

**TERMS AND CONDITIONS OF
EMPLOYMENT OF EDUCATION
SUPPORT STAFF IN AUSTRALIA**

**A Research Project for Education International
(Section 2)**

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Terms and Conditions of Employment of Allied Staff in Australian Schools.

Overview

Educational support staff are employed in Australian schools under a variety of classifications including Teacher Aides, School Support Officers, School Officers and a range of specific sub-classifications such as Literacy Support Aide, Numeracy Support Aide etc. Allied staff in schools also undertake a range of clerical and administrative functions involving educational support materials as well as finance and organisation of the school.

The generic term ‘Allied Staff’ is used to describe the collective classifications of non-teaching staff in this report, as support staff play a para-professional role in the provision of education in various ways. This role is vital and distinct in the provision and delivery of high quality school education. It contributes to student outcomes in significant ways, and distinguishes specific roles and responsibilities to the teacher as a professional in the educational process.

Differences between the roles of teachers and those of allied staff in educational support and administrative roles are clear and well established. The teacher is responsible for curriculum delivery, assessment and educational programs and strategies. As part of the educational team at the classroom or school level, allied staff participate in the programs under the supervision of the teaching staff.

Qualifications requirements differ to those of teachers. Teachers are graduates with at least four years training including professional teaching qualifications. All teachers are required to be recognised as qualified by the teacher registration authorities which exist in all Australian states and territories. Most classifications of Allied Staff do not require qualifications, although increasingly training is being made available for the

performance of specific roles in the classroom in association with and under the supervision of a teacher.

Terms and conditions of employment

The summary provided below of terms and conditions of employment is based on responses to the EI Survey undertaken in late 2006. Education unions do not represent all Allied Staff under the rules which apply to the registration of unions in Australia. In some states education union coverage is limited, and thus a number of classifications of Allied Staff are not open for education union recruitment. This has been a highly contentious issue in the union movement in Australia, particularly in the public sector.

The Australian Education Union has widened its coverage of Allied Staff classifications over the past decade or so by litigation in the Federal industrial relations system and by negotiation with other unions which have existing coverage. As a result the AEU is able to recruit employees in allied staff classifications in most states and territories to a greater or lesser extent. In South Australia and Victoria the AEU can recruit all classifications, while in New South Wales and Queensland there are no classifications open for recruitment.

In the non-government school sector, the Independent Education Union and its state and territory branches and associated bodies can recruit widely without competition from other unions. The non-government sector provides the most comprehensive set of agreements to which the education unions are parties.

Non-Government Agreements

The Catholic systems of education are based on Diocese in New South Wales which is the largest state. In that state the Independent Education Union of NSW has reached agreements with all Catholic employers and most other religious authorities which conduct school education. The following salaries are paid in the Archdiocese of Parramatta and Broken Bay, two of the largest systems of Catholic education in Australia.

Level	Gross Salary Per Annum Unaveraged	Gross Salary Per Week Unaveraged	Part-Time Hourly Rates	Casual Rate Per Hour
	\$	\$	\$	\$
1	40,938	785.16	20.66	24.79
2	41,814	801.96	21.10	25.33
2a	43,233	829.17	21.82	26.18
3	44,649	856.33	22.54	27.04
3a	46,065	883.49	23.25	27.90
4	47,479	910.61	23.96	28.76
5	49,927	957.56	25.20	30.24
6	56,739	1,088.20	28.64	34.36

Classifications and Roles

The classifications and roles which apply in Catholic systemic schools in NSW are typified by those in the Diocese of Parramatta as set out below. Relevant excerpts from the industrial agreement which applies have been included below.

School Aide Level 1

School Aide positions may be established at schools subject to the following conditions. Employees appointed as School Aides shall not progress to higher levels,

provided that employees may, at any time, apply for reclassification to a higher level. School Aide positions shall be supervised in the performance of duties either by a teacher or a School Officer.

School Aides include Canteen and Uniform Shop Staff

Schools may establish non-supervisory Level 1 positions in Canteens and Uniform shops. Canteen and Uniform Shop staff will be defined as School Aides throughout this award.

School Aides provide administrative support and may perform the following supervised duties: Filing; Collating; Operation of photocopying, duplicating, binding and facsimile machines; Messenger Work; Handling mail; Checking figures; Basic assistance to other school officers in food preparation for food technology; Basic care of flora and fauna; Shopping; Toileting; Unpacking, checking and sorting of gear; Occasional relief for reception duties; Checking books in and out; Non-education related excursion preparation; Setting up of rooms for exams or displays; Supervised canteen and uniform shop duties.

Provided that the duties of a School Aide do not constitute the work of a position that would ordinarily attract the classification of a School Officer.

School Officer (Canteen) Level 2

An employee who has responsibility for the operation of the canteen or uniform shop and, where relevant, supervision of other employees or volunteers, shall be classified at Level 2 of this award with no progression. All other employees working in the canteen shall be appointed at Level 1.

School Officer Levels 2 to 4

Other than appointments made in accordance with subclauses (i), (ii), (iv) and (v) of this clause, employees employed under this award shall be initially appointed at Level 2. Initial appointment may be made at Levels 3 and 4 at the employer's discretion. Such employees shall progress to the next level upon completion of 12 months service

(where 12 months service is defined at clause 6(iii)(f)) up to and including Level 4. Access to Levels 5 and 6 shall be by appointment only.

Duties of School Officers

Employees may be required to perform the full range of School Officer duties that exist in schools other than those required of a Level 5 and a Level 6 Senior School Officer. Employees under this award shall not be deployed instead of a teacher to conduct classroom lessons.

Senior School Officer Level 5

An employee may be appointed as a Senior School Officer Level 5. A Senior School Officer can be called upon to perform the entire range of duties and possess the skills required of a level 4 employee in addition to the criteria outlined at paragraph (b) of this subclause.

A Level 5 position is one where the employee:

(1) undertakes duties similar to those indicative duties listed in Part C Level 5 School Officer Indicative Duties.

(2) possesses a knowledge of workplace procedures and of the practices required by the employer including a detailed knowledge of complex procedures relevant to the position; and

(3) has responsibility for the quality of their own work and, where appropriate, the work of those who are supervised; and

(4) resolves complex operational problems and coordinates the work within a department of the school; and

(5) assists in planning future department or school organisational needs; and

in conjunction with the teacher, plans teaching programs, prepares reports for parents, assists with the assessment and appraisal of students and may purchase resources; and

has completed post secondary training provided by an accredited training provider relevant to the tasks required by the employer for this Level, or has engaged in extensive equivalent inservice training, or has significant and substantial technical and procedural knowledge which is regarded by the employer to be equivalent to the required post secondary training.

Senior School Officer Level 6

An employer may appoint a Senior School Officer Level 6. A Senior School Officer Level 6 employed at this level shall be proficient where applicable and without limiting the requirements for this position a Senior School Officer Level 6 at this level can be required by the employer to:

- (a) perform the entire range of duties and possess the skills required of a Level 4 employee; and
- (b) exercise substantial responsibility, independent judgment and initiative with a detailed knowledge of complex office procedures; and
- (c) have and utilise advanced skills and knowledge in the operation of complex equipment and procedures; and
- (d) have completed relevant post-secondary training or have significant and substantial technical and procedural knowledge and skill which may be deemed by the employer as being comparable with post-secondary training; and
- (e) resolve operational problems for staff and coordinate work within a section of the office; monitor work quality of those supervised; be responsible for those supervised; assist in planning future sectional/office-organisational or resources and equipment needs.

Government Schools Agreements

In the public sector the Victorian School Services Officers Agreement 2004 provides in Schedule 1 for the salaries of allied staff in the following table.

SALARIES AND ALLOWANCES

1.1 Employees within the School Services Officer structure shall be paid the rates appropriate to their classification and salary range as follows:

Classification and Salary Range			Effective from the first pay period on or after:			
			12 Nov 2004	1 Mar-05	1 Apr-06	1Apr-07
SSO 3	Range 8	Max	\$78,409	\$80,761	\$83,184	\$85,679
		Min	\$68,151	\$70,196	\$72,302	\$74,471
	Range 7	7-4	\$66,815	\$68,820	\$70,884	\$73,011
		7-3	\$65,505	\$67,470	\$69,494	\$71,579
		7-2	\$64,222	\$66,148	\$68,133	\$70,177
		7-1	\$62,962	\$64,851	\$66,796	\$68,800
	Range 6	6-3	\$59,371	\$61,152	\$62,987	\$64,877
		6-2	\$57,923	\$59,661	\$61,451	\$63,294
		6-1	\$56,483	\$58,178	\$59,923	\$61,721
	SSO 2	Range 5	5-3	\$53,390	\$54,992	\$56,642
5-2			\$52,252	\$53,819	\$55,434	\$57,097
5-1			\$51,108	\$52,641	\$54,220	\$55,847
Range 4		4-3	\$48,515	\$49,971	\$51,470	\$53,014
		4-2	\$47,410	\$48,832	\$50,297	\$51,806
		4-1	\$46,272	\$47,660	\$49,090	\$50,562
Range 3		3-4	\$43,644	\$44,954	\$46,302	\$47,691
		3-3	\$42,537	\$43,813	\$45,127	\$46,481
		3-2	\$41,407	\$42,649	\$43,929	\$45,247
		3-1	\$40,272	\$41,480	\$42,725	\$44,006
SSO 1	Range 2	2-5	\$39,128	\$40,301	\$41,511.	\$42,756
		2-4	\$38,537	\$39,694	\$40,884	\$42,111
		2-3	\$37,777	\$38,911	\$40,078	\$41,280
		2-2	\$36,726	\$37,827	\$38,962	\$40,131
		2-1	\$35,673	\$36,743	\$37,846	\$38,981
	Range 1	1-5	\$34,417	\$35,450	\$36,513	\$37,609
		1-4	\$32,994	\$33,984	\$35,003	\$36,053
		1-3	\$31,712	\$32,663	\$33,643	\$34,652
		1-2	\$30,428	\$31,341	\$32,281	\$33,250
		1-1	\$29,148	\$30,022	\$30,923	\$31,851

Schedule 2 sets out the roles and responsibilities of School Services Officers.

ROLES AND RESPONSIBILITIES

SCHOOL SERVICES OFFICER, LEVEL, 1

Work Environment

Provide routine support tasks across a range of functions within a school. Supports students, teachers, school administration and operations and education programs involving tasks that are well defined, are undertaken within established rules and supervision and guidance is close at hand.

Provides attendant care and support to students where assistance is required with school activities, learning programs and other student care related programs.

Communication with students and an understanding of their basic needs is a key feature of work.

In the area of school administration tasks relate to clerical and keyboard support, data entry, records maintenance, stores and asset control and the preparation and distribution of school documents and communiques. Support functions in respect to school operations will typically be in the area of library, laboratory, out of school care, grounds and building maintenance, catering and instruction programs, such as music and languages. Supports teachers and other professionals in the delivery of educational programs.

Typical Functions

- * Provides guidance and basic physical and emotional care for students.
- * Supervision of students cannot be required except where it is an integral part of the employee's position or involves supervision of students individually or in small groups, in controlled circumstances, where supervision and guidance is provided by a teacher.

- * Provides and receives routine information and explanations from students, teachers and parents.
- * Explains rules, procedures and operational policies to students, parents and colleagues.
- * May co-ordinate the work of other SSOs within the relevant program or work area.
- * May have scope to plan and modify own work program to achieve defined targets.
- * Performs routine administrative and operational support tasks, such as general telephone, counter and front office enquiries, mail deliveries, assisting with stock control, supporting organisation of meetings, receiving and initial processing of standard paperwork.
- * Proficient in the use of software or technical equipment.
- * Provides routine service delivery functions such as driving, food preparation, cleaning, gardening and minor maintenance.
- * Performs routine technical support functions such as setting up a laboratory, cleaning equipment and supporting field work.
- * Understands procedures for dealing with students exhibiting challenging behaviour.
- * Diagnoses and corrects faults and problems with technical equipment.
- * Contributes to scientific or technical planning.
- * Understands and applies theoretical principles, under supervision, to achieve defined outcomes.
- * Conducts routine scientific, technical or specialist procedures and data collection, collation and analysis.

SCHOOL SERVICES OFFICER, LEVEL 2

Work Environment

Within school administration responsibilities involve the co-ordination of various functions, such as, finance, human resource, asset management and student records. Management responsibilities for specific functions becomes a feature. Supports educational programs through delivery of services that support teachers, students and the school leadership team. Delivery of professional services become a feature at this level. Typical areas would be management of library services, advanced level of laboratory support services, student health and well-being, such as speech and physio

therapy, social work, psychology and nursing. Other support functions dedicated to school operations may operate at this level, such as school grounds and building maintenance where management is a characteristic. This level is the entry for positions with a mandatory qualification requirement.

Typical Functions

- * Co-ordinates and provides business management support to school administration and operations.
- * Manages the maintenance of school records systems, such as school financial records and transactions, communication procedures, student records, school assets and support services for school committees.
- * Prepares reports for consideration of school leadership team.
- * Conducts analysis and makes recommendations relating to school administration or other operational functions.
- * Supervises staff, which may involve assessment and counselling on performance and related work issues.
- * Initiates and develops improved administrative or operational systems.
- * Professional services involving student health and well-being, such as speech and physio therapy, social work, psychology and nursing.
- * Supervision of students cannot be required except where it is an integral part of the employee's position or involves supervision of students individually or in small groups, in controlled circumstances, where supervision and guidance is provided by a teacher.
- * Counsels students, provides professional guidance that supports the delivery of curriculum and other professional support services that are directed at improving student learning.
- * Co-ordination of the delivery of a professional service, involving policy development and implementation and professional advice to teachers and other relevant staff.

SCHOOL SERVICES OFFICER, LEVEL 3

Work Environment

Manages a range of administrative and operational functions across a school or group of schools. Provides a business planning role that develops and implements strategies to assist the delivery of key school objectives. A senior management role with responsibilities that impact significantly on the school or a group of schools within school administration and operations and the delivery of student and educational services. May involve multi-disciplinary functions that need to be co-ordinated to ensure that key educational objectives are met. May be a member of the school management/leadership team.

Typical Functions

- * Manages human resources and finances within a school or group of schools.
- * Provides key strategic advice to the school leadership team in the area of school administration and operations.
- * Manages the school budget.
- * Manages the development and implementation of improved work practices.
- * Manages and allocates resources.
- * Supervision of students cannot be required except where it is an integral part of the employee's position or involves supervision of students individually or in small groups, in controlled circumstances, where supervision and guidance is provided by a teacher.
- * Consults/negotiates with external bodies in respect to attracting resources and services.
- * Manages performance targets and outcomes for other staff, including those delivering professional services.
- * May conduct research to enable the development of new innovations within the professional field.

The South Australian Education Staff (Government Preschools, Schools and TAFE) Certified Agreement 2005 provides terms and conditions of employment of allied staff School Services Officers. Classifications range from SSO-1 to SSO-5. There are

from three to six steps within each of these classifications. Current salaries range from \$32,755 to \$38,353 for those at SSO-1 level and from 62,114 to \$69,581 at SSO-5 level.

The examples given from three states in both the government and non-government sectors indicate the general character of the terms and conditions under which Australian allied staff are employed. More detailed treatment is possible but the examples given above typify the employment and roles of non-teaching staff in Australian schools.