is replaced by a subsequent agreement or it is terminated in accordance with the *Act*.
- 4.3 The *Parties* agree that negotiations for the agreement that will replace this *Agreement* must commence, at least, three (3) calendar months before the *Nominal expiry date*.

#### 5. RELATIONSHIP WITH CERTIFIED AGREEMENTS, MODERN AWARDS AND NATIONAL EMPLOYMENT STANDARDS

- 5.1 This *Agreement* operates as a stand-alone agreement and comprehensively regulates the relationship between QTAC and those employees covered by this *Agreement* excluding the provisions of any otherwise applicable Modern Award or prior workplace agreement.
- 5.2 This *Agreement* entirely replaces the *Queensland Tertiary Admissions Centre Limited Enterprise Agreement 2021* which will operate until replaced by this *Agreement*.
- 5.3 This *Agreement* will operate in conjunction with the National Employment Standards contained in the *Act*.
- 5.4 This *Agreement* operates to the exclusion of all Modern Awards that would otherwise apply to the employees covered by this *Agreement*, including but not limited to the:
- (a) Clerks – Private Sector Award 2020; and
  - (b) Professional Employees Award 2020.

#### 6. NO EXTRA CLAIMS

- 6.1 It is a term of this *Agreement* that no extra claims in respect of terms and conditions of employment will be pursued during the life of this *Agreement* and the *Parties* agree that this *Agreement* shall constitute full and final settlement of all matters.

#### 7. EMPLOYEE APPOINTMENTS

- 7.1 Employees covered by this *Agreement* may be employed as a:
- (a) *Permanent* (fulltime and *part-time*) employee;
  - (b) *Sessional* (fulltime and *part-time*) employee;
  - (c) *Fixed Term* (fulltime and *part-time*) employee; or
  - (d) *Casual employee*.
- 7.2 An individual employee, with prior written approval from the Chief Executive Officer, may elect to change their employment status from a "*Permanent, fulltime employee*" to a "*Permanent, part-time employee*" subject to operational requirements.

#### 8. SALARIES AND CLASSIFICATION STRUCTURE

- 8.1 All employees covered by this *Agreement* will be paid according to the classification of their position as established through a job evaluation process decided upon from time to time by the Chief Executive Officer using the QTAC Expected Performance Standards set out in **Appendix 3**.
- 8.2 **Higher Duties**
- (a) An employee, with prior written approval from the Chief Executive Officer, may perform the duties of a position in a specified classification higher than their usual position, for a consecutive period of five (5) working days or more, shall be paid at the minimum point of the salary level prescribed for that higher classification position.
  - (b) In the event that an employee performs those approved specified higher classification duties for a continuous period equal to or greater than twelve (12) months, the employee may progress to the next point of the salary level, subject to Clause 9.2, which will be considered by the manager or Chief Officer through the annual job performance assessment process, as implemented from time to time.
  - (c) If an employee completes approved higher duties for a continuous period of twelve (12) months, at the end of the twelve (12) months the employee will be paid a one-off allowance. This one-off allowance is to recognise the annual leave and leave loading accrued whilst performing in a higher classified position during the prior twelve (12) month period and will be calculated as:

$$[(A - B) * C] + [(A - B) * C * D]$$

Where:

- A = Hourly rate for higher salary level for the prior 12-month period
- B = Hourly rate for usual salary level for the prior 12-month period
- C = Annual leave hours accrued as per Clause 12.1 in the prior 12-month period
- D = Leave loading rate as per Subclause 12.1(c)

(d) Leave taken while on higher duties will then be taken at the employee's base salary.

## 9. LEVEL AND POINT ADJUSTMENTS

9.1 This *Agreement* provides for a salary adjustment to all Level and Point grading as set out in **Appendix 1**. The first adjustment will take effect on the date this *Agreement* commences operation and be back dated to the effective start date of 1 July 2024. The second and third adjustments will be effective from the first full pay period as follows:

- |                       |             |              |
|-----------------------|-------------|--------------|
| (a) First Adjustment  | 1 July 2024 | Increase: 4% |
| (b) Second Adjustment | 1 July 2025 | Increase: 3% |
| (c) Third Increase    | 1 July 2026 | Increase: 2% |

9.2 Unless an employee has reached the highest Point of their Level, an employee may progress between Points of their Level after satisfactory performance, as measured by their manager or Chief Officer through the annual job performance assessment process, as implemented from time to time.

## 10. HOURS OF WORK, BREAKS, OVERTIME AND FLEXIBLE ARRANGEMENTS

### 10.1 Hours of Work

- (a) Subject to any written and agreed arrangements in compliance with Clause 11:
- (i) the ordinary working hours will be an average of 7.25 hours per day, 36¼ hours per week, or 72½ hours per fortnight, Monday to Friday.
  - (ii) the daily span of ordinary hours to be worked will be between 7:30am and 17:30pm, Monday to Friday. Regular hours will usually be 8:30am to 16:30pm, Monday to Friday.
  - (iii) Overtime penalties are only applicable when the employee has worked in excess of 7.25 hours in the day;
  - (iv) Permanent part-time employees will work the hours specified in their contract of employment over a two-week cycle (or the contracted period in the case of casual staff); and
  - (v) the nature of an employee's work pattern will be subject to operational requirements and must have prior written approval from the relevant manager; and
  - (vi) Casual staff members who work within the daily spread of ordinary hours (7:30am to 17:30pm, Monday to Friday) will be paid at their normal hourly rate (plus a casual loading as determined by the Fair Work Commission in the Annual Wage Review, which is currently 25%), regardless of if they exceed 7.25 hours per day.

### 10.2 Breaks

- (a) Employees are entitled to the following paid rest pauses to be counted as time worked:
- (i) For an employee who works more than three (3) ordinary hours but less than six (6) ordinary hours in any day, the employee is entitled to a paid, ten (10) minute rest pause;
  - (ii) For an employee who works at least six (6) ordinary hours in any day, the employee is entitled to two (2), paid, ten (10) minute rest pauses.
- (b) Employees who work a 7.25 hour day may, subject to QTAC's approval, combine the two (2) rest pauses contemplated by Subclause 10.2(a)(i) into one (1), twenty (20) minute paid break to be taken in the first part of the ordinary working day, with the twenty (20) minute rest pause and the unpaid meal break arranged in such a way that the ordinary working day is broken into approximately three (3) equal working periods.
- (c) Rest pauses will be taken at times which will not interfere with the continuity of work where such continuity is necessary but will not be taken within two (2) hours either side of the unpaid meal break.
- (d) Employees will be entitled to an unpaid meal break commencing not earlier than three (3) hours and not later than five (5) hours from their commencement of work unless prior agreement is reached between the employee and their direct supervisor. This break can range from a minimum of thirty (30) minutes to a maximum of two (2) hours in duration, with prior agreement from the employee's direct supervisor required for breaks longer than one (1) hour.

### 10.3 Flexible Work Arrangements

- (a) Employees may request flexible working arrangements in relation to the matters set out in Subclause 10.3(b) in writing and in accordance with QTAC policies and procedures; and QTAC may agree to or reject such requests on reasonable grounds having regard to operational requirements and any detrimental effects that may be caused by implementation of the requested arrangements.
- (b) Flexible work arrangements may include:
  - (i) Moving between full-time and part-time work and vice versa;
  - (ii) Job sharing;
  - (iii) Variable starting and finishing times within the daily span of ordinary hours;
  - (iv) Variable break lengths;
  - (v) Accruing time in lieu to attend to personal matters;
  - (vi) Nine-day fortnights;
  - (vii) Accumulated day off per month.
- (c) Employees will be entitled to enter into working from home arrangements as per Subclause 10.3(a) and Subclause 11.1 (a)(i), and the relevant policy.
- (d) With reference to Clause 20, major changes to flexible work arrangements (including work from home arrangements) will require consultation with relevant employees.

### 10.4 Right to Disconnect

- (a) This clause provides for the exercise of an employee's right to disconnect under Section 333M of the *Act*. This clause applies from 26 August 2024.

Note:

- (i) Section 333M provides that, unless it is reasonable to do so, an employee may refuse to monitor, read or respond to contact, or attempted contact, from:
    - (1) their employer outside of the employee's working hours,
    - (2) a third party if the contact, or attempted contact, relates to their work and is outside of the employee's working hours.
  - (ii) Section 333M(3) lists matters that must be taken into account in determining whether an employee's refusal is unreasonable.
  - (iii) Section 333M(5) provides that an employee's refusal will be unreasonable if the contact, or attempted contact, is required under a law of the Commonwealth, a State or a Territory.
  - (iv) Section 333N provides for the resolution of disputes about whether an employee's refusal is unreasonable and about the operation of Section 333M.
  - (v) The general provisions in Part 3-1 of the *Act* prohibit an employer taking adverse action against an employee because of the employee's right to disconnect under Section 333M of the *Act*.
- (b) QTAC must not directly or indirectly prevent an employee from exercising their right to disconnect under the *Act*.
  - (c) This clause does not prevent an employer from contacting, or attempting to contact, an employee outside of working hours in circumstances including to notify them of a recall to work under Subclause 10.5(k).

### 10.5 Overtime

- (a) No employee will work overtime without first gaining written approval from their manager or Chief Officer.
- (b) All time worked with written approval under Subclause 10.5(a) in excess of or outside of ordinary working hours on any day, will be paid at overtime rates of 150% of the ordinary hourly rate for the first three (3) hours and 200% of the employees' ordinary hourly rate for any time thereafter. For the purpose of calculating overtime, each engagement will stand alone and overtime will be paid in fifteen (15) minute blocks.
- (c) An employee who works overtime subject to prior written approval under Subclause 10.5(a) on a Sunday shall be paid for a minimum of two (2) hours at the rate of 200% of the employee's ordinary hourly rate.
- (d) An employee who works overtime, subject to prior written approval under Subclause 10.5(a) on a public holiday the employee will be paid for a minimum of four (4) hours at a rate of 250% of the employee's ordinary hourly rate.
- (e) Casual staff members will have the applicable overtime rates applied to their hourly rate (including the casual loading) for any hours worked outside of QTAC's daily span of ordinary hours (7:30am to 17:30pm, Monday to Friday).
- (f) Employees will be entitled to be paid a meal allowance in addition to any payment of overtime as set out in QTAC's policies and procedures.
- (g) Payment for overtime will depend on:

- (i) prior written approval of the overtime worked in accordance with Subclause 10.5(a); and
  - (ii) the employee completing timesheets evidencing the overtime worked in accordance with the prior written approval.
- (h) With prior written approval of their manager, an employee may elect to take BCT (Banked Credit Time) on a time-for-time basis for additional hours worked in excess of normal ordinary hours, instead of being paid overtime in respect of those hours.
- (i) Subject to the above, the performance of overtime and accrual and recording of BCT will be in accordance with QTAC's policies and procedures.
- (j) If a staff member works late on an ad-hoc basis (answering a phone call, dealing with a critical issue or trying to finish some work) and has not received pre-approval to do extra time the default payment method will be BCT for the first 30 minutes. Any further time beyond these thirty (30) minutes will be paid at overtime rates and must be pre-approved by a manager.
- (k) An employee who is required to remain in readiness for a return to work outside their normal working hours will be paid an allowance of 20% of their ordinary hourly rate for their classification for each hour they are required to be on call. All on-call work must have prior written approval from the Chief Executive Officer.
- (l) Should the employee be required to return to work they will be paid at the overtime rate (as per Subclauses 10.5(b)-(d)), inclusive of any travel time and any travel expenses will be reimbursed as per QTAC's policies and procedures. While receiving the appropriate overtime rate the on-call allowance will not be paid. If the issue is resolvable from home, overtime will be paid from the time work commences.
- (m) When overtime work is necessary it must, where reasonably practicable, be arranged so that employees have at least ten (10) consecutive hours off duty between the work of successive days.
- (n) An employee who works so much overtime between the termination of the employee's ordinary work on one (1) day and the commencement of the employee's ordinary work on the next day that the employee has not had at least ten (10) consecutive hours off duty between those times must be released upon completion of such overtime until the employee has had ten (10) consecutive hours off duty without loss of pay for ordinary working time during such absence.
- (o) This clause does not apply to overtime worked while on-call (Subclause 10.5(j)).

## 10.6 Shiftwork

- (a) A shiftworker is an employee who is regularly rostered to work their ordinary hours outside the daily span of ordinary hours of work as defined in Subclause 10.1(a)(ii).

## 11. AWARD FLEXIBILITY

11.1 An employer and employee covered by this *Agreement* may agree to make an individual flexibility arrangement to vary the effect of terms of the *Agreement* if:

- (a) the *Agreement* deals with one (1) or more of the following matters:
  - (i) arrangements about when and where work is performed;
  - (ii) overtime rates;
  - (iii) penalty rates;
  - (iv) allowances;
  - (v) leave loading; and
- (b) the arrangement meets the genuine needs of the employer and employee in relation to one (1) or more of the matters mentioned in paragraph (a); and
- (c) the arrangement is genuinely agreed to by the employer and employee.

11.2 The employer must ensure that the terms of the individual flexibility arrangement:

- (a) are about permitted matters under section 172 of the *Act*; and
- (b) are not unlawful terms under section 194 of the *Act*; and
- (c) result in the employee being better off overall than the employee would be if no arrangement was made.

11.3 The employer must ensure that the individual flexibility arrangement:

- (a) is in writing; and
- (b) includes the name of the employer and employee; and
- (c) is signed by the employer and employee and if the employee is under 18 years of age, signed by a parent or guardian of the employee; and
- (d) includes details of:
  - (i) the terms of the enterprise *Agreement* that will be varied by the arrangement; and
  - (ii) how the arrangement will vary the effect of the terms; and
  - (iii) how the employee will be better off overall in relation to the terms and conditions of their employment as a result of the arrangement; and

- (e) states the day on which the arrangement commences.
- 11.4 The employer must give the employee a copy of the individual flexibility arrangement within fourteen (14) days after it is agreed to.
- 11.5 The employer or employee may terminate the individual flexibility arrangement:
  - (a) by giving no more than twenty-eight (28) days written notice to the other party to the arrangement;  
or
  - (b) if the employer and employee agree in writing — at any time

## 12. LEAVE

### 12.1 Annual Leave

- (a) All fulltime employees are entitled to four (4) weeks paid annual leave for each twelve (12) months of employment and *part-time employees* are entitled to annual leave on a pro-rata basis. An employee classified as a shiftworker is entitled to five (5) weeks of paid annual leave. A shiftworker is defined at Subclause 10.6.
- (b) Annual leave entitlements are in addition to public holidays and may be taken in one (1) or more periods of leave.
- (c) Leave loading of 17.5% of an employee's annual salary will be paid to all employees, covered by this Agreement, on their paid annual leave.
- (d) QTAC may require an employee to take annual leave if the employee has accrued a minimum of eight (8) weeks annual leave.
- (e) Employees may 'cash out' part of their annual leave if:
  - (i) they have had one (1) week annual leave in the six (6) months prior to their request to 'cash out';
  - (ii) four (4) weeks annual leave will remain after the 'cash out' has occurred; and
  - (iii) the Chief Executive Officer and the employee agree in writing to the terms of the 'cash out'.
- (f) Leave loading and superannuation will be applied to any annual leave that is 'cashed out'.

### 12.2 Annual Office Closure (QTAC Day)

- (a) In the period between Christmas and New Year, the company will be closed for one (1) business day. This day will be determined by the Executive (depending on where the public holidays fall) and staff will be advised of the closure date well in advance.
- (b) All fulltime employees are entitled to 7.25 hours leave for this day and *part-time employees*, usually required to work on this day, are entitled to leave on a pro-rata basis.
- (c) This leave is to be used only on the closure day nominated by the Executive and cannot be transferred, banked or used on another occasion.
- (d) This leave is in addition to an employee's annual leave entitlements.

### 12.3 Compassionate Leave

- (a) All employees will be granted up to three (3) days of compassionate leave following the death of an immediate family or household member. Compassionate leave may be granted by the Chief Executive Officer on the death of a person who is not an immediate family or household member.
- (b) All employees may be granted up to three (3) days of compassionate leave for special circumstances including caring for a family member who sustains a serious illness or injury that poses a threat to their life, during times of natural disaster or emergency situations.
- (c) Bereavement/compassionate leave is not cumulative and other than the death of an immediate family or household member is approved by the Chief Executive on a case-by-case basis.
- (d) An employee, other than a *casual employee* will be paid for their ordinary hours of work for compassionate leave. *Casual employees* are not entitled to paid compassionate leave but may take unpaid leave.
- (e) The operational detail of compassionate leave is included in QTAC's policies and procedures.

### 12.4 Exam/Assessment Leave

- (a) QTAC may provide up to a maximum of twenty-nine (29) hours per year paid exam/assessment leave, if:
  - (i) there is a qualification that has been approved in writing by the Chief Executive Officer as relevant to the employee's career path within QTAC;
  - (ii) the qualification provides a direct benefit to QTAC; and
  - (iii) it is the employee's first attempt at the qualification.
- (b) Applications for leave for subsequent attempts will be considered on their merit. Any grant of leave will be subject to the operational requirements of the *section*.

## 12.5 Family and Domestic Violence Leave

- (a) All employees are entitled to up to ~~three~~ fifteen (15) days family and domestic violence leave per year. This leave can be for medical appointments, legal proceedings or during times where the employee is faced with family or domestic violence.
- (b) This leave will be in addition to existing leave entitlements and may be taken as consecutive or single days or as a fraction of a day and can be taken without prior approval.
- (c) The operational detail of family and domestic violence leave is included in QTAC's policies and procedures.

## 12.6 Jury Service

- (a) Employees, other than *casual employees*, selected for jury service have the option, to be notified to QTAC in writing in advance, of either:
  - (i) being paid the equivalent of their ordinary hours for the duration of their absence from employment because of jury service, less any amount received by the employee from the State of Queensland for jury service payment, which the employee must take all reasonable steps to obtain; or
  - (ii) opting to take leave without pay from QTAC and keep the jury service payment from the State of Queensland.

## 12.7 Leave Without Pay

- (a) Leave without pay may be granted by the manager, where deemed appropriate. Periods of leave without pay for more than twelve (12) months are to be approved by the Chief Executive Officer.
- (b) The operational detail of leave without pay is included in QTAC's policies and procedures.

## 12.8 Long Service Leave

- (a) Employees who complete seven (7) years of *continuous service* are entitled to long service leave at the rate of 1.3 weeks on full pay per year and a pro-rata amount for an incomplete year. *Part-time employees, sessional staff or casual employees* are entitled to take any long service leave they have accrued after seven (7) years of *continuous service*.
- (b) At least three (3) months' written notice of the taking of long service leave must be given, unless the employee's manager or Chief Officer determine a lesser period of notice is permissible. Long service leave must be taken in blocks of not less than two (2) weeks.
- (c) Staff who have completed seven (7) years of *continuous service* are entitled to have their accrued long service leave balance paid out on ceasing employment with QTAC. Staff members who cease employment with QTAC as a result of voluntary or involuntary redundancy will be paid out their long service leave balance on termination.
- (d) The company may require an employee to take long service leave if a minimum of fifteen (15) weeks has been accrued.

## 12.9 Natural Disaster Leave

- (a) In this clause, '*natural disaster*' means an extreme weather event or other natural occurrence which results in the relevant government minister or authority declaring the area in which the employee lives and/or works to be a *natural disaster zone*.
- (b) If an employee is unable to attend their usual place of work due to a *natural disaster*, they are entitled to paid leave of up to three (3) days per calendar year.
- (c) In addition to any leave available to the employee under this clause, the employee may be entitled to take any Banked Credit Time or annual leave for any period for which the *natural disaster* prevents them from attending for work.
- (d) In this clause, an employee will be considered unable to attend work if the employee needs to attend to the consequences of the *natural disaster*, such as performing emergency work on their home and the like.
- (e) QTAC may request an employee to provide evidence that any absence for which leave is sought under this clause was caused by the *natural disaster*.
- (f) Payment for natural disaster leave will be at the employee's base rate of pay for ordinary hours only.
- (g) *Part-time employees* will be entitled to natural disaster leave on a pro-rata basis.
- (h) *Casual employees* will be entitled to take paid natural disaster leave for up to three (3) shifts per calendar year.
- (i) In addition to the above, should a cyclone, flood or bushfire pose a genuine threat to an employee's property or immediate family, and the employee wishes to leave work to attend this threat, the employee may apply to take Banked Credit Time or annual leave and should make this request to their line manager. Should the employee not be satisfied with the response to the request, they should escalate the matter to the next level of management. QTAC will deal with such requests promptly.

## 12.10 Parental Leave

- (a) For the purposes of this clause, an '*eligible employee*' will be:
  - (i) an employee who has given birth to a child or adopted a child and remains the child's primary care provider ('*Type 1*'); or
  - (ii) an employee whose spouse/de-facto has given birth to a child or adopted a child ('*Type 2*').
- (b) Parental leave will be paid by QTAC, subject to the following entitlements:
  - (i) *Type 1 eligible employees* are entitled to twelve (12) weeks' paid parental leave; and
  - (ii) *Type 2 eligible employees* are entitled to two (2) weeks' paid parental leave.
- (c) Unpaid parental leave will be in accordance with the National Employment Standards contained within the *Act*.
- (d) All *eligible employees* are entitled to take unpaid parental leave of an amount as directed by a medical practitioner if:
  - (i) the pregnancy terminates by means other than a live birth within twenty-eight (28) weeks of the expected birth date; or
  - (ii) the medical practitioner provides a medical certificate in respect of a pregnancy-related illness.
- (e) The operational details of parental leave are outlined in QTAC's policies and procedures.

## 12.11 Personal Leave

- (a) All employees, other than *casual employees*, may utilise up to ten (10) days of paid personal leave per year accrued on a pro-rata basis for personal illness or injury, or to provide care and support to a member of the employee's immediate family or household because of personal illness or injury or unexpected emergency.
- (b) A further two (2) days of unpaid carers leave per occasion will be available to all employees to provide care and support to a member of the employee's immediate family or household because of personal illness or injury or unexpected emergency.
- (c) The operational detail of personal leave is included in QTAC's policies and procedures.

## 12.12 Public Holidays

- (a) All employees, other than *casual employees*, will be entitled to the following public holidays without loss of pay:
  - (i) New Year's Day, Australia Day, Good Friday, Easter Saturday, Easter Monday, ANZAC Day, King's Birthday, Christmas Day and Boxing Day; and
  - (ii) The following days as or if prescribed in Queensland: Labour Day; and
  - (iii) Any additional day as declared or prescribed in the State of Queensland that is observed generally, or in the region of Queensland in which the employee usually works.
- (b) *Part-time employees* who usually work on a day on which a public holiday falls and who are not required to work on that day, will be paid for the hours that would normally have been worked on that day.

## 13. SUPERANNUATION

13.1 QTAC will contribute the amount required under Federal superannuation legislation on behalf of each entitled employee to QSuper or to that employee's nominated recognised and accredited superannuation fund.

13.2 In addition to employer contributions made in accordance with Clause 13.1, QTAC will match entitled employee contributions to superannuation in accordance with the following table:

<b>Employee Contribution:</b>	<b>@ 2%</b>	<b>@ 3%</b>	<b>@ 4%</b>	<b>@ 5%</b>
QTAC matching if employer legislated contribution is equal to or between 10.51% and 11.00%	1.00%	2.00%	3.00%	4.00%
QTAC matching if employer legislated contribution is equal to or between 11.01% and 11.50%	1.00%	2.00%	3.00%	4.00%
QTAC matching if employer legislated contribution is equal to or	1.00%	2.00%	3.00%	4.00%



between 11.51% and 12.00%				
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13.3 Where an employee is making “grossed up” salary sacrifice contributions to a defined benefit Superannuation account, QTAC will match only the equivalent standard contribution as provided in the table in Clause 13.2.

**14. TEMPORARY CHANGE OF DUTIES**

14.1 Subject to Clause 20, QTAC may require employees from time to time to perform duties other than those normally performed by them.

14.2 The employee will be paid no less than their existing salary, for the period of the temporary appointment, if:

- (a) an employee is appointed in writing by QTAC to temporarily perform all or part of the duties of another position; and
- (b) the appointment is for a continuous period of one (1) week or more.

**15. NOTICE**

15.1 New employees will be subject to a probationary period as per their letter of appointment. During this period either the employer or the employee can terminate employment by giving one (1) week’s written notice.

15.2 Once the probationary period has elapsed, employees are required to provide four (4) weeks’ written notice of their intention to leave the employer. A shorter period of notice may apply if agreed between the employer and employee subject to the National Employment Standards.

15.3 If QTAC terminates an employee, they are required to provide four (4) weeks written notice to the employee. If the employee is over 45 years old and has completed at least two (2) years of continuous service with QTAC at the end of the day the notice is given, the notice period QTAC is to provide to the employee is increased by one (1) week to five (5) weeks.

**16. REDUNDANCY**

16.1 After consultation pursuant to Clause 20, and where QTAC has taken a decision to make an employee redundant, severance pay in accordance with the table below will be payable to the redundant employee in addition to other accrued leave entitlements and notice.

<i>Period of Continuous Service</i>	<i>Severance Pay</i>
1 year or less	nil
1 year and less than 2 years	4 weeks’ pay
2 years and less than 3 years	6 weeks’ pay
3 years and less than 4 years	7 weeks’ pay
4 years and less than 5 years	8 weeks’ pay
5 years and less than 6 years	10 weeks’ pay
6 years and less than 7 years	11 weeks’ pay
7 years and less than 8 years	13 weeks’ pay
8 years and less than 9 years	14 weeks’ pay
9 years and less than 10 years	16 weeks’ pay
At least 10 years	16 weeks’ pay

16.2 In addition to the severance pay of Clause 16.1, QTAC will make available to the employee, at their request, access to a mutually-agreed outplacement service, for a maximum period of six (6) months from the date the employee was provided written notice of the redundancy. QTAC will assume the cost of the mutually-agreed outplacement service.

**17. SUMMARY DISMISSAL**

17.1 QTAC has the right to dismiss an employee without notice where QTAC is satisfied after investigation, in accordance with QTAC’s policies and procedures, that there has been serious and/ or wilful misconduct on the employee’s part.

**18. TRANSMISSION OF BUSINESS**

- 18.1 QTAC will not be liable for payment of any notice amount or redundancy or severance payments in respect of the termination of employment of that employee arising from the sale, transmission, assignment or other transfer of its business, if:
- (a) QTAC sells, transmits, assigns or otherwise transfers the whole or part of its business to another party (New Employer); and
  - (b) the New Employer offers employment to an employee who is covered by this *Agreement* upon terms on an overall basis not less favourable than the employee's terms of employment with QTAC.
- 19. RELOCATION**
- 19.1 Although employees will be currently based at Level 2, 147 Coronation Drive, Milton Queensland (Location), QTAC may change the location from time to time. Changes in location within the Brisbane Metropolitan area will not in itself be cause for redundancy.
- 20. CONSULTATION**
- 20.1 This term applies if the employer:
- (a) is considering the introduction of a major change to production, program, organisation, structure or technology in relation to its enterprise that is likely to have a significant effect on the employees; or
  - (b) proposes to introduce a change to the regular roster or ordinary hours of work of employees.
- 20.2 **Major change**
- For a major change referred to in Clause 20.1(a):
- (a) the employer must notify the relevant employees of a major change before a final decision is made, providing an opportunity for employees to participate in genuine and meaningful consultation on such changes; and
  - (b) Clauses 20.3 to 20.9 apply.
- 20.3 The relevant employees may appoint a representative for the purposes of the procedures in this term.
- 20.4 The employer must recognise the representative, if:
- (a) a relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and
  - (b) the employee or employees advise the employer of the identity of the representative.
- 20.5 As soon as practicable after considering making changes of the type contemplated by Subclause 20.1(a), the employer must:
- (a) discuss with the relevant employees:
    - (i) the introduction of the change; and
    - (ii) the effect the change is likely to have on the employees; and
    - (iii) measures the employer is taking to avert or mitigate the adverse effect of the change on the employees; and
  - (b) for the purposes of the discussion—provide, in writing, to the relevant employees:
    - (i) all relevant information about the change including the nature of the change proposed; and
    - (ii) information about the expected effects of the change on the employees; and
    - (iii) any other matters likely to affect the employees.
- 20.6 However, the employer is not required to disclose confidential or commercially sensitive information to the relevant employees.
- 20.7 The employer must give prompt and genuine consideration to matters raised about the major change by the relevant employees.
- 20.8 If a term in this *Agreement* provides for a major change to production, program, organisation, structure or technology in relation to the enterprise of the employer, the requirements set out in Clauses 20.2, 20.3 and 20.5 are taken not to apply.
- 20.9 In this term, a major change is likely to have a significant effect on employees if it results in:
- (a) the termination of the employment of employees; or
  - (b) major change to the composition, operation or size of the employer's workforce or to the skills required of employees; or
  - (c) the elimination or diminution of job opportunities (including opportunities for promotion or tenure); or
  - (d) the alteration of hours of work; or
  - (e) the need to retrain employees; or
  - (f) the need to relocate employees to another workplace; or

- (g) the restructuring of jobs
- (h) changes to flexible work arrangements (including working from home arrangements).

20.10 **Change to regular roster or ordinary hours of work**

For a change referred to in Clause 20.1(b):

- (a) the employer must notify the relevant employees of the proposed change; and
- (b) Clauses 20.11 to 20.15 apply.

20.11 The relevant employees may appoint a representative for the purposes of the procedures in this term.

20.12 The employer must recognise the representative, if:

- (a) a relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and
- (b) the employee or employees advise the employer of the identity of the representative.

20.13 As soon as practicable after proposing to introduce the change, the employer must:

- (a) discuss with the relevant employees the introduction of the change; and
- (b) for the purposes of the discussion—provide to the relevant employees:
  - (i) all relevant information about the change, including the nature of the change; and
  - (ii) information about what the employer reasonably believes will be the effects of the change on the employees; and
  - (iii) information about any other matters that the employer reasonably believes are likely to affect the employees; and
- (c) invite the relevant employees to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities).

20.14 However, the employer is not required to disclose confidential or commercially sensitive information to the relevant employees.

20.15 The employer must give prompt and genuine consideration to matters raised about the change by the relevant employees.

20.16 In this term:

- (a) **relevant employees** means the employees who may be affected by a change referred to in Clause 20.1.

## 21. DISPUTES ARISING FROM THIS AGREEMENT

21.1 This term sets out procedures to settle the dispute, in the event of a dispute relating to:

- (a) a matter arising under the *Agreement*; or
- (b) the National Employment Standards.

21.2 An employee or employees and employer who is a party to the dispute may appoint a representative to accompany them and/or represent them for the purposes of the procedures in this term.

21.3 In the first instance, the *Parties* to the dispute must try to resolve the dispute at the workplace level, by discussions between the employee or employees and the direct supervisor.

21.4 Where the dispute concerns the action of the direct supervisor, the manager of the supervisor will be party to the dispute resolution and must try to resolve the dispute at the workplace level by discussions with the employee or employees.

21.5 Where disputes concern the actions of the manager, the Chief Operating Officer will be party to the dispute resolution and must try to resolve the dispute at the workplace level by discussions with the employee or employees.

21.6 Such discussions referred to in Clauses 21.3, 21.4 or 21.5 should take place within five (5) working days or, if agreed to by both *Parties*, another timeframe.

21.7 If such discussions referred to in Clauses 21.3 or 21.4 do not resolve the dispute, the Parties will endeavour to resolve the dispute by discussions between the employee or employees concerned and the next level of management as appropriate.

21.8 Such discussions referred in Clause 21.7 should take place within five (5) working days or, if agreed to by both *Parties*, another timeframe.

21.9 If discussions at the workplace level do not resolve the dispute, a party to the dispute may refer the matter to Fair Work Commission.

- 21.10 The Fair Work Commission may deal with the dispute in two (2) stages:
- (a) Fair Work Commission will first attempt to resolve the dispute as it considers appropriate, including by mediation, conciliation, expressing an opinion or making a recommendation; and
  - (b) if Fair Work Commission is unable to resolve the dispute at the first stage, Fair Work Commission may then:
    - (i) arbitrate the dispute; and
    - (ii) make a determination that is binding on the *Parties*.
- Note:*
- (a) If Fair Work Commission arbitrates the dispute, it may also use the powers that are available to it under the *Act*.
  - (b) A decision that Fair Work Commission makes when arbitrating a dispute is a decision for the purpose of Div 3 of Part 5.1 of the *Act*. Therefore, an appeal may be made against the decision.
- 21.11 While the *Parties* are trying to resolve the dispute using the procedures in this term:
- (a) an employee must continue to perform their work as they would normally have done prior to the dispute arising unless they have a reasonable concern about an imminent risk to their health or safety; and
  - (b) an employee must comply with a direction given by QTAC to perform other available work at the same workplace, or at another workplace, unless:
    - (i) the work is not safe;
    - (ii) applicable occupational health and safety legislation would not permit the work to be performed;
    - (iii) the work is not appropriate for the employee to perform;
    - (iv) there are other reasonable grounds for the employee to refuse to comply with the direction.
- 21.12 The *Parties* to the dispute agree to be bound by a decision made by Fair Work Commission in accordance with this term.
- 21.13 Notwithstanding anything to the contrary in this *Agreement*:
- (a) Any dispute which arose under the *Queensland Tertiary Admissions Centre Limited Enterprise Agreement 2018 (2018 EA)*, whether formally notified before or after the commencement of this *Agreement*, will be resolved under the dispute settlement procedure of the 2018 EA;
  - (b) For the purposes of this Subclause 21.13 only, the dispute settlement provisions of the 2018 EA are deemed to be provisions of this *Agreement*.

## 22. UNION RELATED CLAUSES

- 22.1 Clause 22 provides for the exercise of the rights of workplace delegates set out in Section 350C of the *Act*.
- 22.2 In Clause 22:
- (a) **employer** means the employer of the workplace delegate;
  - (b) **delegate's organisation** means the employee organisation under the rules of which the workplace delegate was appointed or elected; and
  - (c) **eligible employees** means members and persons eligible to be members of the delegate's organisation who are employed by the employer in the enterprise.
- 22.3 QTAC recognises the right of all employees to:
- (a) Join a union;
  - (b) Access meaningful union representation;
  - (c) Participate collectively in workplace issues; and
  - (d) Collectively bargain through their union.
- 22.4 One (1) or more employees within QTAC may be appointed as a union workplace representative by a union capable of representing the interests of QTAC employees to help facilitate a consultative and co-operative approach to employee relations within the workplace.
- 22.5 Before exercising entitlements under Clause 22, a workplace delegate must give the employer written notice of their appointment or election as a workplace delegate. If requested, the workplace delegate must provide the employer with evidence that would satisfy a reasonable person of their appointment or election. QTAC will recognise that representative upon notice of accreditation from the union the employee is appointed to represent.
- 22.6 An employee who ceases to be a workplace delegate must give written notice to the employer as soon as practicable.

22.7 The employer will grant delegates limited reasonable paid time off work to:

- (a) Prepare for and participate in collective bargaining on behalf of those they represent;
- (b) Participate in consultation with QTAC and access to reasonable information about the workplace and the business;
- (c) Represent the interest of members to QTAC;
- (d) Attend industrial tribunals to represent employees if requested to do so;
- (e) Attend accredited union education;
- (f) Participate in the operations of the union;
- (g) Address all new employees about the benefits of union membership at the time they enter employment;
- (h) Take reasonable leave to work with the union; and
- (i) Place union information on a notice board in a prominent location in the workplace.

## 22.8 **Right of Representation**

A workplace delegate may represent the industrial interests of eligible employees in matters including but not limited to:

- (a) consultation about major workplace change;
- (b) consultation about changes to rosters or hours of work;
- (c) resolution of individual or collective grievances or disputes;
- (d) performance management and disciplinary processes;
- (e) enterprise bargaining; and
- (f) any process or procedure in which the employees are entitled to be represented.

## 22.9 **Entitlement to Reasonable Communication**

- (a) A workplace delegate may communicate with eligible employees for the purpose of representing the industrial interests of the employees under Clause 22.8. This includes discussing membership of the delegate's organisation with the employees and consulting the delegate's organisation in relation to matters in which the workplace delegate is representing employees.
- (b) A workplace delegate may communicate with eligible employees individually or collectively, during working hours or work breaks, or before the start or after the end of work.

## 22.10 **Entitlement to Reasonable Access to the Workplace and Workplace Facilities**

The employer must provide a workplace delegate with access to or use of the following workplace facilities, unless the employer does not have them:

- (a) a room or area to hold discussions which is fit for purpose, private and accessible by the workplace delegate and eligible employees;
- (b) a physical or electronic noticeboard;
- (c) electronic means of communication that are ordinarily used by the employer to communicate with eligible employees in the workplace;
- (d) a lockable filing cabinet or other secure document storage area; and
- (e) office facilities and equipment including printers, scanners, photocopiers and wi-fi.

## 22.11 **Entitlement to Reasonable Access to Training**

Unless the employer is a small business employer, the employer must provide a workplace delegate with access to up to five (5) days of paid time during normal working hours for initial training and one (1) day each subsequent calendar year (non-cumulative), to attend training related to representation of the industrial interests of eligible employees, subject to the following conditions:

- (a) The employer is not required to provide the five (5) days or one (1) day of paid time during normal working hours, to more than one (1) workplace delegate per fifty (50) eligible employees.
- (b) A day of paid time during normal working hours is the number of hours the workplace delegate would normally be rostered or required to work on a day on which the delegate is absent from work to attend the training.
- (c) The workplace delegate must give the employer as much notice as is practicable, and not less than five (5) weeks' notice of the dates, subject matter and the daily start and finish times of the training.
- (d) The workplace delegate must, on request, provide the employer with an outline of the training content.
- (e) The employer must advise the workplace delegate as soon as is practicable, and not less than two (2) weeks from the day on which the training is scheduled to commence, whether the workplace delegate's access to paid time during normal working hours to attend the training has been approved. QTAC may grant such leave at its discretion subject to operational requirements. Such approval must not be reasonably withheld.
- (f) The workplace delegate must provide the employer with evidence that would satisfy a reasonable person of attendance at the training, within seven (7) days after the day on which the training ends.

## 22.12 Exercise of Entitlements under Clause 22

- (a) A workplace delegate's entitlements under Clauses 22.8 to 22.10 are subject to the conditions that the workplace delegate must:
  - (i) comply with their duties and obligations as an employee;
  - (ii) comply with the reasonable policies and procedures of the employer, including reasonable codes of conduct and requirements in relation to occupational health and safety and acceptable use of ICT resources;
  - (iii) not hinder, obstruct or prevent the normal performance of work; and
  - (iv) not hinder, obstruct or prevent employees exercising their rights to freedom of association.
- (b) Clause 22 does not require the employer to provide a workplace delegate with access to electronic means of communication in a way that provides individual contact details for eligible employees.
- (c) Clause 22 does not require an eligible employee to be represented by a workplace delegate without the employee's agreement.

Note 1: Under Section 350A of the *Act*, the employer must not:

- (a) unreasonably fail or refuse to deal with a workplace delegate; or
- (b) knowingly or recklessly make a false or misleading representation to a workplace delegate; or
- (c) unreasonably hinder, obstruct or prevent the exercise of the rights of a workplace delegate under the *Act* or Clause 22.

Note 2: Under Section 350C(4) of the *Act*, the employer is taken to have afforded a workplace delegate the rights mentioned in Section 350C(3) if the employer has complied with Clause 22.

APPENDIX 1

Salary Levels

		Current (as at June 2024)			As at 01 July 2024			As at 01 July 2025			As at 01 July 2026		
Level	Point	Salary	Hourly Rate	Casual Rate	Salary	Hourly Rate	Casual Rate	Salary	Hourly Rate	Casual Rate	Salary	Hourly Rate	Casual Rate
				25%	4.00%		25%	3.00%		25%	2.00%		25%
3	1	\$ 62,342.53	\$ 33.07283	\$ 41.34104	\$ 64,836.23	\$ 34.39586	\$ 42.99483	\$ 66,781.32	\$ 35.42786	\$ 44.28483	\$ 68,116.94	\$ 36.13628	\$ 45.17035
3	2	\$ 64,567.57	\$ 34.25324	\$ 42.81655	\$ 67,150.27	\$ 35.62345	\$ 44.52931	\$ 69,164.78	\$ 36.69214	\$ 45.86518	\$ 70,548.08	\$ 37.42593	\$ 46.78241
3	3	\$ 66,667.83	\$ 35.36745	\$ 44.20931	\$ 69,334.54	\$ 36.78234	\$ 45.97793	\$ 71,414.58	\$ 37.88579	\$ 47.35724	\$ 72,842.87	\$ 38.64331	\$ 48.30414
3	4	\$ 68,872.06	\$ 36.53683	\$ 45.67104	\$ 71,626.94	\$ 37.99834	\$ 47.49793	\$ 73,775.75	\$ 39.13821	\$ 48.92276	\$ 75,251.27	\$ 39.92110	\$ 49.90138
4	1	\$ 69,475.12	\$ 36.85683	\$ 46.07104	\$ 72,254.12	\$ 38.33103	\$ 47.91379	\$ 74,421.75	\$ 39.48110	\$ 49.35138	\$ 75,910.18	\$ 40.27062	\$ 50.33828
4	2	\$ 71,949.69	\$ 38.16966	\$ 47.71208	\$ 74,827.68	\$ 39.69628	\$ 49.62035	\$ 77,072.51	\$ 40.88717	\$ 51.10896	\$ 78,613.96	\$ 41.70510	\$ 52.13138
4	3	\$ 74,299.49	\$ 39.41628	\$ 49.27035	\$ 77,271.47	\$ 40.99283	\$ 51.24104	\$ 79,589.61	\$ 42.22262	\$ 52.77828	\$ 81,181.41	\$ 43.06703	\$ 53.83379
4	4	\$ 76,774.06	\$ 40.72883	\$ 50.91104	\$ 79,845.02	\$ 42.35807	\$ 52.94759	\$ 82,240.37	\$ 43.62897	\$ 54.53621	\$ 83,885.18	\$ 44.50152	\$ 55.62690
5	1	\$ 77,959.36	\$ 41.35779	\$ 51.69724	\$ 81,077.73	\$ 43.01214	\$ 53.76518	\$ 83,510.07	\$ 44.30234	\$ 55.37793	\$ 85,180.27	\$ 45.18841	\$ 56.48551
5	2	\$ 80,704.26	\$ 42.81407	\$ 53.51759	\$ 83,932.43	\$ 44.52662	\$ 55.65828	\$ 86,450.40	\$ 45.86234	\$ 57.32793	\$ 88,179.41	\$ 46.77959	\$ 58.47449
5	3	\$ 83,324.40	\$ 44.20386	\$ 55.25483	\$ 86,657.38	\$ 45.97214	\$ 57.46518	\$ 89,257.10	\$ 47.35117	\$ 59.18896	\$ 91,042.24	\$ 48.29821	\$ 60.37276
5	4	\$ 86,048.49	\$ 45.64910	\$ 57.06138	\$ 89,490.43	\$ 47.47503	\$ 59.34379	\$ 92,175.14	\$ 48.89931	\$ 61.12414	\$ 94,018.65	\$ 49.87724	\$ 62.34655
6	1	\$ 87,504.13	\$ 46.42124	\$ 58.02655	\$ 91,004.30	\$ 48.27807	\$ 60.34759	\$ 93,734.42	\$ 49.72662	\$ 62.15828	\$ 95,609.11	\$ 50.72110	\$ 63.40138
6	2	\$ 90,477.77	\$ 47.99890	\$ 59.99863	\$ 94,096.88	\$ 49.91890	\$ 62.39863	\$ 96,919.79	\$ 51.41628	\$ 64.27035	\$ 98,858.18	\$ 52.44469	\$ 65.55586
6	3	\$ 93,617.77	\$ 49.66455	\$ 62.08069	\$ 97,362.48	\$ 51.65131	\$ 64.56414	\$ 100,283.36	\$ 53.20083	\$ 66.50104	\$ 102,289.02	\$ 54.26483	\$ 67.83104
6	4	\$ 95,988.37	\$ 50.92221	\$ 63.65276	\$ 99,827.90	\$ 52.95917	\$ 66.19896	\$ 102,822.74	\$ 54.54786	\$ 68.18483	\$ 104,879.20	\$ 55.63890	\$ 69.54863
7	1	\$ 97,672.74	\$ 51.81572	\$ 64.76965	\$ 101,579.65	\$ 53.88828	\$ 67.36035	\$ 104,627.04	\$ 55.50510	\$ 69.38138	\$ 106,719.58	\$ 56.61517	\$ 70.76896
7	2	\$ 100,022.55	\$ 53.06234	\$ 66.32793	\$ 104,023.45	\$ 55.18483	\$ 68.98104	\$ 107,144.16	\$ 56.84028	\$ 71.05035	\$ 109,287.04	\$ 57.97710	\$ 72.47138
7	3	\$ 103,432.88	\$ 54.87145	\$ 68.58931	\$ 107,570.20	\$ 57.06648	\$ 71.33310	\$ 110,797.30	\$ 58.77848	\$ 73.47310	\$ 113,013.25	\$ 59.95393	\$ 74.94241
7	4	\$ 106,822.42	\$ 56.66979	\$ 70.83724	\$ 111,095.32	\$ 58.93655	\$ 73.67069	\$ 114,428.18	\$ 60.70455	\$ 75.88069	\$ 116,716.74	\$ 61.91862	\$ 77.39828
8	1	\$ 107,758.17	\$ 57.16607	\$ 71.45759	\$ 112,068.50	\$ 59.45269	\$ 74.31586	\$ 115,430.55	\$ 61.23641	\$ 76.54551	\$ 117,739.16	\$ 62.46097	\$ 78.07621
8	2	\$ 111,522.02	\$ 59.16276	\$ 73.95345	\$ 115,982.90	\$ 61.52938	\$ 76.91173	\$ 119,462.39	\$ 63.37517	\$ 79.21896	\$ 121,851.64	\$ 64.64276	\$ 80.80345
8	3	\$ 115,181.89	\$ 61.10455	\$ 76.38069	\$ 119,789.17	\$ 63.54869	\$ 79.43586	\$ 123,382.84	\$ 65.45517	\$ 81.81896	\$ 125,850.50	\$ 66.76414	\$ 83.45518
8	4	\$ 118,966.53	\$ 63.11228	\$ 78.89035	\$ 123,725.19	\$ 65.63669	\$ 82.04586	\$ 127,436.95	\$ 67.60579	\$ 84.50724	\$ 129,985.69	\$ 68.95779	\$ 86.19724
9	1	\$ 121,856.99	\$ 64.64552	\$ 80.80690	\$ 126,731.27	\$ 67.23145	\$ 84.03931	\$ 130,533.21	\$ 69.24828	\$ 86.56035	\$ 133,143.87	\$ 70.63338	\$ 88.29173
9	2	\$ 126,140.70	\$ 66.91807	\$ 83.64759	\$ 131,186.33	\$ 69.59476	\$ 86.99345	\$ 135,121.92	\$ 71.68276	\$ 89.60345	\$ 137,824.36	\$ 73.11641	\$ 91.39551
9	3	\$ 130,320.43	\$ 69.13545	\$ 86.41931	\$ 135,533.25	\$ 71.90097	\$ 89.87621	\$ 139,599.24	\$ 74.05793	\$ 92.57241	\$ 142,391.23	\$ 75.53903	\$ 94.42379
9	4	\$ 134,624.93	\$ 71.41903	\$ 89.27379	\$ 140,009.93	\$ 74.27586	\$ 92.84483	\$ 144,210.23	\$ 76.50400	\$ 95.63000	\$ 147,094.43	\$ 78.03421	\$ 97.54276
10	1	\$ 138,679.91	\$ 73.57021	\$ 91.96276	\$ 144,227.11	\$ 76.51310	\$ 95.64138	\$ 148,553.92	\$ 78.80855	\$ 98.51069	\$ 151,525.00	\$ 80.38455	\$ 100.48069
10	2	\$ 143,545.87	\$ 76.15172	\$ 95.18965	\$ 149,287.70	\$ 79.19779	\$ 98.99724	\$ 153,766.34	\$ 81.57352	\$ 101.96690	\$ 156,841.66	\$ 83.20524	\$ 104.00655
10	3	\$ 148,411.83	\$ 78.73297	\$ 98.41621	\$ 154,348.30	\$ 81.88248	\$ 102.35310	\$ 158,978.75	\$ 84.33876	\$ 105.42345	\$ 162,158.33	\$ 86.02566	\$ 107.53208
10	4	\$ 153,049.04	\$ 81.19310	\$ 101.49138	\$ 159,171.00	\$ 84.44083	\$ 105.55104	\$ 163,946.13	\$ 86.97407	\$ 108.71759	\$ 167,225.05	\$ 88.71366	\$ 110.89208

Allowances

First Aid	\$ 31.40	\$ 32.66	\$ 33.64	\$ 34.31
Meal (Overtime)	\$ 32.68	\$ 33.99	\$ 35.01	\$ 35.71

## APPENDIX 2

### DEFINITIONS

This Appendix contains definitions of terms used throughout this *Agreement*. Where a term is specific to a particular clause, the definition appears in that clause.

<b>Act</b>	The <i>Fair Work Act 2009</i> , as amended.
<b>Agreement</b>	This <i>Agreement</i> , otherwise known as <i>Queensland Tertiary Admissions Centre Limited Enterprise Agreement 2024</i> .
<b>Break in service</b>	is where an employee ceases to be employed by QTAC through resignation, redundancy or termination. Parental leave, extended sick leave, secondment to another institution and periods of approved leave, with or without pay, do not constitute a break in service.  Sessional staff who are reengaged by QTAC at or before the end of their current contract are considered ongoing employees of QTAC and are not considered to have had a break in service.
<b>Casual employee</b>	is engaged on an hourly basis for a minimum of three (3) hours per day.
<b>Continuous service</b>	A period during which the employee is employed by QTAC with no break in service.
<b>Date of Approval</b>	The date on which the Fair Work Commission approves this <i>Agreement</i> and issues an order to that effect.
<b>Eligible employee</b>	is a: <ul style="list-style-type: none"><li>(a) Fulltime employee;</li><li>(b) Part-time employee; or</li><li>(c) Long-term casual who has completed twelve (12) months continuous service.</li></ul>
<b>Employee organisation</b>	has the meaning given by Section 12 of the <i>Act</i> .
<b>Enterprise</b>	has the meaning given by Section 12 of the <i>Act</i> .
<b>Fixed term</b>	Staff members who are employed for a fixed period of time to work in a new area, to replace a staff member on a period of leave or to undertake a specific project or activity. This work has a specific timeframe and at the end of the period of time the position is no longer required.
<b>Nominal expiry date</b>	has the definition as set out in the <i>Act</i> .
<b>Parties</b>	QTAC and all categories of employees employed by QTAC, with the exception of: <ul style="list-style-type: none"><li>(a) the Chief Executive Officer;</li><li>(b) individual employees whose position is classified above Level 10; or</li><li>(c) covered by an individual employment agreement.</li></ul>
<b>Part-time employee</b>	is in permanent, sessional or fixed term employment for a regular number of hours each week, which is less than the full-time hours for a week prescribed by this <i>Agreement</i> , and which will normally be between twenty (20) and eighty (80) per cent of the equivalent full-time hours. A part-time employee will be paid on a proportionate basis to a referable full-time employee's wage and will be entitled to leave on a proportionate basis.
<b>Permanent</b>	Staff members who are appointed for an indefinite period and where the nature of work is ongoing.
<b>Section</b>	A work unit formed to organise people, reporting relationships and work in a way that best supports the attainment of QTAC's goals.
<b>Sessional</b>	A single continuous period of work during a portion of the year (the maximum period not to exceed twelve (12) months in which a person or group of persons performs a particular activity or task. Employees undertaking sessional work would normally be employed on short-term appointments for the period required to complete the task. Employment can be either full-time or part-time.
<b>Small business employer</b>	has the meaning given by Section 23 of the <i>Act</i> .
<b>Workplace delegate</b>	has the meaning given by Section 350C(1) of the <i>Act</i> .



## QTAC EXPECTED PERFORMANCE STANDARDS

The table below outlines the key skills required of QTAC staff members at all levels within the organisation. Skills are broken down into job skills, organisational context and interpersonal skills. It is important to remember that competency statements are based on the skills needed to do the job, not the skills of the person currently doing the role. The skills develop as you move up the levels and are nested, that is, if you are a level 8 you are expected to have the skills listed for a level 8 but also the skills outlined for levels 1-7.

JOB ACCOUNTABILITIES					
	<b>Knowledge required</b> <ul style="list-style-type: none"> <li>Nature and depth of knowledge needed</li> <li>Technical expertise</li> <li>Understanding of how activities across the company interact</li> </ul>	<b>Problem solving and creativity required</b> <ul style="list-style-type: none"> <li>Researching and analysing situations</li> <li>Evaluate options and choose between them</li> <li>Make judgements (reasoning)</li> <li>Recognise, respect and building on different perspectives</li> <li>Anticipate, avoid and resolve issues</li> <li>Systems thinking</li> <li>Ability to develop strategic vision</li> </ul>	<b>Information available to guide decisions</b> <ul style="list-style-type: none"> <li>Policies and procedures currently in place to assist with decisions</li> <li>Scope to adapt procedures to fit requirements</li> <li>Scope to develop new methods and strategies</li> </ul>	<b>Planning and allocating resources</b> <ul style="list-style-type: none"> <li>Determine priorities</li> <li>Plan response</li> <li>Use resources effectively</li> <li>Evaluate progress</li> <li>Identify and manage risk</li> <li>Planning and implementing short and long and term goals</li> </ul>	<b>Impact of advice, strategies and plans</b> <ul style="list-style-type: none"> <li>Advice provided</li> <li>Internal and external impact of decisions</li> <li>Number of people impacted by decisions made</li> </ul>
1	Can complete simple or routine tasks with instruction.	Can resolve problems where the action is repetitive, alternatives are limited or can be readily learned.	Tasks are covered by standard procedures. Clear and detailed instructions are provided.	Responsible for completing all set work under direction.	Can provide straightforward information about progress of tasks.
2	Can perform a range of straightforward tasks or may, on occasions, perform more complex tasks.	Can solve relatively simple problems with reference to established techniques and practices. Can choose between a range of straightforward alternatives.	Detailed procedures or standardised instructions exist and direction is provided.	Responsible for completing work accurately within clearly designated timelines and priorities.	Provides general information about their work tasks.
3	Can apply the functions, methods, policies, procedures and technologies of the work area to a range of tasks. Has some understanding of how work processes interact with other related functions.	Required to solve similar problems requiring some initiative and interpretation established rules, procedures and practices. Choices are made between a range of straightforward alternatives.	Well defined and limited number of appropriate methods, tasks and work sequences which may be used in completing the work.	Can determine sequence for tasks within specified timelines and priorities.	Provides general information and advice regarding own work area and tasks. Considers the impact of others when selecting between established work methods and sequences.
4	Is proficient at applying the functions, methods, policies, procedures and technologies of the work area. Has general knowledge of the section processes and an understanding of how work processes interact with other processes.	Makes sound decisions based on proficiency in the rules and processes of the work area. Holds detailed knowledge in a specialist area or a broad knowledge in a range of areas.	Work processes and procedures are documented and reference material is available. Staff member applies existing body of knowledge to a varied range of different tasks.	Plans own work in line with section priorities and timelines. Seeks additional work when they have capacity and avoids time wasting. Reports work progress and any potential delays or issues which may impact on other staff or sections.	Provides detailed advice regarding work area policies and processes. Considers the impact of others in the section when altering established work methods and sequences.
5	Can understand and apply the functions, methods, policies, procedures and technologies of the work area. Has an understanding of how work processes interact with other functions in the section. Can adapt processes to better suit the work areas functions.	Solves problems through the consistent application of principles and techniques. Uses training and experience to solve problems and applies expertise in a particular set of rules or processes to make decisions.	Applies and adapts a body of broad technical knowledge and experience, including developing of areas of specialist expertise.	Manages own work in line with section priorities and timelines. Reports significant delays or issues. May allocate work to other staff members.	Provides detailed and rigorous advice regarding work area policies and processes. Considers the impact of others in the section when altering work area processes.
6	Has extensive knowledge of the functions, methods, policies, procedures and technologies of the work area and can apply this information to routine situations. Has a sound understanding of how work processes interact with other related functions. Able to adapt processes to better suit the work areas functions without impacting on other areas.	Has high level diagnostic skills and an ability to analyse and report on issues. Can develop and test complex systems and procedures and uses body of knowledge to makes timely decisions.	Perform tasks guided by policy, guidelines and standards. Can develop or redefine procedures and interpret policy so long as other work areas are not affected.	Breaks projects and work down and scopes out length and difficulty of tasks. Report on progress and performance. May allocate work to staff members based on team requirements and existing workloads.	Can provide advice about activities within the Section. Decisions are considered and supported by some rationale. Considers the impact of other sections when altering work area processes.

7	Can analyse and interpret the functions, methods, policies, procedures and technologies of the work area. Has a detailed knowledge of policies and procedures and the interrelationship between a range of policies and activities across the company.	Independently relates existing principles to various problems. Adapts procedures to fit current requirements and applies theoretical principles to modify and adapt current processes. Interprets policies which may impact on other work areas.	Can independently relate existing policy to work assignments or rethink the way knowledge is applied to solve problems. May be recognised as an authority in specialised areas.	Breaks projects and work down into objectives and goals and scopes out length and difficulty of tasks. Provide clear and accurate reporting of progress, performance and any potential areas of risk. May organise a team to deliver the required work.	Provides advice and makes decisions on a range of section activities. Decisions are considered and supported by a clear rationale. Considers the impact of other sections when making changes to section policies and processes.
8	Can codify, develop, amend and enhance the functions, methods, policies, procedures and technologies of the work area. Helps to implement changes which may impact on other areas of the company and makes recommendations regarding potential risk and issues resulting from planned changes.	Contributes to program development and implementation. Provides strategic support and advice about a range of policies and internal issues. Can navigate in the absence of complete information and takes broad view of issue or problem. Uses analysis, experience and judgement to make informed decisions.	Develop new ways using a specific body of knowledge or may involve the integration of other specific bodies of knowledge. Understands the origin and reasoning behind key policies, practices and procedures.	Implements systems and processes to ensure ongoing service delivery. Measures, monitors and reports on performance and responds to possible areas of risk. Works within work goals, timelines and priorities to organise funding, resources, and support as needed to achieve desired results.	Provides advice on a range of section issues. Decisions are considered and supported by a clear and detailed rationale. Changes implemented may impact on other sections.
9	Proficient in an acknowledged discipline. Can conceptualise, develop and review major policies, objectives and strategies involving liaison with internal and external clients. Responsible for major change which may impact on other areas of the company.	Responsible for program and policy development and implementation. Provides strategic support and advice requiring integration of a range of internal and external policies, procedures, guidelines, standards and legislation. Demonstrates independence of thought and advanced research and evaluation skills.	Able to develop and/or review policies which may involve several Sections and several bodies of knowledge.	Evaluates systems and processes to ensure delivery of cost-effective, quality services. May be responsible for some resources.	Provides advice on a range of issues. Decisions are rigorously considered and clearly justified. Changes implemented may impact company wide.
10	Specialised knowledge in a particular discipline or in a range of areas including management. Brings a multi-perspective understanding to the development, and implementation of new policies. Devises ways of adapting the existing strategies to meet internal and external demands.	Responsible for strategy development and implementation. Provide strategic advice on a range of internal and external policies and demands. Makes decisions in a complex and ambiguous environment or in the absence of complete information.	Ability to conceptualise, develop and review major policies at the corporate level.	Develops systems and processes to ensure delivery of cost-effective and high quality services. May be responsible for human and financial resources.	Provides advice on a range of internal and external issues. Decisions are rigorously considered and clearly justified. Changes implemented impact company wide.
M A N A G E R	Significant professional, technical or administrative knowledge and/or advanced managerial capability. Develops and implements strategies to improve existing business processes. Considers the implications of decisions across all Sections and effectively manages projects and organisational change.	Responsible for significant strategy development and implementation and for coordinating the needs of multiple stakeholders. Develops a strategic vision and provides strategic advice on a wide range of internal and external policies and issues. Use analysis, experience and judgement to make informed decisions.	Complex, significant and high level policy and strategy development. Comprehensive knowledge of the section and management processes is required.	Determines Section's short and long term goals in line with company vision and purpose. Develops strategies for achieving these goals, allocates resources and determines and communicates work priorities. Manages team performance and any risks that arise.	Provides frank advice on internal and external issues. Is prepared to make unpopular decisions if they are supported by clear rationale. Changes implemented impact across the company and on external stakeholders.
L E A D E R	Highly specialised professional, technical or administrative knowledge and advanced managerial capability. Identifies future business development opportunities and anticipates business change. Considers the implications of all decisions across the company and proactively manages projects and change.	Implements policies and strategies that are proactive, industry best practice and consider the needs of all stakeholders. Develops and communicates a comprehensive and detailed strategic vision. Advice is provided on a wide range of internal and external issues. Decisions are fully researched and considered.	Generate and use a high level of theoretical and applied knowledge to guide company-wide thinking, policy and direction. Synthesises knowledge regarding company objectives, company operations and the external environment into detailed and considered policies and plans.	Works with other Managers to develop integrated company-wide strategies that build organisational capability. Identifies change in the strategic or operational environment and adjusts accordingly. Directs and prioritises resources towards matters that are important to the section and the company.	Provides open and pre-emptive advice. Is prepared to make decisions required for the good of the company, its staff and the sector. Changes implemented impact company and sector wide.

## INTERPERSONAL SKILLS

INTERPERSONAL SKILLS									
COMMUNICATION			LEADERSHIP			TEAMWORK			
Elements of communication	Enhancing the team	Customer focus	Manage self	Lead others	Innovate	Working with people	Building relationships	Contribute to a positive workplace culture	
<ul style="list-style-type: none"> <li>Listen and understand</li> <li>Speak clearly and directly</li> <li>Clear and concise written communication</li> <li>Read and interpret documents</li> <li>Tailor message to the audience</li> <li>Non-verbal communication</li> </ul>	<ul style="list-style-type: none"> <li>Set and communicate team purpose, goals and objectives</li> <li>Build a positive and inclusive team environment</li> <li>Provide direction, motivation and support for team members</li> <li>Model professional and ethical behaviour</li> <li>Cooperative and collegial behaviour</li> <li>Going above and beyond</li> </ul>	<ul style="list-style-type: none"> <li>Maintain internal and external focus</li> <li>Consider key stakeholders in decisions</li> <li>Balance customer needs with the company's mission and vision</li> </ul>	<ul style="list-style-type: none"> <li>Manage own time, priorities and performance</li> <li>Take responsibility for actions</li> <li>Honest, demonstrates integrity, transparency and self-control</li> <li>Resilience, resourcefulness, adaptability, being open to new ideas and change</li> <li>Ongoing development through learning</li> <li>Uses feedback to improve performance</li> </ul>	<ul style="list-style-type: none"> <li>Inspire commitment</li> <li>Being approachable</li> <li>Provide ongoing and genuine feedback</li> <li>Establish trust</li> <li>Develop and empower others through support, coaching and delegation</li> <li>Managing up and down</li> </ul>	<ul style="list-style-type: none"> <li>Constructively challenge the usual approach</li> <li>Identify opportunities</li> <li>Create and innovate</li> <li>Develop and implement improvements</li> </ul>	<ul style="list-style-type: none"> <li>Identifying and resolving conflict</li> <li>Collaborating</li> <li>Persuading/negotiating</li> <li>Facilitating</li> <li>Positively influencing others</li> <li>Positive, appropriate and consistent behaviour</li> </ul>	<ul style="list-style-type: none"> <li>Empathising</li> <li>Demonstrating emotional intelligence</li> <li>Building networks</li> <li>Treating others with dignity and respect</li> <li>Sharing information</li> <li>Work well with other sections and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Commitment to the team and company</li> <li>Lead change</li> <li>Provide, seek and use feedback to inform decisions</li> <li>Set a positive example</li> <li>Sensitive to the time constraints of others</li> <li>Value the ideas and perspectives different people bring to the group</li> <li>Demonstrate corporate values and ethics</li> <li>Motivated, enthusiastic, results focused, proactive, committed, engaged</li> </ul>	
1	Able to follow clear instructions. Demonstrates basic courtesy in verbal communications.	Is cooperative.	Is aware of key stakeholder groups.	Is aware of work timelines. Seeks clarification or further instructions when required.	Is polite and positive.	Follows set work procedures.	Demonstrates appropriate behaviour.	Is easy to work with.	Works consistently to complete allocated tasks.
2	Able to follow and understand instruction. Uses tact when dealing with others.	Demonstrates cooperative and polite behaviour.	Engages with stakeholders in a polite and professional manner.	Plans their workload to meet deadlines and takes responsibility for their actions.	Is a friendly and helpful colleague.	Considers workflow and processes and can make improvements to their work flow as needed.	Demonstrates appropriate and consistent behaviour.	Is friendly and easy to work with.	Is results focused and works consistently to complete their work within deadlines.
3	Able to comprehend detailed instructions and can communicate factual information clearly. Written communication is mostly clear.	Focuses on own performance as part of the team effort. Demonstrates cooperative and collegial behaviour in all interactions.	Somewhat understands the needs of key stakeholders. Engages with stakeholder groups in an appropriate manner.	Is proactive and plans their workload in line with supervisor instructions and section priorities. Demonstrates integrity, transparency and self-control and takes responsibility for their work and their actions.	Is a proactive and supports the efforts of their team and the section.	Questions current processes and shares ideas for process improvements.	Demonstrates positive and consistent behaviour.	Treats others with dignity and respect.	Is a positive and committed staff member. Assists the team to meet section goals and timelines.
4	Written communication is clear and concise. Listens attentively and can understand and communicate detailed	Works hard to achieve personal and team goals. Is a trustworthy, honourable, truthful, and positive member of the team.	Actively works to understand key stakeholder groups. Shows respect for stakeholders and engages with all people	Manages their workload, priorities and performance. Seeks regular feedback and modifies approach to enhance their work	Is approachable and contributes to a positive team environment. Readily shares their knowledge and experience. Provides	Seeks improvements to own work and work processes. Shares creative ideas and suggestions for improvements.	Is friendly and helpful. Works collaboratively with others and contributes in team situations. Encourages	Works well with colleagues, other sections and external stakeholders. Shows empathy for others and	Is a diligent, motivated and proactive team member. Sets a positive example and displays QTAC values and ethical behaviour at

	instructions and information.		in a friendly and appropriate manner.	effectiveness. Commits to personal development and seeks out learning opportunities. Shows resilience and adaptability in times of uncertainty and is able to understand, monitor and channel their own emotions in a positive way.	considered and timely feedback.	Demonstrates a willingness to try new things.	the efforts and inputs of others.	openly shares information.	all times. Is respectful of the views of others and provides considered and supportive feedback. Works to embrace change.
5	Verbal and written communication is clear, structured and organised. Actively listens to others.	Provides motivation and support for team members.	Actively works to understand the wants of stakeholder groups.	Is aware of section goals and deadlines and manages their workload accordingly. Requests regular feedback and uses this information to improve their work performance. Is committed to continuous improvement and sees learning opportunities in everyday work. Is open to new ideas and change.	Is a positive, giving and motivated team member. Assists and empowers others through support and buddying.	Seeks continuous improvement to teamwork processes. Generates and shares creative ideas and suggestions for improvements. Is constructive in the face of change.	Tailors communication style to individuals and the situation and acts with tact and diplomacy. Encourages the efforts of others and facilitates effective team communication.	Builds relationships with internal and external parties and is professional, approachable and considerate.	An enthusiastic and engaged member of staff. Supports the change process.
6	Written, verbal and non-verbal communication is clear, concise and consistent. Seeks to understand the target audience and adapts communications accordingly.	Gives team members the autonomy and/or support they need to achieve outcomes. Builds a cohesive and supportive team environment.	Actively works to understand the perspectives of key stakeholders. Encourages a strong customer-focus within the team.	Effectively juggles competing work priorities. Actively seeks feedback and modifies their approach to enhance effectiveness. Reflects on the reasons for success and failure and learns from experience. Adapts quickly to a changing environment and provides stability and reassurance for team members.	Identifies development opportunities for team/section members. Provides appropriate guidance and/or supports the team to resolve their own issues. Motivates individuals and creates or contributes to a climate in which people want to do their best. If a supervisor, holds timely and frank discussions with all team members on a regular basis and clearly communicates performance expectations and individual and section priorities.	Encourages creativity and innovation. Identifies and implements improvements to current systems and finds new and efficient ways of doing things. Communicates change in a positive manner.	Identifies areas of conflict and settles disputes by finding common ground. Positively influences others and encourages all participants to contribute in team situations.	Manages internal and external relationships. Works to understand other people's personalities and tailors their interactions to the individual. Communicates in an open and timely manner and ensures information provided is complete and unbiased.	Is self-motivated and inspires commitment in others. Encourages the sharing of views and is respectful of the views of others. Can handle situations of uncertainty. Communicates the positive side of change and assists others to adapt to a changing environment.
7	Communication is logical, well-structured, easy to follow and audience specific.	Gives the team or other section members direction and provides or advocates for the resources they need to achieve outcomes. Builds or contributes to a cohesive, supportive and responsive team environment.	Considers the needs of stakeholders when making improvements to service delivery.	Effectively manages competing team and/or own work priorities. Learns from experience and seeks development opportunities. Has a balanced approach to change and demonstrates resourcefulness and	Takes responsibility for team and/or personal development and identifies and recommends a range of development opportunities. Provides team members with guidance, support and trust and encourages	Open to innovative approaches. Inspires and encourages the creativity of others. Communicates change in a timely manner.	Reads situations quickly and settles disputes by finding common ground and gaining cooperation. Positively influences others and encourages all participants to contribute in team situations.	Builds networks with peers and works collaboratively with internal and external stakeholders.	Adopts a planned approach to change and can comfortably handle some uncertainty. Encourages the sharing of views and creates a positive and inclusive team. Is aware of company workloads and is sensitive to the

				resilience in changing or uncertain environments.	them to resolve their own issues. Creates a climate in which everyone wants to do their best. Regularly provides feedback for all staff they supervise.				time constraints of others.
8	Actively and attentively listens to others. Communication is clear, concise and consistent and delivered in a way that promotes trust.	Conveys the vision for the team or other section members in a compelling way. Develops the skills of those around them and works to build a positive and inclusive team environment.	Works effectively with stakeholders to deliver work and system enhancements.	Effectively manages team, section and/or their own work priorities. Models professional and ethical behaviour. Considers all feedback and actively works to enhance leadership effectiveness. Is aware of personal strengths and weaknesses and takes account of these when taking action.	Identifies the strengths and weaknesses of all team members and builds capability through individual and team learning opportunities. Inspires individual and team commitment and provides regular and genuine feedback and direction to all team/section members. Provides support for all team/section members and establishes meaningful relationships with staff based on trust, understanding and mutual respect.	Experiments with innovative approaches. Analyses successes and failures to identify opportunities for improvement. Inspires and harnesses the creativity of others. Communicates change in a timely and proactive manner.	Identifies areas of sensitivity and uses judgement when deciding how to proceed. Ensures that all participants contribute in team situations and can negotiate a solution in most situations. Resolves conflict and without compromising relationships and manages challenging people with diplomacy and tact.	Builds and maintains relationships with internal and external stakeholders. Is honest in their communications and does not delay addressing issues that need to be resolved.	Adopts a planned approach to change and can manage some risk and uncertainty comfortably. Works to assist others through change and to provide the stability and guidance needed. Values the ideas and perspectives different people bring to the group. Creates a positive and inclusive team where the views of all are valued and people are respectful of the contributions of others.
9	Structured and coherent communication that is tailored for the audience and promotes trust and respect.	Models professional behaviour and is consistent in words and actions.	Understands the different views of stakeholders. Considers the impact of business decisions on all stakeholder groups.	Effectively manages multiple work priorities. Demonstrates enthusiasm and maturity and is positive and trustworthy. Seeks feedback and development opportunities to enhance areas of weakness.	Builds group capability through identifying individual, team and section development and learning opportunities. Inspires commitment and provides ongoing and genuine feedback to team members, colleagues and managers.	Considers information and ideas from a range of sources. Evaluates past performance when planning change and builds on past success. Is positive about change and can sell new ideas to stakeholders. Willing to be the only champion for an idea or position.	Accurately reads situations and group dynamics. Identifies areas of sensitivity and risk and uses good judgement when deciding how to proceed. Positively influences others and can effectively negotiate situations with a range of stakeholders. Resolves conflict and negotiates outcomes without compromising relationships.	Builds and maintains relationships with a range of stakeholders. Is open, proactive and honest in their communications.	Adopts a planned and comprehensive approach to managing change. Assists others through change and provides the support and encouragement needed for staff members to adapt to new situations. Values the ideas and perspectives of different people and works to create a positive and inclusive workplace where the views of all are respected and valued.
10	Structured, coherent and open communication that is tailored to the audience and builds trust and respect.	Models professional and ethical behaviour and is consistent in words and actions.	Understands the different and competing views of key stakeholders and works to integrate the needs of the company and stakeholder groups into effective solutions. Manages challenging stakeholders with diplomacy and tact.	Effectively manages multiple and competing work priorities. Demonstrates enthusiasm, integrity and maturity. Seeks feedback and development opportunities to enhance skills.	Seeks out and plans development and learning opportunities for individuals, teams, sections and wider stakeholders. Inspires dedication from team members and fosters an innovative and supportive team environment. Provides open, ongoing and	Embraces change and encourages others to think outside the square and develop new ways of doing things. Change communication is timely, planned and inspires staff member commitment.	Understands group situations including key power relationships. Uses judgement when dealing with sensitive areas and manages conflict well. Builds positive working relationships with all stakeholders and cultivates a positive team environment.	Builds and maintains productive relations with internal and external stakeholders. Communicates and presents themselves in a professional manner.	Adopts a detailed approach to leading changes. Assists others to successfully work through the change process. Values the contributions of a range of different people and creates a positive and inclusive workplace where the views of all are sought, respected and valued.

					genuine feedback to all stakeholders.				
M A N A G E R	Communication is timely, proactive and open. Communicates in a way that is appropriate for the situation and promotes trust, respect and integrity.	Communicates and reinforces a clear and compelling vision for the Section. Clearly articulates strategies, team objectives and timelines. Builds a cohesive, diverse and high performing team that has strong morale and is focused on results. Models ethical behaviour.	Understands the needs of all stakeholders. Integrates the goals of the company and the needs of key stakeholder groups into effective solutions and system enhancements. Manages all stakeholders with diplomacy and tact.	Effectively manages organisation, section and own work priorities. Undertakes continual professional development to strengthen technical and management skills.	Inspires commitment through a clear and achievable vision and timely and open communication. Commits to ongoing improvement, succession planning, knowledge management and the development of team members. Clearly articulates section and personal goals for all team members. Acknowledges the efforts and achievements of staff members and provides ongoing and genuine feedback. Promotes flexibility and learning opportunities for all staff.	Develops a flexible and responsive team environment. Engages with ideas, innovation and risk. Change communication is timely, thorough and planned.	Accurately reads situations including key power relationships and group dynamics. Identifies areas of sensitivity and risk and uses judgement when deciding how to proceed. Manages conflict without compromising the relationship.	Builds and maintains relations with key stakeholders and uses these networks to identify possible process improvements. Communicates openly and presents themselves in a professional and consistent manner.	Implements a planned, open and comprehensive approach to implementing organisational change. Effectively manages any risks associated with implementing change and is proactive and open with communication wherever possible. Seeks and uses feedback from a range of sources to inform decisions.
L E A D E R	Always communicates in a way that is appropriate for the situation and that promotes mutual trust, respect and integrity.	Builds a team climate that is creative and committed to continuous improvement. Maintains an appropriate level of oversight and involvement in the section. Creates a culture where people want to go the extra mile. Models ethical behaviour even in times of crisis.	Adopts a system wide view and draws on a range of information, ideas and perspectives to fully understand problems and implement effective solutions for all stakeholders.	Applies self-awareness to create and strengthen leadership skills. Actively seeks feedback and modifies their approach.	Tailors leadership style to individual needs and the environment. Gives people the balance of autonomy and support they need to achieve outcomes. Mentors other members of staff to enable them to develop their leadership skills and actively builds a learning culture within their team and the company.	Open to new ideas and thinking and empowers others to explore new approaches. Actively seek ways to improve service delivery and reduce costs.	Maintains composure when under pressure and is a calming influence in difficult situations.	Maintains productive and reciprocal relationships with all stakeholders. Uses their professional networks to provide information, assistance, support, intelligence and potential business opportunities.	Change is implemented in a considered and logical manner. Communication is regular, comprehensive and the concerns of all stakeholders are addressed. Seeks advice and feedback from all stakeholders to ensure sound decision making. The views of all stakeholders are encouraged and considered.

## ORGANISATIONAL CONTEXT

	<b>Spread and diversity of tasks</b> <ul style="list-style-type: none"> <li>• <i>Scope and complexity of the tasks undertaken</i></li> <li>• <i>Range of tasks undertaken (not volume)</i></li> <li>• <i>Interdependence of tasks undertaken</i></li> </ul>	<b>Understand organisational context</b> <ul style="list-style-type: none"> <li>• <i>Understanding Section goals</i></li> <li>• <i>Understanding QTAC strategic direction</i></li> <li>• <i>Awareness of external environment and its implications</i></li> </ul>	<b>Level of autonomy</b> <ul style="list-style-type: none"> <li>• <i>Power to implement decisions, plans and change</i></li> <li>• <i>Ability to commit resources</i></li> <li>• <i>Level of accountability for work outcomes and initiatives (individual vs team vs section vs organisation)</i></li> <li>• <i>Attention to detail</i></li> </ul>
1	Undertakes a single, repetitive task.	Understands the key responsibilities of the position.	All work is checked. There is some latitude to rearrange sequences and choose between established work methods.
2	Undertakes a number of repetitive tasks.	Understands the positions key goals and responsibilities of the position.	Responsible for the timely completion of their own work. May exercise some judgement over various work methods or task sequencing.
3	Completes most of the tasks of one activity. Understands how these tasks interact with other key tasks in the section.	Understands the Section's key goals and how their role fits into the attainment of these goals.	Responsible for completing work accurately and in a timely manner. Can develop job specific systems to assist in the completion of allocated tasks.
4	Understands most of the tasks of one activity and can explain how these tasks interact. Has some understanding of the tasks of other roles and sections.	Understands the Section and Company's key goals and how their role fits into the attainment of these goals.	Responsible for providing accurate and timely work and for managing conflicting tasks and priorities. Makes suggestions to improve systems and service provision.
5	Is focussed mainly on one activity however sometimes completes tasks from other areas within the Section. Understands all of the tasks of one activity and can explain how these tasks interact. Has a sound understanding of the tasks of other people in the section.	Understands the Section and Company's goals and how the Section and their role fit into the attainment of these goals.	Works collaboratively with others to provide services. May assist with the implementation of change within the Section.
6	Understands most of the Section's activities and can explain how these activities interact. Has a good understanding of the tasks of other people in the section and the tasks of other sections.	Is aware of company-wide goals and has a good understanding of Section goals and how they integrate with Company goals. Is clear about how the Section is going to achieve these goals.	Discretion to innovate within own work team and take responsibility for outcomes. Can plan and implement routine change within the Section using team resources.
7	Undertakes several integrated activities within a section. Understands most of the activities of the Section and can explain in detail how these activities interact. Has a good understanding of the activities of other sections.	Has a good understanding of both Section and company-wide goals and their integration. Understands how the section is going to achieve these goals. Is aware of the external environment.	May be responsible for implementing change within the Section using available resources. May supervise employees to achieve timelines and service objectives.
8	Undertakes many activities that integrate with other activities both within and outside the Section. Understands all of the activities of one Section and can explain in detail how these activities interact. Has a good understanding of the tasks of other sections and the interactions in their own and other Sections.	Is aware of changes in the external environment and has a good understanding of both Section and company-wide goals. Understands how the section is going to achieve these goals and what their role in the process will be.	Able to achieve operational objectives within organisational constraints. May manage major change within the Section and may direct the efforts of available human and financial resources.
9	Undertakes several activities across several sections or one activity which has cross-section implications. Has a comprehensive understanding of the workings of their Section and can detail the key activities of other sections. Understands how most activities of the company interact.	Is aware of changes in the external environment and has a clear understanding of Section and company-wide goals. Understands the role different sections will play in achieving these goals.	Able to achieve broad objectives while operating within complex organisational structures. May be responsible for organisation wide change.
10	Undertakes many activities across several sections or one activity which has significant cross-section implications. Has a detailed understanding of all of the activities in their Section and a comprehensive understanding of the workings of other Sections. Understands how the activities of the company interact and the possible implications of change in one area.	Is aware of changes in the external environment and has a very clear understanding of Section and company-wide goals and how these are going to be achieved.	Responsible for the achievement of organisational objectives and programs working with internal and external stakeholders.
Manager	Oversees all the activities in a core business function or oversees multiple functions. Has a detailed and comprehensive understanding of the workings of the company. Understands and can explain how the activities of the company interact and considers the implications of planned change.	Is aware of changes in the external environment and understands the implications of these changes. Has an excellent understanding of Section and company-wide goals and a clear plan for how these goals will be achieved.	Fully responsible for the achievement of organisational objectives and programs, working with a range of internal and external stakeholders. Leads company wide change, can commit human and financial resources and is accountable for Section outcomes.

Leader	Oversees all the activities in a core business function or oversees multiple functions. Has a detailed and comprehensive understanding of all of all the workings of the company and is aware of the external environment and possible impacts that may occur in the future. Understands and can explain in detail how all the activities of the company interact, considers the impact of and can forecast the results of planned changes.	Is very aware of changes in the external environment and fully <del>and</del> anticipates and understands the implications of these changes. Has an excellent understanding of Section and company-wide goals and a clear vision and plan for how these goals will be achieved.	Fully responsible for the achievement of significant organisational objectives and programs, working with a wide range of internal and external stakeholders. Leads company wide and sector wide change. Can commit significant human and financial resources and is fully and personally responsible for outcomes.
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**DEFINITIONS -**

Function - A core business area (EG - AS, CS, ES, IT, TS and IS)

Activity - A major and discrete component of a function (EG – in CS - Accounting, Finance, Payroll, Governance, HR, WHS, STAT, Facilities and Maintenance)

Task - The actual jobs that need to be completed within an activity (EG in HR – Recruitment, induction, learning and development, PPR, job planning, policies)



Signed for and on behalf of:

**Queensland Tertiary Admissions Centre Ltd (ABN 28 050 542 633)** by  
**Lisa Jane Silver** of

*(Full name)*

**Level 2, 147 Coronation Drive, Milton, Queensland, 4064**

*(Address)*

am a duly authorised representative in the capacity of

**Chief Operating Officer & Company Secretary**

*(Explanation of the person's authority to sign the Agreement)*

on the fifth day of November 2024

Signature of authorised representative

**Representative of the employees covered by the Agreement** by  
**Alexander Scott** of

*(Full name)*

**Level 4, 43 Peel Street, South Brisbane Queensland 4101**

*(Address)*

am a duly authorised representative in the capacity of

**Branch Secretary**

*(Explanation of the person's authority to sign the*

*Agreement)* on the fifth November 2024

day of

Signature of authorised representative