CROWN EMPLOYEES (NSW DEPARTMENT OF FINANCE, SERVICES AND INNOVATION - GRAPHIC SERVICE OPERATORS) AWARD

INDUSTRIAL RELATIONS COMMISSION OF NEW SOUTH WALES

Review of Award pursuant to Section 19 of the *Industrial Relations Act* 1996.

(No. IRC 763 of 2015)

Before Commissioner Stanton 24 November 2015

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1. Definitions

"Employee" means and includes all persons appointed as Graphic Service Operators, Department of Finance, Services and Innovation and who at the date of commencement of this award were occupying one of the positions covered by this award or who after that date were appointed to such position but does not include any person who resigned or whose services were terminated prior to the signing of this award.

"Secretary of Treasury" means the employer for industrial purposes, as established under the *Government Sector Employment Act* 2013.

"Department" means the NSW Department of Finance, Services and Innovation as specified in Schedule 1 of the *Government Sector Employment Act* 2013.

"Unions" means the Australian Manufacturing Workers Union (AMWU) and the Public Service Association and Professional Officers' Association Amalgamated Union of New South Wales (PSA).

"Graphic Service Operator" means any employee engaged for the major purpose of operating printing machines (including film printing machines), photo typesetting, graphic reproduction, book-binding, graphic design, large format camera operation, contact printing, enlarging and film print development.

"Quality Management" (QM) means the philosophy that involves employees at all levels taking responsibility for the continuous improvement of all processes, products and services of the organisation.

"Work Team" means a committee consisting of: the Manager, Graphic Services; the Shift Supervisor of the relevant production area and the employee representative from the relevant production area.

"Consent Award Committee" means a committee consisting of: the Manager, Production and Business Development; the Manager, Human Resource Services; the Manager, Graphic Services; the AMWU Delegates and the elected representative of the PSA, AMWU and /or PSA Industrial Officers as required.

"ACTU." means the Australian Council of Trade Unions.

"TAFE NSW" means the New South Wales TAFE Commission.

"A & C" means the Crown Employees (Administrative and Clerical Officers - Salaries) Award 2007.
"Secretary" means the Secretary of the NSW Department of Finance, Services and Innovation.

2. Parties

This award is made pursuant to the provisions of the I*ndustrial Relations Act* 1996, between:

The Secretary of Treasury, employer for industrial purposes under the *Government Sector Employment Act* 2013, the Department of Finance, Services and Innovation, the Australian Manufacturing Workers Union and the Public Service Association and Professional Officers' Association Amalgamated Union of New South Wales and shall be binding upon the Secretary of Treasury, the Department and all employees as defined by the award.

3. Title of Award

This award shall be known as the Crown Employees (NSW Department of Finance, Services and Innovation - Graphic Service Operators) Award.

4. Intention

The purpose of this award is to regulate the terms and conditions of employment of Graphic Service Operators employed in the Department of Finance, Services and Innovation.

Schedule A specifies the award provisions that this award replaces.

4.1 Objectives of Award

This award reflects a change in the traditional Management/Union relationship. It has been developed through a process of consultation and participation with all parties and reflects the ongoing commitment to making the Graphic Services branch of the Department of Finance, Services and Innovation a fully competitive operational enterprise in an open market place.

This award has at its core the movement from a control- to a commitment-driven organisation. Employees covered by the award will attain greater skill flexibility and access to a career path. They will have greater participation in decision-making and involvement in matters that have an impact on their working environment. This will mean greater control over their work priorities, structure and outputs and the acceptance of greater responsibility and accountability. These changes will lead to increased productivity.

This award encompasses the values and principles of Quality Management (QM) and represents a new mode of working within the Department of Finance, Services and Innovation.

4.2 Quality Assurance

The aim of the Quality Assurance commitment is to constantly reassess our working procedures and production processes so that the best possible customer service can be delivered and the highest product quality achieved in our existing environment.

In achieving these goals the Management of the Department and employees covered by this award are committed to the principles of Quality Management. The primary focus of this commitment is the ongoing compliance of the Graphic Services component of Land and Property's Quality System certified to the Australian Standard for quality assurance in design, development, production, installation and servicing AS/NZS 9001:2000.

5. General Employment Conditions

5.1 Hours of Work

1. The ordinary working hours shall be 38 hours per week and not exceed eight and three quarter hours per day. Except where provided for elsewhere in this award, the maximum hours to be worked in any one week are not to exceed 40 hours with the additional two hours per week being cumulative over a four-week period to provide the employee with one rostered day off (RDO)

every four weeks. Rostered days off are to be taken with the mutual consent of both the Department through the Manager, Graphic Services and employees and may be accumulated to a maximum of five rostered days off.

2. Each day of paid leave taken and any public holidays occurring during any cycle of four weeks shall be regarded as a day worked for accrual purposes, with the exception of extended leave and sick leave-workers' compensation, which shall be paid as follows.

3. Where the employee is absent on extended leave and/or sick leave-workers' compensation for the whole of one or more cycle of four weeks, the time involved shall not be regarded as accruing 0.4 of one hour for each day of paid absence.

4. Where the employee is absent on extended leave and/or sick leave-workers' compensation during the cycle of four weeks and returns to work prior to or on the rostered day off, the time involved during the current cycle shall be regarded as accruing 0.4 of one hour for each day of paid absence.

5. No period of work is to exceed five hours without a break for meals. The minimum time allowance for meals shall be 30 minutes with a maximum of one hour. A morning and afternoon tea break of not more than ten minutes' duration on each occasion shall be allowed each individual employee, at a time to be arranged by the Department, and shall be regarded as time worked.

6. For the purposes of this award, ten-hour shifts are permitted subject to the provisions set out in this award.

"Day shift" means any shift requiring work to be performed between the hours of 6.00 a.m. and 6.00 p.m.

"Afternoon shift" means any shift finishing after 6.00 p.m. and at or before 12.45 a.m.

"Night shift" means any shift finishing after 12.45 a.m. and or before 10.00 a.m.

5.2 Shift Transfer

An employee who is transferred from any shift to any other shift shall be allowed a ten-hour break between the finishing of the last shift and the commencement of the new rostered shift. An employee shall not be transferred from day shift to night shift or vice versa more than once in a working week.

5.3 Ten-hour Shifts - Conditions

General

1. The ordinary working hours shall be 38 hours per week and, subject to exceptions, not exceed ten and a half hours per day. The maximum ordinary hours worked in any one week shall not exceed 40 hours with the additional two hours per week being cumulative over a five-week period.

2. Rostered days off are to be taken with the mutual consent of both the Department through the Manager, Graphic Services Branch and/or the relevant work team and may be accumulated to a maximum of five rostered days off.

3. Ordinary working hours will only change to ten-hour shift conditions when sufficient work is available and the change is approved by the Manager, Graphic Services

5.4 Ten - hour Shifts - Accrual of Hours for Paid Leave and Roster Arrangements

1. Sick Leave

For each day of paid sick leave taken, eight or ten hours (depending on mode of operation) shall be credited to the employee towards the minimum weekly requirements of 38 hours.
Where sick leave is taken in any cycle of one week, the total hours worked and the hours deemed to be as sick leave shall in total add up to a minimum of 38 hours. Where the employee seeks to accumulate an additional two hours towards a rostered day off, then 40 hours must be deemed to have worked.

2. Public Holidays

Public holiday entitlements for employees on ten-hour shifts shall be the same as if the employee was rostered to work an eight-hour five-day (Monday to Friday) roster.

Where a public holiday occurs during any cycle of one week, it shall be regarded as eight or ten hours worked towards the minimum weekly requirement of 38 hours (depending on the mode of operation).

3. Recreation Leave

Recreation leave is allocated on the basis that one day of recreation leave shall be recorded as eight or ten hours worked towards the minimum weekly requirement of 38 hours (depending on the mode of operation).

Recreation leave will be as indicated in Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009. Refer clause 77.

4. Extended Leave and Sick Leave

Each day of paid extended leave and sick leave shall be regarded as eight hours worked.

Where the employee is absent on extended leave and/or sick leave for the whole of one or more cycle of five weeks, the time involved shall not be regarded as accruing 0.5 of one hour for each eight hours of paid absence.

Where the employee is absent on extended leave and/or sick leave during the cycle of five weeks and returns to work prior to or on the rostered day off, the time involved during the current cycle shall be regarded as accruing 0.5 of one hour for each eight hours of paid absence.

5. Meal Breaks

No period of work is to exceed five hours without a break for meals. The minimum time allowance for meals will be 30 minutes with a maximum of one hour.

A morning and afternoon tea break of not more than ten minutes duration on each occasion shall be allowed to each individual employee, at a time to be arranged by the Department, and shall be regarded as time worked.

6. Implementation and Alteration to Rosters

All ten-hour rosters, identifying the names of staff and the times and days of the week to be worked, shall be documented (in triplicate) on form AD GS FORM 001. The roster shall be approved a minimum of one week prior to the implementation date. Copies of the roster shall be distributed and held as follows:

Pink copy - Retained in the "Ten-hour Roster Book" and held by the Manager, Graphic Services

Green copy - Appropriate work team

Original - Appropriate Shift Supervisor

All sets of triplicate AD GS FORMS shall be consecutively numbered with only one ten-hour roster book in circulation at any given time. The ten-hour roster book shall at all times be controlled by the Manager Graphic Services.

The approval of a ten-hour roster shall be conditional on the Manager, Graphic Services, the relevant Shift Supervisor and a representative of the appropriate work team authorising and signing the ten-hour shift roster form.

7. Duration of Rosters

Each approved ten-hour roster shall stand for a minimum period of one week. The period of the roster shall be recorded on the ten-hour shift roster form.

8. Alteration/Termination of Roster

Where exceptional circumstances can be proven, the Manager, Graphic Services, appropriate Shift Supervisor and work team may agree to extend, or terminate the roster. The reasons for alteration to an approved roster shall be recorded.

9. Employee Transfer from or to Existing Ten-Hour Roster

An employee may only transfer from or to a ten-hour roster after approval has been obtained from the Manager, Graphic Services, appropriate Shift Supervisor and the relevant work team roster transfers shall be recorded.

5.5 Classification Title and Description

1. Classification Title

All work performed in the Department of Finance, Services and Innovation, Graphic Services Branch Bathurst site will be covered by the following classifications:

Indentured Apprentices and Trainees

Graphic Service Operator Class 2

Graphic Service Operator Class 1

Graphic Service Operator - Shift Supervisor.

2. Classification Description

Graphic Service Operator Class 2

An operator will be classified as Class 2 if they are not in receipt of one of the following certificates:

TAFE NSW Trade Certificate for Printing & Graphic Arts (Printing) ICP30510

TAFE NSW Trade Certificate for Printing & Graphic Arts (Print Finishing) ICP30710

TAFE NSW Trade Certificate for Printing & Graphic Arts (Graphic Pre Press) ICP30210

TAFE NSW Computer Design Certificate Course for Graphic Artist (or higher)

TAFE NSW Associate Diploma in Photography or equivalent

Completion of the Graphic Service Operator Class 2 Competency-based Training Program (TAFE NSW verified).

Relevant Australian Qualifications Framework (AQF) Certificate III or higher

A recognised "Certificate of Competency" in one of the above or a similar discipline from an interstate or overseas institution.

There will be a four-level career structure for all employees covered by this classification. Progression through the career path will be dependent on the gaining of additional skills as set out in Appendix 1- Graphic Service Operator Class 2 Multi-skilling Training Programme.

Upon successful completion of the Graphic Services Operator Class 2 Competency-based Training Program, an operator shall be eligible to advance to Class 1 status.

3. Graphic Service Operator Class 1

An operator will be classified as Class 1 if they possess one of the following certificates:

TAFE NSW Trade Certificate for Printing & Graphic Arts (Printing) ICP30510

TAFE NSW Trade Certificate for Printing & Graphic Arts (Print Finishing) ICP30710

TAFE NSW Trade Certificate for Printing & Graphic Arts (Graphic Pre Press) ICP30210

TAFE NSW Computer Design Certificate Course for Graphic Artist (or higher)

TAFE NSW Associate Diploma in Photography or equivalent

Completion of the Graphic Service Operator Class 2 Competency-based Training Program (TAFE NSW verified)

Relevant Australian Qualifications Framework Certificate III or higher.

A recognised "Certificate of Competency" in one of the above or a similar discipline from an interstate or overseas institution.

There will be a six-level career structure for all employees covered by this classification. Progression through the career path will be dependent on gaining of additional skills as set out in Appendix 2 - Graphic Service Operator Class 1 Multi-skilling Training Programme.

4. Graphic Service Operator - Shift Supervisor

The Shift Supervisor positions are gained through successful appointment through a merit-based process within the Department of Finance, Services and Innovation, Graphic Services Bathurst site. They are trade-based and open to people who possess one or more of the following qualifications:

TAFE NSW Trade Certificate for Printing & Graphic Arts (Printing) ICP30510

TAFE NSW Trade Certificate for Printing &Graphic Arts (Print Finishing) ICP30710

TAFE NSW Trade Certificate for Printing & Graphic Arts (Graphic Pre Press) ICP30210

TAFE NSW Computer Design Certificate Course for Graphic Artist (or higher)

TAFE NSW Associate Diploma in Photography or equivalent

Completion of the Graphic Service Operator Class 2 Competency Based Training Program (TAFE NSW verified)

Relevant Australian Qualifications Framework Certificate III or higher

Equivalent qualifications

5.6 Job Evaluations - Position Descriptions

Parties agree to continue discussions concerning job evaluation methodology to be used in determining job level outcomes within Graphic Services.

A nominated member of the AMWU/PSA or an accredited representative of an approved supplier shall fully participate in the preparation of evaluations of all job descriptions.

The AMWU and PSA will undertake the task of having position descriptions completed in accordance with departmental policies relating to job evaluations.

Job evaluations for Graphic Service Operator positions may be evaluated in accordance with departmental policy.

Transition Committee

A Transition Committee will be formed and will consider issues affecting staff moving to a new structure. The Committee will determine whether a position is new or existing and determine the most suitable method of filling positions having regard to merit and fairness to all staff.

The Committee will ensure that any officer who has been paid a continuous Higher Duties Allowance (HDA) for in excess of 12 months (only immediately prior to promotion) has their HDA service taken into account when promoted to another position.

If agreement cannot be reached in this Committee, the Secretary will facilitate a resolution.

5.7 Employment Security

The Department's policy is to preserve employment. The parties recognise that over a period of time there will be a change in the nature of jobs and skills required will change. In the event that an employee's job is made redundant by new technology or work methods, every attempt will be made to offer the employee an alternative position together with the requisite training. In the event that suitable alternative employment cannot be provided to those who qualify for redundancy payments, the Government's policy at the time will apply. It is agreed that during the term of this award resignations and retirements will take place. The decision of whether to replace particular jobs will be subject to review by the Consent Award Committee. If an agreement cannot be reached, the issue will be handled through the agreed grievance procedure.

5.8 Training, Education and Skills Level Progression

1. General

All training will be competency-based with the exception of indentured apprentices, trainee Graphic Designers and employees undertaking training as part of the Australian Qualifications Training Framework.

Note: General training outside of AQTF and/or MS competency-based training will be in line with the Department's Performance Development Program.

The parties agree that all employees shall be provided with opportunities for career, professional and personal development. The joint aim is to develop a highly skilled and efficient workforce and to ensure that all employees are sufficiently skilled to meet the present and future needs of the Department.

The Department's commitment to training and development will include (but will not be limited to):

The reimbursement of 100% of the course fees on successful completion of study for employees undertaking tertiary or vocational studies that relate directly to the position occupied. Where a Manager considers that the study does not relate directly to the position but will be beneficial to the organisation, and approves reimbursement of fees upon successful completion, this may be within the range of 50% to 100%. The Secretary or his/her delegate will determine any appeal relating to decisions concerning payment of course fees;

A commitment to the provision of external training programs;

Implementation of a Performance Development Program;

The provision of training and re-training wherever re-organisation creates new skill requirements;

Equipping all employees with skills and ability to enable them to pursue, where possible, their preferred career paths and to improve their opportunities for career advancement;

Providing training in information technology to enable employees to use the technological tools required to perform their duties;

Providing the training needed to ensure that those employees whose performance has been identified as deficient have every opportunity to improve their performance;

Equity of access to training and development opportunities for all employees, including part-time employees;

Dependent care assistance (dependent care, by way of payment, may be provided to enable employees with dependent responsibilities to pursue training and development opportunities).

During the life of this instrument, the Department agrees to examine and implement various options to facilitate skill enhancement and career development for all employees. These options may include:

Job rotation;

Secondments;

Participation in work forums;

Placements in other organisations with the agreement of the officer;

Mentor and coaching programs;

Attendance at conferences and seminars;

Employee exchange programs with the agreement of the officer.

In order to meet these aims, the following have been agreed by the parties:

A commitment to updating skill profiles from the Training Needs Analysis process to assist staff and Management to determine appropriate training needs;

To include employee training and development responsibilities in the key accountabilities of all Managers and Supervisors;

Individual employees will assume personal responsibility to participate in appropriate training and development and skill-enhancing activities.

Furthermore, the parties agree to an ongoing commitment to the implementation of the national training reform agenda, that is, the promotion and implementation of the public services training package through the NSW Public Sector Industry Training Advisory Body (PSITAB). This includes embracing the development of a National Competencies training project, encompassing:

Registration of current Workplace Trainers and Assessors with the PSITAB;
An increase in the number of Workplace Trainers and Assessors within the Department;

Time for Trainers and Assessors to recognise the current competencies held by departmental employees.

In-house training to be in line with National Competency standards so employees can work toward nationally-recognised public sector qualifications.

2. Australian Qualification Training Framework

As part of the ongoing commitment to learning within Graphic Services, the Australian Qualifications Training Framework (AQTF) has been adopted as the framework to promote up-skilling and continued learning. Wherever possible, AQTF-accredited courses shall be used as a means to provide skills and re-skill employees covered by this award.

The Consent Award Committee shall determine AQTF courses relevant to Graphic Services skill requirements

3. Multi-skilling within Graphic Services

Clearly defined and agreed performance standards will be set. Employees will have to demonstrate capability against these standards as part of the training process. Additional training will be given as required. In certain circumstances, where the work team deems it necessary, skill verification may be sought by the Graphic Arts section of TAFE NSW or the Australian Capital Territory Institute of TAFE.

Training will be self-paced and self-motivated and employees will be actively encouraged to participate in their own learning. Training will be developed on a modular basis where possible. It will be consistent with the work skills identified through the job skills audit system. The role of every employee in training others is recognised and all employees will be given the opportunity to receive formal training in how to train others. The work team will be responsible for the scheduling of training for that work team. Emphasis will be given to training consistent with the skill required by the work team.

Employees will acquire mutually-agreed skills appropriate to the career path structure. On developing sufficient skills to move into the next skill level, the employee will attract the appropriate remuneration for that skill level.

4. Existing Worker Traineeships

Existing Worker Traineeships shall be available to employees covered by this award. Existing Worker Traineeships shall be offered in accordance with guidelines of the Department of Education and Communities New Apprenticeship Centres (NACs). The Consent Award Committee shall be responsible for evaluation and approval of all requests for the introduction of an Existing Worker Traineeship.

Administration costs and fees associated with existing Worker Traineeships shall be paid by the Department.

5.9 Anti-Discrimination

1. It is the intention of the parties bound by this award to seek to achieve the object in section 3(f) of the *Industrial Relations Act* 1996 to prevent and eliminate discrimination in the workplace. This includes discrimination on the grounds of race, sex, marital status, disability, homosexuality, transgender identity, age and responsibilities as a carer.

2. It follows that, in fulfilling their obligations under the dispute resolution procedure prescribed by this award, the parties have obligations to take all reasonable steps to ensure that the operation of the provisions of this award are not directly or indirectly discriminatory m their effects. It will be consistent with the fulfilment of these obligations for the parties to make application to vary any provision of the award which, by its terms or operation, has a direct or indirect discriminatory effect.

3. Under the *Anti-Discrimination Act* 1977, it is unlawful to victimise an employee because the employee has made or may make or has been involved in a complaint of unlawful discrimination or harassment.

4. Nothing in this clause is to be taken to affect:

   (a) any conduct or act which is specifically exempted from anti-discrimination legislation;

   (b) offering or providing junior rates of pay to persons under 21 years of age;

   (c) any act or practice of a body established to propagate religion which is exempted under section 56(d) of the *Anti-Discrimination Act* 1977;

   (d) a party to this award from pursuing matters of unlawful discrimination in any State or Federal jurisdiction.

5. This clause does not create legal rights or obligations in addition to those imposed upon the parties by the legislation referred to in this clause.

Notes

(a) Employers and employees may also be subject to Commonwealth anti-discrimination legislation.

(b) Section 56(d) of the *Anti-Discrimination Act* 1977 provides:

"Nothing in the Act affects ... any other act or practice of a body established to propagate religion that conforms to the doctrines of that religion or is necessary to avoid injury to the religious susceptibilities of the adherents of that religion."

5A. School Based Apprentices

5A.1 Definition

A school based apprentice is an employee who is undertaking an apprenticeship under a training contract while also enrolled in the Higher School Certificate.

5A.2 Wages

1. The hourly rates for full time apprentices as set out in this award shall apply to school based apprentices for total hours worked including time deemed to be spent in off-the-job training.

2. For the purposes of paragraph 1. of this subclause, where a school based apprentice is a full time school student, the time spent in off-the-job training for which the school based apprentice is paid is deemed to be 25 per cent of the actual hours worked on-the-job each week.

3. The wages paid for training time may be averaged over the school term or year.

4. Where this award specifies a weekly rate for full time apprentices, the hourly rate shall be calculated by dividing the applicable weekly rate by 38.

5A.3 Progression through the Wage Structure

1. School based apprentices progress through the wage scale at the rate of 12 months' progression for each two years of employment as an apprentice.

2. The rates of pay are based on a standard apprenticeship of four years. The rate of progression reflects the average rate of skill acquisition expected from the typical combination of work and training for a school based apprentice undertaking the applicable apprenticeship.

3. Conversion from a school based apprentice to a full time apprenticeship

   Where an apprentice converts from a school based to a full time apprenticeship, all time spent as a full time apprentice counts for the purpose of progression through the wage scale set out in this award. This progression applies in addition to the progression achieved as a school based apprentice.

4. Conditions of Employment

   Except as provided by this clause, school based apprentices are entitled to pro rata entitlements of all other conditions of employment contained in this award.

6. Wages and Allowances

6.1 Remuneration

The minimum rate of pay for each classification shall be set out in Table 1 - Rates of Pay, of Part B Monetary Rates. The rates of pay are set in accordance with the Crown Employees (Public Sector - Salaries 2015) Award or any variation or replacement award.

Graphic Service Operator Class 2

Operators to commence at Grade 2 Level 1 salary. Progression is dependent on additional skill attainment in accordance with Appendix 1 - Graphic Service Operator Class 2 Multi-skilling Training Programme.

Commencing salary - Grade 2 Level 1 (first year)

After completion of Stage One training, the GSO will progress to Grade 2 Level 2 (second year)

After completion of Stage Two training, the GSO will progress to Grade 2 Level 3 (third year)

After completion of Stage three Training, the GSO will progress to Grade 2 Level 4 (fourth year)

Graphic Service Operator Class 1

Operators to commence at Grade 3 Level 1 salary. Progression is dependent on additional skill attainment in accordance with Appendix 2 - Graphic Service Operator Class 1 Multi-skilling Training Programme.

Commencing salary - Grade 3 Level 1

After completion of Stage One training, the GSO will progress to Grade 3 Level 2

After completion of Stage Two training, the GSO will progress to Grade 4 Level 1

After completion of Stage Three training, the GSO will progress to Grade 4 Level 2

After completion of Stage Four training, the GSO will progress to Grade 5 Level 1

After completion of Stage Five training, the GSO will progress to Grade 5 Level 1

Graphic Services Operator - Shift Supervisor

Shift Supervisor commencement salary shall be in accordance with Graphic Service Operator - Shift Supervisor in Part B, Monetary Rates, as varied from time to time in accordance with clause 12. Progression beyond Year 2 of the salary scale is conditional on the completion of a compulsory multi-skilling training program as detailed in Appendix 3 - Shift Supervisor Training Programme.

6.2 Allowances

In addition to the normal rate of salary, an allowance shall be paid for all shift work as defined in paragraph 5.1 (6) of this award with the exception of day shift as follows:

Afternoon shift 20% of the daily rate of pay

Night shift 30% of the daily rate of pay.

Shift allowances will not apply during approved 10-hour day operation mode.

6.3 Overtime

When an employee is required to work overtime exceeding 30 minutes but less than one hour, the employee shall be paid as though they had worked one hour's overtime and, if an employee is called upon to work overtime in excess of one hour after finishing of that employee's ordinary working hours, they shall be paid for a minimum of two hours worked at overtime rates, the rates for overtime being set at the following: the first two hours of work performed be paid at one and a half times the rate for the appropriate shift (including allowances) with the remainder of the work performed being paid at two times the appropriate shift rate (including allowances). These rates apply to Saturday, Sunday and public holidays.

An employee who works so much overtime between the normal termination of their work on that day and the commencement of work in the next day that there has not been at least ten consecutive hours off duty between these times shall, subject to this clause, be released after completion of such duty without loss of pay for ordinary working time until they have had at least ten consecutive hours off duty.

Provided that, if on the instructions of the Department through the Manager, Graphic Services Branch such an employee resumes or continues to work without having had such ten consecutive hours off duty, they shall be paid at double rates until they are released from duty for such period and they shall then be entitled to be absent until they have had ten consecutive hours off duty without loss of pay for ordinary working time occurring during such an absence.

Employees working overtime at the end of a normal shift may work to maximum of five hours from the last meal break without taking a further meal break, providing the employee is finishing work at the end of such overtime and that any meal allowance applicable would still apply. All other conditions for the working of overtime shall continue to be governed by the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009.

1. State Working Hours Case 2003

(a) Subject to subparagraph (b) of this paragraph, an employer may require an employee to work overtime at overtime rates

(b) An employee may refuse to work overtime in circumstances where the working of such overtime would result in the employee working hours which are unreasonable.

(c) For the purposes of the said subparagraph (b), what is reasonable or otherwise will be determined having regard to:

any risk to employee health and safety

the employee's personal circumstances, including any family and carer responsibilities

the needs of the workplace or enterprise

the notice (if any) given by the employer of the overtime and by the employee of his or her intention to refuse it; and

any other relevant matter.

6.4 Deduction of Union Membership Fees

1. The Union shall provide the Department with a schedule setting out Union fortnightly membership fees payable by members of the Union in accordance with the Union's rules.

2. The Union shall advise the Department of any change to the amount of fortnightly membership fees made under its rules. Any variation to the schedule of Union fortnightly membership fees payable shall be provided to the Department at least one month in advance of the variation taking effect.

3. Subject to paragraphs 1 and 2 of this subclause, the Department shall deduct Union fortnightly membership fees from the pay of any employee who is a member of the Union in accordance with the Union's rules, provided that the employee has authorised the Department to make such deductions.

4. Monies so deducted from employee's pay shall be forwarded regularly to the Union together with all necessary information to enable the Union to reconcile and credit subscriptions to employees' union membership accounts.

5. Unless other arrangements are agreed to by the Department and the Union, all Union membership fees shall be deducted on a fortnightly basis,

6. Where an employee has already authorised the deduction of Union membership fees from his or her pay prior to this clause taking effect, nothing in this clause shall be read as requiring the employee to make a fresh authorisation in order for such deductions to continue.

7. Leave

7.1 General

Leave conditions will be as covered in the Public Sector Employment and Management Act 2002, and the Regulations, Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009 and policies made thereunder as at the date of making of this award.

7.2 Family and Community Service Leave, Personal/Carer's Leave, Parental Leave

The provisions of clause 71, Family and Community Service Leave, clause 82, Sick Leave to Care for a Family Member, clause 81, Parental Leave and subparagraph (iv)(d) and subclauses (v) and (vi) of clause 12, Casual Employment, of the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009 apply to employees under this award.

7.3 Leave Loading

All employees covered by this award are entitled to payment of annual loading of 17.5% of the monetary value of up to four weeks' recreation leave accrued in a leave year.

7.4 Trade Union Training

Employees covered by this award are allowed a maximum of 12 days in any two-year period for the purposes of attending courses conducted by or organised on behalf of the AMWU and/or PSA.

8. Consultation, Grievance Procedures

8.1 Employee Representative Body

For the purpose of this award, four Graphic Services workplace delegates of the AMWU and two representatives of the PSA Bathurst Workplace Committee will be the employees' representatives on the Consent Award Committee. Employee representatives will negotiate with the Management on behalf of employees to ensure that the terms and conditions of this award are implemented. The Consent Award Committee will also be responsible for the renegotiation of the new award upon completion of the existing award.

Any issue in connection with this award will be referred in the first instance to the Consent Award Committee and if necessary pursued under the agreed grievance procedures.

8.2 Ongoing Award Review

Regular meetings of the Consent Award Committee (CAC) will be held to review the viability of this award and ensure adherence to the terms of the award. This Committee will be responsible for initiating and formulating the award to be developed and approved to replace this award on its expiry.

8.3 Introduction of Change

All parties to this award agree to consult on any planned changes to production methods or introduction of new technology.

This consultation will, depending on the nature of the change in technology, take place in three stages:

Stage 1 Initial Advice

The Management of Department of Finance, Services and Innovationwill advise both the AMWU and PSA and employees of contemplated changes in sufficient time so that meaningful consultation can occur before decisions are made involving the introduction, the rate and the manner of implementation of the change.

Stage 2 Subsequent and Ongoing Advice

Subject to the normal requirements regarding confidentiality, the Management will advise the Unions and employees on a progressive basis as more detailed information becomes available. Such advice should include:

(1) An explanation of the nature and scope of the proposed change and the way it will be operated.

(2) A comparison of the designation, numbers and levels of employees expected to be required with the operation of the equipment or system with similar information in respect of existing employees.

(3) An outline of the anticipated changes to the work patterns within and beyond the particular work area, i.e. the effect of the changes in the pattern of work both in the Graphic Services area and where appropriate other areas.

(4) Proposals for training of employees (where necessary), including retraining of existing employees. Proposals in respect of any possible redeployment in respect of subclause 5.7 and redundancy in terms of subclause 5.8. of this award.

(5) An appraisal of the expected benefits and adverse effects of introducing the change.

(6) Implications, if any, of the change to occupational health and physical work environment of employees employed in its operation and for any other aspects of quality of working life; and advise on the expected benefits and adverse affects of introducing the change covering quality of working life, service to the community and broad economic implications of introducing the change.

(7) The proposed rate and timing of introduction of the change.

At any point in this stage the Unions and/or employees may raise matters of concern and engage in whatever consultation is considered appropriate by the parties.

Stage 3 Firm Decisions

Once agreement has been reached in Stage 2, the Department will proceed with the purchase requisition or implementation and inform the Unions accordingly. If considered necessary, a copy of the requisition may be made available to the Unions.

Once notification has been provided at this third stage, the onus is on the Unions to raise any problems within a reasonable timeframe, which will not cause tenders, etc., to become invalid. If no problems are identified, the Management may proceed to order, install and use the new equipment or system.

At any stage where differences cannot be reconciled, the disputes procedure will be followed according to subclause 8.4 of this clause.

8.4 Dispute or Grievance Handling Procedure

Disputes or grievances between employee(s) and the Department over a question, dispute or difficulty concerning the interpretation, application or operation of this award, or any alleged discrimination within the meaning of the *Anti-Discrimination Act* 1977, shall be dealt with in the following manner. Reference should also be made to clause 9, Grievance and Dispute Settling Procedures, of the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009.

Step One

In the first instance, the employee(s) will notify, in writing or otherwise, their immediate Supervisor or other appropriate person as to the substance of the dispute or grievance and request a bilateral meeting to discuss the remedy sought. A meeting should be held within 48 hours of notification.

Step Two

If the matter is not resolved in the first meeting, the matter shall be further discussed by the employee and, at their request, the appropriate Union delegate, their immediate Supervisor and their Manager. This should take place within 48 hours of the completion of Step One.

Step Three

If the matter remains unresolved, the matter should be further discussed by the employee(s) and, at their request, the appropriate Union delegate, the immediate Supervisor, the Supervisor's Manager, and a more senior Management representative. This should take place within 48 hours of the completion of Step Two.

Step Four

If the matter remains unresolved and the employee(s) as Union members, it should be discussed/negotiated between representatives of the State Branch or the Regional Organisation of the Union(s) concerned and the relevant senior Management of the Department. These actions should take place as soon as it is apparent that the earlier discussions will not resolve the dispute.

Step Five

If the matter remains unresolved, then, if the parties agree, it may be referred to a mutually acceptable, independent mediator/arbitrator. The parties have the right to refer the matter to the appropriate industrial tribunal at this stage.

It is a condition of this award that these procedures will be followed and that there will be no disruption to work.

9. Safety

9.1 Work Health and Safety

Work health and safety provisions will be as covered in the *Work Health and Safety Act* 2011 and any amendments and Regulations made thereto.

Work health and safety provisions will be as covered in the *Work Health and Safety Regulation* 2011 and any amendments and Regulations made thereto.

All relevant Australian Standards as referred to within WorkCover guidelines or relevant legislation.

9.2 Protective Clothing

In addition to any protective equipment required under the *Work Health and Safety Act* 2011, employees covered by this Award will be supplied with protective clothing as set out below:

Shorts	2 per year	}	
Pants	2 per year	}	Replacement if necessary on a condemnation basis
Shirts	2 per year	}	

Safety shoes complying with AS 2210 - one pair issued on commencement of employment then on a condemnation basis thereafter.

All employees are to wear protective equipment and clothing as supplied.

10. Declaration

The parties to this award declare that this award:

(a) is not contrary to the public interest;

(b) is not unfair, harsh or unconscionable;

(c) was not entered into under duress;

(d) is in the interests of the parties.

11. Savings of Rights

At the time of making this award, no employee covered by this award will suffer a reduction in his or her rate of pay or any loss or reduction of his or her conditions of employment as a consequence of making this award.

12. Area, Incidence and Duration

The purpose of this award is to regulate the terms and conditions of employment of Graphic Service Operators as defined, employed by the Department and engaged at the Department of Finance, Services and Innovation, NSW Bathurst site.

Employees regulated by this award shall be entitled to the conditions of employment as set out in this award and, except where specifically varied by this award, existing conditions as provided for under the Public Sector Employment and Management Act 2002, Public Sector Employment and Management Regulation 2009, the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009 and the Crown Employees (Public Sector - Salaries 2015) Award or any awards replacing these awards.

The changes made to the award pursuant to the Award Review pursuant to section 19(6) of the *Industrial Relations Act* 1996 and Principle 26 of the Principles for Review of Awards made by the Industrial Relations Commission of New South Wales of 28 April 1999 (310 I.G 359) take effect on and from 24 November 2015.

Changes made to this award subsequent to it first being published on 2 May 2008 (365 I.G. 819) have been incorporated into this award as part of the review.

SCHEDULE A

This award replaces the following agreements and award as they apply to Graphic Service Operators in the Department:

1. Artists, etc. Agreement No. 2196 of 1975 made pursuant to section 83 of the *Public Service Act* 1979;

2. General Printing Staff Agreement No. 2268 of 1980 made pursuant to section 83 of the *Public Service Act* 1979;

3. General Printing Staff Agreement No. 2336 of 1981 made pursuant to section 83 of the *Public Service Act* 1979;

4. Crown Employees (General Staff - Salaries) Award 2007 published 12 October 2007 (363 IG 1331);

5. Printing Staff Central Mapping Authority Agreement No. 2414 of 1982 made pursuant to section 83 of the *Public Service Act* 1979;

6. General Printing Staff Agreement No. 2415 of 1982 made pursuant to section 83 of the *Public Service Act* 1979.

PART B

MONETARY RATES

Table 1 - Rates of Pay

Effective from the beginning of the first pay period to commence on or after 1 July 2015

Graphic Service Operator Class 2 Commencing salary	 $58,687 pa
Progression is dependent on additional skill attainment in accordance with Appendix 1 - Graphic Service Operator Class 2 Multi-skilling Training Programme	
After completion of Stage 1 training After completion of Stage 2 training After completion of Stage 3 training	$60,411 pa $62,097 pa $63,801 pa
Graphic Service Operator Class 1 Commencing salary	 $65,608 pa
Progression is dependent on additional skill attainment in accordance with Appendix 2 - Graphic Service Operator Class 1 Multi-skilling Training Programme	
After completion of Stage 1 training After completion of Stage 2 training After completion of Stage 3 training After completion of Stage 4 training After completion of Stage 5 training	$67,586 pa $69,696 pa $71,839 pa $77,448 pa $79,891 pa

Graphic Services Operator - Shift Supervisor Commencement salary Year 2	 $88,015 pa $90,646 pa
Progression beyond Year 2 of the salary scale is conditional on completion of a compulsory multi - skilling training program as detailed in Appendix 3 Shift Supervisor Training Programme	
Year 3 Year 4	$94,423 pa $97,426 pa

APPENDIX 1

GRAPHIC SERVICE OPERATOR CLASS 2 MULTI-SKILLING TRAINING PROGRAMME

Year 1 - Competency-based with TAFE theory assessment

Year 2 - Competency-based with TAFE theory assessment

Year 3 - Competency-based with TAFE theory assessment

Year 4 - TAFE one-year traineeship in a particular field relevant to the printing industry

Progression to Class 1 Status

The four-year proposed training modules are condensed into three competency-based modules. These modules would have a level of TAFE certification similar to what is in place for the existing GSO Multi-Skilling programme, i.e. TAFE are to design theory-testing based on practical training programmes. National Competency Standards.

The fourth year would be a specialist year where the officer chooses a particular field to specialise in. The competency-based training programme for that year will be designed to complement a one-year TAFE traineeship in that field.

Progression to GSO Class 1 status will be dependent on completing all four stages successfully.

This inclusion of the traineeship will formalise the training and should ensure that the qualifications gained will be transportable outside of the Department of Finance, Services and Innovation .

Competency-based Training Course -

The following is a comprehensive list of skills for the classification of Graphic Service Operator Class 2.

The skills have been categorised into three individual training blocks, each block relating to advancement on the career structure.

Training Module 1

Skills Required

Occupational health and safety relating to:

The correct handling and use of wide ranges of chemicals

Safe working procedures for dark room environments including a totally black room

Safe and correct operating procedures dor the following equipment:

GTO two-colour printing press

Mitsubishi four-colour printing press
Small Multipli Folder x 2

Wire Stitcher x 2

Plastic bag maker

Automatic plate processor

Understanding of Production Processes and Workflow through the Photographic Laboratory including:

Interpretation of orders

Correct storage location for films, chemicals, paper, etc.

Use of office equipment, e.g. computers, photocopiers

Correct use of Quote & Print Management Information system

Graphic Services Photolab Level 1 and 2 Competencies for Staff Multi-skilling Training

Production of colour and black and white photographic enlargements from aerial film using photographic enlargers

Production of colour and black and white photographic enlargements from hardcopy and/or digital files using:

Roll scanner, flatbed scanner and/or digital scan back camera, digital file manipulation software and colour digital output printers

Production of colour and black and white photographic contact prints form aerial film

Production of colour and black and white photographic diapositives from aerial film

Production of digital images using roll scanner; flatbed scanner and/or digital scan back camera. Database entry of associated metadata.

Data entry, maintenance and use of Aerial Film Asset Register Database (AFARD)

Use and maintenance of photographic paper processors (colour and black and white)

Use and maintenance of LOG-E contact printers

Use and maintenance of Scanatron contact printer

Use and maintenance of photographic enlargers

Operation of Graphic Services management information system (Quote & Print) to record job/time/materials details

Liaise with customers

Management of digital data files

Manage the import, export and compression of data files

Pre Press Multi-Skilling Competency Standards -

The following competency standards relate to production and support functions performed in the Pre Press section of Graphic Services:

Multi-skilling Objective

To provide the trainee with skills relating to the Pre Press section so that production and support functions can be performed unassisted.

Trainees at the end of multi-skilling modules (six months) should be competent in all Pre Press, Multi Media and Holistic Knowledge units. A sound knowledge of all support units should also be obtained.

Pre Press Units

ICPPP211B	Develop a basic design concept
ICPPP311B	Develop a detailed design concept
ICPPP411B	Undertake a complex design brief
ICPPP221B	Select and apply type
ICPPP321B	Produce a typographic image
ICPPP421B	Compose and evaluate typography
ICPPP222B	Scan a line image
ICPPP322B	Scan images for reproduction
ICPPP422B	Scan complex images for reproduction
ICPPP423A	Apply colour effectively to design brief
ICPPP224A	Compose pages using a page layout application
ICPPP225A	Produce graphics using a graphics application
ICPPP325A	Create pages using a page layout application
ICPPP326A	Produce interactive PDF files
ICPPP327A	Produce online PDF files
ICPPP428A	Generate high-end PDF files
ICPPP332B	Electronically combine and assemble data
ICPPP332B	Electronically combine complex images
ICPPP333B	Prepare an imposition format for printing processes
ICPPP433B	Generate complex imposition
ICPPP252B	Output images
ICPPP352B	Output complex images to film
ICPPP452B	Output complex images direct to plate or press
ICPPP360B	Undertake special colour and digital proofing
ICPPP361A	Undertake digital proofing
ICPPP267B	Produce offset lithographic plates

Support Units

ICPSU203B	Prepare and maintain the work area
ICPSU116B	Inspect quality against required standards
ICPSU516B	Set and apply quality standards
ICPSU120A	Pack product
ICPSU221B	Pack and dispatch product
ICPSU323B	Treat and Dispose of liquid waste
ICPSU342B	Undertake inventory procedures
ICPSU345B	Purchase materials and schedule deliveries
ICPSU351CB	Undertake basic production scheduling
ICPSU455B	Supervise and schedule work of others
ICPSU356B	Control production
ICPSU458A	Monitor production workflow
ICPSU260A	Maintain a safe work environment
ICPSU261B	Follow OH&S practices and identify environmental hazards
ICPSU561B	Implement and monitor OH&S
ICPSU262B	Communicate in the workplace
ICPSU362B	Communicate as part of a work team

ICPSU263B	Perform basic industry calculations
ICPSU464B	Provide customer service/customer education
ICPSU271B	Provide basic instruction for a task
ICPSU280A	Enter data into electronic system
ICPSU281B	Use computer systems
ICPSU381B	Operate and maintain computer resources
ICPSU482A	Troubleshoot and optimise materials and machinery
ICPSU583A	Trouble shoot and optimise the production process
ICPSU684A	Determine and improve process capability
ICPSU487A	Analyse manual handling processes

Multimedia Units

ICPMM263B	Access and use the Internet

Holistic Knowledge Units

ICPKN11B	Apply knowledge of Graphic Pre Press

Pre Press Multi-skilling Training Programme -

Module 1 - 3 months

The trainee shall be assessed for competency on a minimum of 25 units during Module 1. Where a skill is broken into a number of modules, the trainee shall start with the entry-level module.

The Supervisor shall perform assessment of competency levels and/or GSOs from Pre Press.

Pre Press Units Module 1

The trainee shall be required to achieve or exceed the required competency levels for a minimum of 12 Pre Press Units.

Support Units Module 1

The trainee shall be required to achieve or exceed the required competency levels for a minimum of 12 Support Units.

Multimedia Unit Module 1

The trainee shall be required to achieve the required competency levels for the Multimedia Unit.

Module 2 - 3 Months

The trainee shall be assessed at the beginning of Module 2 to ensure competency levels obtained in Module 1 are of a desired standard.

Where retraining is required, the trainee shall be reassessed on the relevant unit/s during Module 2.

By the end of Module 2 the trainee needs to achieve the desired competency levels of all modules relating to Pre Press.

Where competency skills can not be achieved during Modules 1 and 2, then a program shall be formulated to enable the trainee to complete these skills (program to be determined by Graphic Services management team).

The Supervisor shall perform assessment of competency levels and/or GSOs from Pre Press.

Pre Press Units Module 2

The trainee shall be required to achieve the required competency levels for the remaining Pre Press Units (those not achieved in Module 1) as well as any units that need to be reassessed due to inadequate skill levels.

Support Units Module 2

The trainee shall be required to achieve the required competency levels for the remaining Support Units (those not achieved in Module 1), as well as any units that need to be reassessed due to inadequate skill levels.

Holistic Knowledge Unit Module 2

The trainee shall be required to achieve the required competency levels for the Holistic Knowledge Unit.

Training Module 3

Print Finishing Module 1

Skills Required

All support units (SU), including Converting and Finishing units (CF)

As indicated

- Prepare and maintain work area
- Prepare tasks to support production purposes
- Inspect quality against required standard
- Pack and dispatch product
- Perform basic machine maintenance
- Lift and shift loads mechanically
- Follow OH&S practices and identify hazards
- Communicate in the workplace
- Work team communication

Perform basic industry calculations including

- Setup and produce basic cut (guillotined) product
- Setup and produce complex cut (guillotined) product
- Setup guillotine for cutting
- Produce cut (trimmed) product
- Setup machine for basic cut (flatbed)
- Produce basic cut (flatbed) product

Changing of Polar EMC 137 & Perfecta Seypa 115 guillotine blades are done under strict supervision of Shift Supervisor Print Finishing or his/her delegated authority.

Note: Depending on work loads units may be moved from one module to another

Printing Module 1

To provide proper understanding of related occupational health and safety issues and introduce the trainee to the work area and environment of printing. Also to introduce the trainee to the basic concept of safe printing press operation, both electronic and manual.

Skills Required

All support units (SU), including (CF)

Prepare and maintain work area

Prepare tasks to support production purposes

Introduction to quality standard required

Pack and dispatch product

Perform basic machine maintenance

Lift and shift loads mechanically

Follow OH&S practices and identify hazards

Communicate in the workplace

Work team communication

Perform basic industry calculations

APPENDIX 2

GRAPHIC SERVICE OPERATOR CLASS 1 MULTI-SKILLING TRAINING PROGRAMME

Pre Press Multi-skilling Competency Standards -

The following competency standards relate to production and support functions performed in the Pre Press section of Graphic Services:

Multi-Skilling Objective

To provide the trainee with skills relating to the Pre Press section so that production and support functions can be performed unassisted.

Trainees at the end of multi-skilling modules (six months) should be competent in all Pre Press, Multi Media and Holistic Knowledge Units. A sound knowledge of all support units should also be obtained.

Pre Press Units

ICPPP211B	Develop a basic design concept
ICPPP311B	Develop a detailed design concept
ICPPP411B	Undertake a complex design brief
ICPPP221B	Select and apply type
ICPPP321B	Produce a typographic image

ICPPP421B	Compose and evaluate typography
ICPPP222B	Scan a line image
ICPPP322B	Scan images for reproduction
ICPPP422B	Scan complex images for reproduction
ICPPP423A	Apply colour effectively to design brief
ICPPP224A	Compose pages using a page layout application
ICPPP225A	Produce graphics using a graphics application
ICPPP325A	Create pages using a page layout application
ICPPP326A	Produce interactive PDF files
ICPPP327A	Produce online PDF files
ICPPP428A	Generate high-end PDF files
ICPPP332B	Electronically combine and assemble data
ICPPP332B	Electronically combine complex images
ICPPP333B	Prepare an imposition format for printing processes
ICPPP433B	Generate complex imposition
ICPPP252B	Output images
ICPPP352B	Output complex images to film
ICPPP452B	Output complex images direct to plate or press
ICPPP360B	Undertake special colour and digital proofing
ICPPP361A	Undertake digital proofing
ICPPP267B	Produce offset lithographic plates

Support Units

ICPSU203B	Prepare and maintain the work area
ICPSU116B	Inspect quality against required standards
ICPSU516B	Set and apply quality standards
ICPSU120A	Pack product
ICPSU221B	Pack and dispatch product
ICPSU323B	Treat and dispose of liquid waste
ICPSU342B	Undertake inventory procedures
ICPSU345B	Purchase materials and schedule deliveries
ICPSU351CB	Undertake basic production scheduling
ICPSU455B	Supervise and schedule work of others
ICPSU356B	Control production
ICPSU458A	Monitor production workflow
ICPSU260A	Maintain a safe work environment
ICPSU261B	Follow OH&S practices and identify environmental hazards
ICPSU561B	Implement and monitor OH&S
ICPSU262B	Communicate in the workplace
ICPSU362B	Communicate as part of a work team
ICPSU263B	Perform basic industry calculations
ICPSU464B	Provide customer service/customer education
ICPSU271B	Provide basic instruction for a task
ICPSU280A	Enter data into electronic system
ICPSU281B	Use computer systems
ICPSU381B	Operate and maintain computer resources
ICPSU482A	Troubleshoot and optimise materials and machinery
ICPSU583A	Trouble shoot and optimise the production process
ICPSU684A	Determine and improve process capability
ICPSU487A	Analyse manual handling processes

Multimedia Units

ICPMM263B	Access and use the Internet

Holistic Knowledge Units

ICPKN11B	Apply knowledge of Graphic Pre Press

Pre Press Multi-skilling Training Programme -

Module 1 - 3 months

The trainee shall be assessed for competency on a minimum of 25 units during Module 1. Where a skill is broken into a number of modules, the trainee shall start with the entry-level module.

The Supervisor shall perform assessment of competency levels and/or GSOs from Pre Press.

Pre Press Units Module 1

The trainee shall be required to achieve or exceed the required competency levels for a minimum of 12 Pre Press Units.

Support Units Module 1

The trainee shall be required to achieve or exceed the required competency levels for a minimum of 12 Support Units.

Multimedia Unit Module 1

The trainee shall be required to achieve the required competency levels for the Multimedia Unit.

Module 2 - 3 Months

The trainee shall be assessed at the beginning of Module 2 to ensure competency levels obtained in Module 1 are of a desired standard.

Where retraining is required, the trainee shall be reassessed on the relevant unit/s during Module 2.

By the end of Module 2 the trainee needs to achieve the desired competency levels of all modules relating to Pre Press.

Where competency skills cannot be achieved during Modules 1 and 2, then a program shall be formulated to enable the trainee to complete these skills (program to be determined by Graphic Services management team).

The Supervisor shall perform assessment of competency levels and/or GSOs from Pre Press.

Pre Press Units Module 2

The trainee shall be required to achieve the required competency levels for the remaining Pre Press Units (those not achieved in Module 1), as well as any units that need to be reassessed due to inadequate skill levels.

Support Units Module 2

The trainee shall be required to achieve the required competency levels for the remaining Support Units (those not achieved in Module 1), as well as any units that need to be reassessed due to inadequate skill levels.

Holistic Knowledge Unit Module 2

The trainee shall be required to achieve the required competency levels for the Holistic Knowledge Unit.

Print Finishing Multi-skilling Training Programme -

Year 1: 6-month Training Programme - Module 2

Objective

To provide the trainee with a general idea of the Print Finishing area and how various machines operate and how preventative maintenance is carried out on machines in Print Finishing. This also includes occupational health and safety issues relating to Print Finishing.

The trainee after six months should be competent to work the small machines (e.g. drill, semi-automatic staplers, Multipli folders and assist in the setting and running of the Stahl Folder.)

Skills Required

All competencies in Print Finishing Module 1 (GSO 2) Classification plus

Setup machine for basic folding (single/continuous) product

Setup machine for complex folding (single/continuous) product

Produce basic folded (single/continuous) product

Produce complex folded (single/continuous) product

Note: Depending on work loads, units may be moved from one module to another.

Year 2: 6-month Training Programme - Module 3

Objective

To provide the trainee with a more comprehensive knowledge base of techniques and skills used through out the Print Finishing area.

This module includes working in the Framing area, where the trainee will learn laminating, mounting and framing skills.

Skills Required

All competencies in Print Finishing Module 1 (GSO 2) and Module 2 (GSO 1) Classification plus

Setup machine for basic collating (sheet/section)

Produce basic collated (sheet/section) product

Setup and produce hand collated product

Setup machine for basic laminating

Setup machine for complex laminating

Produce basic laminated product

Produce complex laminated product

Note: Depending on work loads, units may be moved from one module to another

Printing Multi-skilling Training Programme -

Year 1: 6-month Training Program Small Format - Module 2

Objective 0 - 3 months

To provide proper understanding of related occupational health and safety issues and introduce the trainee to the work area and environment of printing. Also to introduce the trainee to the basic concept of safe press operation, both electronic and manual. The trainee will receive instruction on how to produce basic print jobs.

Skills Required

All competencies in Printing Module 1 (GSO 2) Classification plus

Awareness of the properties of chemicals currently used and their correct application procedures in the press area

Lubrication of all machines

Knowledge of different paper stocks

Correct techniques for loading paper ready for printing

Changing printing plates on all machines

Cleaning and maintenance of dampening systems

Setup machine for basic single colour job.

Produce basic single colour job.

Setup machine for basic 2-colour job

Produce basic 2-colour job

Objective 3 - 6 Months

To enable the trainee to gain a level of competency sufficient to be able to operate small offset printing press with limited supervision. The trainee will receive instruction on how to produce basic print jobs.

Skills Required

All competencies in Printing Module 1 (GSO 2) Classification plus above competency set.

Machine delivery setup

Assist in machine setup

Fundamentals of feeder setup and pile height in relation to varying stocks of paper

Mixing and matching inks

Set ink ducts for correct colour distribution

Be acquainted with densitometer readings

Change blankets and packing

Repair damaged blankets

Produce coating job including

Setup machine for basic double-sided job
Produce basic double-sided job
Setup machine for basic coating job

Year 2: 6-month Training Program Large Format - Module 3

Objective 6 Months

To enable the trainee to work as part of a team and operate with minimal supervision on a relief basis on the large format press. Also to introduce the trainee to the basic concept of safe press operation, both electronic and manual in a large format environment. The trainee will receive instruction on how to produce more complex print jobs.

Skills Required

All competencies in Print Module 1 (GSO 2) & Module 2 (GSO 1) Classification plus

Understand plate register systems and make adjustments to print register

Set feeder unit to relevant stocks of paper

Set cylinder pressure to relevant stocks of paper

Plate, blanket packing tolerances

Set inking rollers for correct ink distribution

Set dampeners for correct water distribution

Plate, blanket cylinder pressure settings

Correct operating speed for particular stocks

Ability to accurately assess print quality and make recommendations for adjustment

Setup machine for complex single-sided 4-colour job

Produce complex single-sided 4-colour job

Setup machine for complex double-sided job

Produce complex double-sided job

Setup machine for complex single-sided coating job

Setup machine for complex double-sided coating job

APPENDIX 3

GRAPHIC SERVICE OPERATOR SHIFT SUPERVISOR TRAINING PROGRAMME

Objective Statement

To provide the officers with comprehensive knowledge of the production and quality control processes within Graphic Services and in addition aid the development of managerial skills in a range of disciplines.

Ongoing training will be provided in the following areas:

Managerial

The latest Management Techniques for Middle Management

Equal Employment Opportunity (E.E.O)

Total Quality Management (T.Q.M)

Quality Management System (Q.M.S)

Best Practice Principles

Interpersonal Skills

Production processes within the trade classifications of: Graphic Design, Electronic/Desktop Publishing, Printing and Print Finishing.

Production processes within non trade classification of Photolab

Production scheduling within Graphic Services

Liaising with customers

Interpretation of all types of orders with Graphic Services

The relevant quality standards for all work performed within Graphic Services

Additional training on a needs basis

Computers

Computer training will be in the following fields:

Operations of both Mac & PC computers

Computer-based management information system

Windows environment

Spreadsheet/database

Page layout/pagination systems

Word processing software

Trade

Ongoing training will take place in relation to technological and quality control developments within the industry. This training may take the form of in-house competency based training or more formal training by the way of T.A.F.E. or other equivalent industry institutions.

APPENDIX 4

PREMIER'S MEMORANDA 88-40 / 91-23 / 96-17 AND 97-24

See file matter no. IRC04/6231 for copies of the Premier's Memorandums as they cannot be reproduced electronically.

APPENDIX 5

GRAPHIC SERVICE OPERATOR TEN-HOUR SHIFT ROSTER DETAIL FORM

TEN-HOUR ROSTER - DETAILS FORM

(No. AD GS FORM 001)

Period of Roster: From _____ To _____

Days to be worked: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
(Cross out days not to be worked)

Daily start time: _____ Finish time: _____

Reason for the roster _____

_____

_____

Staff involved	Machinery/equipment
1 _____	_____
2 _____	_____
3 _____	_____
4 _____	_____
5 _____	_____
6 _____	_____
7 _____	_____
8 _____	_____

Roster substitutions (appropriate Shift Supervisor to complete as alterations to the roster occur).

Name	Replaced by	Date(s)
1 _____	_____	_____
2 _____	_____	_____
3 _____	_____	_____

Alteration termination of this roster

Where the duration of this roster has been altered please show the reason why

_____

_____

Changes approved by:

Mgr Graphic Services: _____ Shift Sup _____ Work Team rep ____

Roster schedule approved by:

Mgr Graphic Services _____ Date _____

Shift Supervisor: _____ Date _____

Work team Rep. _____ Date _____

J. D. STANTON, Commissioner

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