

Applicant Information Guide



Veteran
Employment Supporter



tafeqld.edu.au



At TAFE Queensland, we're not just the state's premier vocational education and training provider — we're a springboard to a meaningful career.

Employment opportunities with TAFE Queensland include wide ranging roles that cater to diverse skills, abilities and interests. From teaching positions which inspire and guide our students, to roles in facilities management which ensure the smooth operation of TAFE Queensland's 60 locations from Thursday Island in the north, to Coolangatta in the south east, and as far west as Mount Isa.

We offer varied roles, from professional and specialist positions in areas such as student services, finance, marketing and human resources, through to administrative roles. Everyone in the TAFE Queensland team strives towards our vision to be the leading provider of vocational training and targeted higher education programs.

This diversity of career opportunities on offer at TAFE Queensland also helps foster a dynamic and inclusive work environment where every staff member can contribute meaningfully.



Vanessa Kissane
Chief Human Resource Officer



Acknowledgement of Country

TAFE Queensland acknowledge the Traditional Custodians of Country throughout Australia and respect the continuing connection to land, waters, cultures and family that Aboriginal and Torres Strait Islander peoples uphold.

We pay respect to Elders past, present and future. We recognise that teaching and learning has taken place on Country for over 60,000 years and two-way learning is an important part of our reconciliation journey.

Artwork created for TAFE Queensland's Reconciliation Action Plan by Riki Salam.
tafeqld.edu.au/rap



TAFE Queensland employs a
4400+ strong workforce
across a multitude of diverse roles



Your TAFE Queensland journey starts now

If you are excited about transforming student lives, supporting your local community and want to work for the state's largest training provider, then read on. We have developed a handy guide that gives you information about our application, recruitment and selection processes, as well as other things you might want to know. In this guide, we will take you through:

- Our vision, mission and values
- The benefits of working for TAFE Queensland
- Our application process and recruitment portal
- How we select our staff
- Employment suitability
- Commencing employment with us



State winner of the 2024 Large Training Provider of the Year.

More than 140 years of experience.

TAFE Queensland values diversity and inclusion in our work environment and provides employment opportunities which are inclusive of people from all diversity groups.

Purpose-built facilities, simulating real world work environments.

60+ locations across Queensland.

Flexible and supportive work environments.

An innovative, authentic and progressive team who are highly experienced and closely connected to their industries.

TAFE Queensland's Vision, Mission and Values

Our vision

At TAFE Queensland, our vision is to be the leading provider of vocational training and targeted higher education programs, critical to strengthening the Queensland economy and supporting local communities.

Our mission

At TAFE Queensland, we deliver contemporary, globally relevant skills, needed now and into the future, along with the opportunity for everyone, everywhere to transform their lives.

Our values



Safety first

Everyday actions to be safe and deliver measurable improvements in safety leadership, culture and outcomes.



Showing initiative

Improve our processes, services and products to create value for now and the future.



Working together

Demonstrating a one TAFE Queensland mindset, working together to achieve our objectives.



Taking responsibility

Taking responsibility for ourselves and being responsible to each other, our students and communities to build a stronger TAFE Queensland.



Focusing on our customer

Enhancing the customer experience, living up to the quality promise in our Brand.

TAFE Queensland's culture

While it is no secret that TAFE Queensland has a long and proud history of serving the communities of Queensland, the secret ingredient to our success is our people, who work tirelessly to make great happen each and every day.

Whether that's ensuring our grounds and facilities are presented beautifully, our administrative and support staff working behind the scenes to keep operations running smoothly, or our educators who are passionate about their craft and helping our students improve their lives through education and training. All of our people make great happen and our workplace culture reflects the dedication, professionalism and connection our people feel to TAFE Queensland's purpose.

With consistently strong employee engagement and satisfaction results, a comprehensive professional development framework and, generous employee benefits and conditions, it's easy to see why our staff typically hold significant tenure with TAFE Queensland – often across many roles and parts of the organisation.

We nurture a positive workplace culture by embracing the TAFE Queensland values of Safety first, Focusing on our customer, Showing initiative, Working together, and Taking responsibility in everything we do. In return, we have a strong focus on employee rewards and recognition, through our ever popular annual staff awards ceremonies, our peer recognition platform, and other activities and celebrations which occur across our campuses throughout the year.





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At TAFE Queensland you are warmly welcomed into an organisation that is people-centric, dedicated to high performance, and which lives true to its purpose, values and mission.

Steven Spina
Director, People and Culture
TAFE Queensland

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The culture here at TAFE Queensland is great – the trainees (our students) are being supported, the staff are being supported; we’re all looking after one another, making sure we’re all okay.

Ree Walsh
Business Teacher
TAFE Queensland

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There is a culture of everyone helping each other through each challenge and day, celebrating the good days or lending a listening ear on the difficult days. The team on campus wants each student to succeed.

Wendy Martin
Individual Support Teacher (South West Region)
TAFE Queensland

Health, safety and wellness



We are committed to building an empowered and engaged workforce. We've developed a framework and programs to achieve TAFE Queensland's strategic direction to foster staff health and wellbeing.

Our employees genuinely matter to us, and that's why we have built a comprehensive range of employee benefits as a way to say thank you to our staff.

TAFE Queensland has been acknowledged by Mental Health First Aid (MHFA) Australia as a 'Skilled' workplace, with more than 750 staff members completing the Mental Health First Aid accredited course.

Health, wellness and flexible work options

There's more to working at TAFE Queensland than financial reward alone, and we realise that different things appeal to different people. If you value your work-life balance, then you will be interested in our range of employee benefits and wellness initiatives.

TAFE Queensland is supportive of a work-life balance that enables employees to divide their energy between their home and work priorities. We appreciate that these practices and policies can enhance health and productivity, but we also believe that it is essential to balance work and staffing requirements at each workplace.

Our flexible work options are negotiated between employees and their managers, enabling individuals to meet their work and home responsibilities in a balanced way. There are options available which may include short or long term changes to work patterns, work from home, or purchased leave arrangements, to name a few.

We also recognise that our staff have a range of cultural affiliations and family responsibilities that impact work-life balance. We are committed to ensuring that employees are not disadvantaged or discriminated against in any way connected to their employment.

- Access to our Employee Assistance Program (TELUS Health) - a voluntary, free and confidential counselling service to assist employees and their families with personal and/or work-related matters
- Wellbeing initiatives to help you achieve and maintain your health
- Fitness Passport - discounted gym and pool membership access
- Access to private health corporate plans
- Work at Home Software, i.e. Adobe and Microsoft software
- Paraplegic Benefit Fund support for permanent and temporary employees
- Smoke-free work environment
- Additional leave for international athletes and volunteer work
- Long service leave

TAFE Queensland also provides services for the personal development of staff, helping people develop skills useful across both work and life. Access to online learning platforms for personal development include:

- Mindarma
- TELUS Health Learning Modules and Webinars
- Skills Coach by Culture Amp and Learning Labs
- Infobase Learning Cloud



I definitely do see myself working for TAFE Queensland, whether it's doing something similar to what I'm doing now or working with Indigenous youth — helping them out.

Rose McMahon
Administrative Officer (First Nations Trainee graduate).

Training and career development

TAFE Queensland offers a variety of training and development opportunities to help employees enhance their skills and advance their careers within the organisation.

Our range of training and career development opportunities are designed to support continuous learning and career progression for all staff members.

- Opportunity to complete a wide range of accredited training delivered by TAFE Queensland at no cost.
- Professional development programs including workshops, seminars, and courses tailored to various fields and interests.
- Recognition of Prior Learning (RPL) so that employees can leverage their existing skills and experience through the RPL process, which allows them to gain formal qualifications faster and at a reduced cost.
- Specialised training modules that support understanding of cultural inclusiveness and responsiveness and communicating effectively with people with disability.
- Short courses for both personal and professional development, which can be completed on-campus or online.
- Traineeships in various fields, providing practical experience and formal qualifications.

Financial benefits

TAFE Queensland offers employees a comprehensive range of financial benefits in addition to their salary package.

Joining the TAFE Queensland team comes with a range of financial benefits designed to support and reward employees. These include generous superannuation contributions of up to 12.75%, which help secure your financial future as well as a range of additional benefits.

- Salary packaging and novated leasing.
- Lenovo PC products, accessories and options discounts.
- Dell products, including tablets, monitors, laptops, desktops and other Dell peripherals staff deals.
- Apple discount on iPads, MacBooks and a range of HomeKit products and accessories.

TAFE Queensland's Scholarship Foundation

At TAFE Queensland, we value learning journeys and know they are not all created equal. That is why we have established the TAFE Queensland Scholarship Foundation.

The Foundation is a philanthropic initiative and registered charity that enables government, industry and individuals to make contributions that have far-reaching impacts on students all over Queensland.

The awarding of 100 scholarships annually forms part of our commitment to helping people change their lives whilst unlocking their future potential, passion and purpose through applied learning, emerging technologies and new skills development.

The TAFE Queensland Scholarship Foundation Trust (ABN 15 697 577 363) is a registered charity with Deductible Gift Recipient (DGR) endorsement and with contributions from generous donors, we can help students achieve their goals and ambitions by giving them practical support in the form of financial assistance.



Workplace Giving

Through our charity, the TAFE Queensland Scholarship Foundation, employees can all now actively contribute to our scholarships program by donating via the Workplace Giving Program.

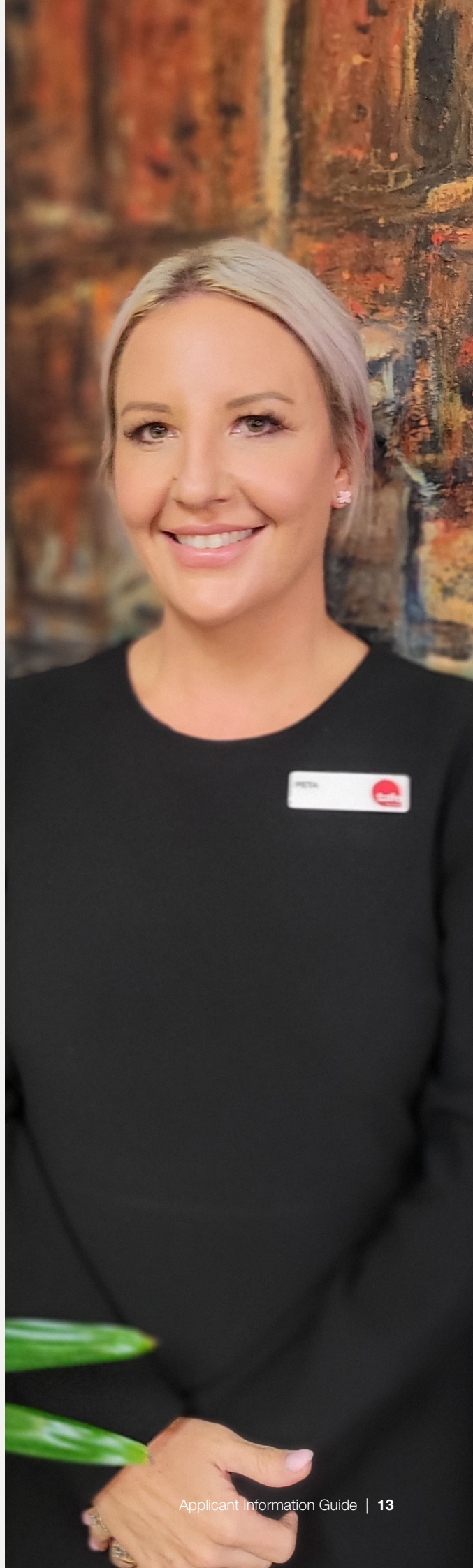
Donations are matched dollar-for-dollar by TAFE Queensland with 100 per cent going directly to fund \$5,000 scholarships that can cover recipients course fees, tuition, and essential tools.

As a TAFE Queensland employee, voluntary donations can be arranged via TAFE Queensland's Human Resource management system.

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Helping others is one of the most fulfilling and rewarding experiences. It brings me joy to know my contribution is making a difference in helping someone achieve their study goals.

Peta Włodarczyk
Workplace Giving contributor
TAFE Queensland





Applying with us

Where we advertise

Our advertised vacancies can be found on the TAFE Queensland Recruitment Portal. You can view the portal by visiting tafeqld.edu.au/careers. Interested applicants are encouraged to read the full role description to ensure the role is right for you.

The contact officer identified on the job advertisement can provide further specific information about the role and are often the direct supervisor.

The role description

Contained within the advertisement, you will find information from the role description such as the purpose, key responsibilities, how you will be assessed, and any mandatory qualifications or requirements.

Mandatory requirements are qualifications and experience that an applicant must possess in order to perform the role and are critical to your application being considered and progressed. It is suggested that applicants upload a copy of qualifications or licences, certified by a Justice of the Peace, with their application.

Eligibility

To be appointed by TAFE Queensland on a fixed-term or ongoing basis, you will need to:

- be an Australian Citizen; or
- hold the status of Permanent Resident in Australia.
- If noted in the Role Description that international candidates will be considered, you must be eligible to apply for:
 - a Temporary Skill Shortage Visa (subclass 482); or
 - another appropriate working visa as determined by the Department of Home Affairs.

For more information on Australian citizenship and visa requirements, please refer to immi.homeaffairs.gov.au

All applicants will be asked to provide proof of eligibility and we ask that you be prepared for any pre-employment checks TAFE Queensland may carry out, including a criminal history check.

Our application process

All applications can be made via the TAFE Queensland Recruitment Portal.

Applying online allows you to:

- track the progress of your application;
- update your details if they change after you have submitted your application; and
- withdraw your application if you wish.

Advertised vacancies are visible in the Recruitment Portal until the closing date. Applications must be received by the closing date. If you miss the closing time for a job opportunity, you may request to submit a late application. Late submissions require you to reach out to the Contact Officer and make the request and they, along with the Selection Panel, give consideration and respond.

Selection processes vary between roles, therefore it should not be assumed a formal written application addressing the basis for assessment is required. Please take the time to read the application requirements and all instructions carefully.

Talent pools

TAFE Queensland regularly advertises for talent pools to fill short and long term vacancies. Talent pools may be open for a period of up to six (6) months and consist of a group of pre-qualified candidates who are ready to be hired straight away for roles. To be placed in a TAFE Queensland talent pool, you need to apply when the pool is advertised or search the Recruitment Portal for any active pools. You can be notified when a pool is advertised by setting your preferences for job alerts in the Recruitment Portal.

Consider applying for a talent pool for:

- a fast and streamlined recruitment process;
- the opportunity to be considered for multiple roles over 12 months; and
- to launch or develop your career with TAFE Queensland.





Our selection process

Completed applications are assessed for suitability by a Selection Panel which generally consists of two (2) or three (3) members. The panel is always made up of members with current knowledge or involvement in the relevant work area. After the closing date, the panel will assess all applications and short-list based on the evidence presented in the written applications or other requested submissions.

Suitability refers to the applicant and their potential to make a future contribution to the organisation.

Where relevant, consideration will also be given to the extent that the applicant would contribute to TAFE Queensland's obligations of equity, diversity, respect and inclusion under the *Public Sector Act 2022*.

Selecting candidates can involve a range of techniques, including a resume, written application, interview, practical or structured individual or group exercise, work samples, aptitude and ability tests, and role-plays. TAFE Queensland embraces workforce diversity and any requests for reasonable adjustment made during the recruitment and selection process will be considered.

Applicants who are short-listed for an interview will be contacted to arrange an interview time, and sufficient notice will be provided to applicants of their interview requirements. Applicants deemed unsuitable to progress to the interview stage will be notified once the recruitment process has been completed.

Applications from recruitment agencies will not be accepted. We encourage applicants to advise us if they require any reasonable adjustments to the interview process to ensure they can fully participate.

The interview

All candidates will be asked the same questions developed from the key responsibilities and capabilities contained within the role description, enabling the panel to assess how well you match the requirements of the position.

It is suggested that you give some thought to the type of questions that could reasonably be asked to ensure your answers accurately reflect your capabilities. You may be asked to describe actual situations or tasks in which you have been involved. This is an opportunity for you to expand on or clarify the information you provided in your application.

Arriving on time is essential. It is worth noting you will be asked to provide Justice of the Peace certified copies of qualifications at the time of your interview, if you have not previously done so.

Selection techniques

The panel will choose selection techniques they consider relevant to the role. You may also be asked to provide work examples, complete a skills test, or undertake appropriate tests or structured group and individual exercises. An example of a skills test is where you are asked to prepare a lesson plan and deliver the first ten minutes of the plan to the panel, demonstrating your teaching skillset.

The panel will conduct a holistic assessment of applicants, based on all the information available to them, to decide who is best suited to the role.

Referee checks

We ask that you provide two (2) referees who can be contacted during the selection process. Your referees must be able to verify the information you have provided in your resume, application and interview. Their responses will be used to determine your ability to meet the requirements of the role.

At least one (1) referee should have first-hand knowledge of your conduct and performance (i.e. manager or supervisor) within the previous two (2) years.

This information will be used to supplement the final selection decision. If contact with your current supervisor will cause issues for you in your current role, please advise the panel accordingly.

Post-selection feedback

Post-selection feedback is available to all applicants upon request and can be arranged through the Chair of the Selection Panel.

Feedback is based upon an assessment of your suitability in relation to the requirements of the role.

PRIVACY

TAFE Queensland will collect your personal information solely for processing and managing your application(s) for potential employment with us and undertaking associated pre-employment activities, including criminal history checks.

As per the *Information Privacy Act 2009 (Qld)*, your personal information will only be accessed by staff employed by or on behalf of TAFE Queensland for this purpose. Your information will not be provided to any other person or agency unless;

- you have provided TAFE Queensland with permission; or
- as otherwise outlined in the **TAFE Queensland Privacy Policy**; or where disclosure is permitted or required by law.

Your information will be stored securely, and if you wish to access or correct any of your information, discuss how it has been managed or have a concern or complaint about the way the information has been collected, used, stored, or disclosed, contact the TAFE Queensland Privacy Officer at privacy@tafeqld.edu.au.

Offer of employment process

Notification of appointment

Once the recommended candidate has been approved, all candidates will be notified as soon as possible.

All applicants will be advised in writing of the outcome of the recruitment process at the earliest possible date. This can take some time as, until the successful candidate accepts the role, other applicants are not deemed unsuccessful.

Pre-employment checks

There is a requirement for pre-employment checks to be carried out on any candidates recommended for employment with TAFE Queensland. Pre-employment checks include confirming qualifications, professional registration/s and previous employment history, including any prior serious disciplinary action and Australian work rights status.

A criminal history check will be completed for all recommended candidates before their employment with TAFE Queensland.

If information is received that varies from what has been provided, you will be allowed an opportunity to respond. Any statement in your application that is found to be deliberately misleading will result in disqualification from the recruitment and selection process. If you are already employed in the Queensland Public Sector, it may be grounds for disciplinary action.



The following pre-employment checks may apply to you:

Early Retirement, Redundancy or Retrenchment

If you have previously received an early retirement, redundancy or retrenchment package issued by a Queensland Government agency and are currently within the benefits period, you may be required to repay some of the funds, upon commencement of employment with TAFE Queensland.

Visa or Citizenship

To be eligible for an appointment to a role you must satisfy visa or citizenship requirements based on the work rights stipulated by federal legislation. If you do not meet the requirements to work in Australia, you cannot be appointed in any capacity within TAFE Queensland.



Disclosure of Criminal History

Under the *Criminal Law (Rehabilitation of Offenders) Act 1986*, any applicants for positions in, or operating out of, TAFE Queensland premises are required to disclose their relevant criminal convictions concerning certain offences. Such disclosures will not necessarily preclude you from appointment.

Offences required to be disclosed include criminal convictions, whether committed in Queensland or elsewhere, related to:

- offences of a sexual nature;
- offences related to drug misuse;
- offences against morality;
- assaults;
- abduction;
- offences against liberty; or
- offences relating to marriage and parental rights and duties.

These are defined in Chapter 22, 32, 33 or 34 of the *Criminal Code of Conduct or Drugs Misuse Act 1986, Part 2*.

Offences are required to be disclosed by the nominated applicant for the role at the conclusion of the short-listing and interview process. At that stage, the nominated applicant will be asked to complete a Consent to Obtain a Criminal History Check Form and provide details of any relevant convictions.

All recommended candidates (i.e. the most meritorious applicants) will be checked through the Queensland Police Service for any relevant criminal history, regardless of information supplied on the relevant form. If necessary, a candidate may also be required to undertake a New Zealand criminal check.

Mandatory qualifications / professional registration

Mandatory qualifications are required for specific roles, and the advertisement will stipulate these. You must provide Justice of the Peace certified copies or evidence if you are the successful candidate.

Disclosing previous serious disciplinary action

Applicants are required to disclose any previous history of serious disciplinary action taken against them within the Queensland Public Sector.

For clarification regarding what is defined as serious disciplinary action, please refer to section 70 of the *Public Sector Act 2022*.

Recognition of previous employment

You may be eligible to have your previous employment recognised for leave entitlements and salary increment purposes. The Chair of the Selection Panel can provide you with further information.

Commencing employment

Probation

You may be required to complete a period of probation in accordance with the *TAFE Queensland Award - State 2016*.

Pay rates

Appointments will usually be offered at the first pay point of the relevant classification level. In some circumstances, you may present a case to the panel demonstrating a higher level of skills and knowledge to negotiate salary within the classification level.

This does not apply to all appointments, so please discuss with the Panel Chair during the interview stage or at the time of offer.

Code of Conduct

TAFE Queensland employees must also abide by the Queensland Government's *Code of Conduct for the Queensland Public Service*.

Formal qualifications

TAFE Queensland equally values the importance of formal Australian Qualification Framework and on-the-job training, structured professional development, or life experiences.

TAFE Queensland will assess an applicant's skills, knowledge and abilities against the requirements of the role description without prejudice regarding the origin of those skills, knowledge and abilities.

General information

Travel between numerous locations and campuses may be required. Some after hours work may be required.

TAFE Queensland is committed to the multi-skilling of staff; performing duties that vary from those stated in the advertisement may be required.

Future vacancies

Some advertisements may state that applications will remain current for 12 months and you may be considered for other similar vacancies as they arise within that period. If this occurs, you will be contacted by the panel or the TAFE Queensland Human Resources Team.

// CONNECT WITH US



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Disclaimer: The information contained in this guide is correct at time of publishing, (24/04/25). For the most up to date information please refer to our website at tafeqld.edu.au.

Aboriginal and Torres Strait Islander peoples should be aware that this publication may contain the names, voices and images of people who have since passed away.

