



MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



IMPORTANT TO NOTE:

The wage rates listed in this guide are effective from the first full pay period commencing on or after 1 July 2023. Use this wage guide only if you are a NATIONAL SYSTEM EMPLOYER which includes ALL businesses in Australia, except those that are UNINCORPORATED in Western Australia.

Employers have a legal obligation to ensure that employees are not paid below these minimum rates of pay and allowances.

The monetary obligations imposed on employers by this award may be absorbed into over award payments.

Click this link to view the full version of the: [Manufacturing and Associated Industries and Occupations Award 2020 \[MA000010\]](#).

Classification	Weekly (38 hours)	Hourly	Casual (25% Loading)
C14	\$859.30	\$22.61	\$28.26
C13	\$882.80	\$23.23	\$29.04
C12	\$914.90	\$24.08	\$30.10
C11	\$945.00	\$24.87	\$31.09
C10	\$995.00	\$26.18	\$32.73
C9	\$1,026.20	\$27.01	\$33.76
C8	\$1,057.40	\$27.83	\$34.79
C7	\$1,085.60	\$28.57	\$35.71
V8	\$1,088.60	\$28.65	\$35.81
C6	\$1,140.70	\$30.02	\$37.53
C5	\$1,164.10	\$30.63	\$38.29
C4	\$1,195.30	\$31.46	\$39.33
C3	\$1,257.90	\$33.10	\$41.38
C2(a)	\$1,289.30	\$33.93	\$42.41
C2(b)	\$1,345.70	\$35.41	\$44.26

Phasing in of wage rates for employees without relevant work experience.





MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



Qualification	Years of relevant experience	% of relevant classification level	Hourly	Casual (25% Loading)
Advanced Diploma	0	77% of C5 Level	\$23.59	\$29.49
	1	85% of C5 Level	\$26.04	\$32.55
	2	96% of C5 Level	\$29.40	\$36.75
	3	100% of C5 Level	\$30.63	\$38.29
Associate Diploma or National Advanced Diploma	0	72% of C3 Level	\$23.83	\$29.79
	1	79% of C3 Level	\$26.15	\$32.69
	2	89% of C3 Level	\$29.46	\$36.83
	3	93% of C3 Level	\$30.78	\$38.48
	4	100% of C3 Level	\$33.10	\$41.38

No Qualification at C10 and above but in training	0	83% of C9 Level	\$22.42	\$28.03
	1	88% of C9 Level	\$23.77	\$29.71
	2	95% of C9 Level	\$25.66	\$32.08
	3	100% of C9 Level	\$27.01	\$33.76

Cadet Wages – Technical Field

Qualification	% of relevant classification level	Hourly	
1 st Year of Contract of Training	40% of C3 Level	\$13.24	
2 nd Year of Contract of Training	55% of C3 Level	\$18.21	
3 rd Year of Contract of Training	70% of C3 Level	\$23.17	
Upon Completion of Qualification and meeting C3 Level Requirements	100% of C3 Level	\$33.10	

Trainee Wages – Technical Field

Qualification	% of relevant classification level	Hourly	
17 Years Of Age & Under	52.5% of C9 Level	\$14.18	
At 18 Years of Age	62.6% of C9 Level	\$16.91	
At 19 Years of Age	75.7% of C9 Level	\$20.45	
At 20 Years of Age	88.8% of C9 Level	\$23.98	



MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



Allowances		
Term	Description	Amount
Leading hand allowance clause 30.2(a)	<p>An employee who is appointed by the employer to be a leading hand must be paid an allowance each week as follows:</p> <ul style="list-style-type: none"> > In charge of 3-10 employees > In charge of 11-20 employees > In charge of more than 20 employees > Allowance should be added to the minimum rate before penalties and overtime are calculated. 	<p>3-10 employees: \$43.54 per week</p> <p>11-20 employees: \$65.03 per week</p> <p>In charge of more than 20 employees: \$82.78 per week</p>
Tool allowance clause 30.2(c)(ii)	A tradesperson must be paid a tool allowance for supplying and maintaining tools ordinarily required in the performance of their work as a tradesperson.	\$17.50 per week
Vehicle allowance clause 30.3(a)	Where employee required to use their own motor vehicle on the employer's business.	\$0.95 per kilometre
First aid allowance clause 30.3(b)	Employee trained to render first aid and who is current holder of appropriate first aid qualifications – must be paid an additional allowance if appointed by employer to perform first aid duty.	\$19.79 per week
Technical Computing Equipment clause 30.2(e)	An allowance must be paid to an employee in the technical field who is required to use technical computing equipment to perform work of a complex nature, provided that the allowance is not payable for routine or repetitive functions, or where the system is merely used as an aid.	\$51.44 per week
Meal allowance clause 30.3(c)	<p>Employee will be paid meal allowance on each occasion the employee is entitled to a rest break.</p> <p>Except where:</p> <ul style="list-style-type: none"> > The employee is notified the previous day that they would be required to work such overtime. > The employee lives in the same locality and could reasonably return home for meals. > The employee is provided with a meal by the employer. 	\$16.81 for a meal



MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



Skill Level Definitions

C1–C14 Levels – Refer to the Classification structure under Schedule B of this Award for the minimum requirements to be classified C1 – C14.

These following classification definitions should be read in conjunction with:

- a) the stream and field definitions in this award.
- b) the following definitions:
 - i. **Or equivalent** means:
 - > any training which a registered provider (e.g., TAFE), or State recognition authority recognises as equivalent to a qualification which Manufacturing Skills Australia recognises for this level, which can include advanced standing through recognition of prior learning and/or overseas qualifications; or
 - > where competencies meet the requirements set out in the Manufacturing Skills Australia competency standards in accordance with the National Metal and Engineering Competency Standards Implementation Guide.
 - ii. **Work within the scope of this level** means:
 - > for an employee who does not hold a qualification listed as a minimum training requirement, that the employee can apply skills within the enterprise selected in accordance with the National Metal and Engineering Competency Standards Implementation Guide, provided that the competencies selected are competency standards recognised as relevant and appropriate by Manufacturing Skills Australia and endorsed by the National Quality Council; or
 - > where an employee has a qualification, clause 20.5(b)(iv) applies.
 - iii. **Engineering Associate/Technician** is a generic term which includes technical officers in a wide range of disciplines including laboratories and quality assurance, draughting officers, planners, and other paraprofessionals.
- c) the National Metal and Engineering Competency Standards Implementation Guide, especially Table 2 of that guide which shows the alignment between old and new titles



MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



under the Australian Qualifications Framework (e.g., Advanced Certificates are now known as National Diplomas and Associate Diplomas as National Advanced Diplomas).

d) clause 20.5(c)

Supervisor/Trainer/Coordinator

Supervisor/Trainer/Coordinator—Level I

- i. A Supervisor/Trainer/Coordinator—Level I is an employee who is responsible for the work of other employees and/or provision of structured on-the-job training. Such an employee has completed a qualification at AQF III level or above, of which at least one third of the competencies are related to supervision/training, or equivalent.
- ii. Notwithstanding the above definition an employee who is mainly engaged to perform work supervising or coordinating the work of other employees and who has sufficient additional training beyond that of those coordinated or supervised so as to enable the employee to perform work within the scope of this level must be classified at this level.

Supervisor/Trainer/Coordinator—Level II

- i. A Supervisor/Trainer/Coordinator—Level II is an employee who is responsible for the supervision and/or training of Supervisor/Trainers/ Coordinators—Level I. Such an employee has completed an AQF IV or V qualification or equivalent of which at least 50% of the competencies are in supervision/training.

Wage Group: C14

Engineering/Manufacturing Employee—Level I

- i. An Engineering/Manufacturing Employee—Level I is an employee who is undertaking up to 38 hours induction training which may include information on the enterprise, conditions of employment, introduction to supervisors and fellow workers, training and career path opportunities, plant layout, work and documentation procedures, occupational health and safety, equal employment opportunity and quality control/assurance.
- ii. An employee at this level performs routine duties essentially of a manual nature and to the level of their training:





MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



- > performs general laboring and cleaning duties;
- > exercises minimal judgement;
- > works under direct supervision;
- > is undertaking structured training so as to enable them to work at the C13 level.

Wage Group: C13

Engineering/Manufacturing Employee—Level II

- i. An Engineering/Manufacturing Employee—Level II is an employee who has completed up to three months structured training so as to enable the employee to perform work within the scope of this level.
- ii. An employee at this level performs work above and beyond the skills of an employee at the C14 level and to the level of their skills, competence, and training:
 - > works in accordance with standard operating procedures and established criteria;
 - > works under direct supervision either individually or in a team environment;
 - > understands and undertakes basic quality control/assurance procedures including the ability to recognise basic quality deviations/faults;
 - > understands and utilises basic statistical process control procedures;
 - > follows safe work practices and can report workplace hazards.

Wage Group: C12

Engineering/Manufacturing Employee—Level III

- i. An Engineering/Manufacturing Employee—Level III is an employee who has completed an Engineering Production Certificate I or Certificate II in Engineering or equivalent so as to enable the employee to perform work within the scope of this level.
- ii. An employee at this level performs work above and beyond the skills of an employee at the C13 level and to the level of their skills, competence, and training:
 - > is responsible for the quality of their own work subject to routine supervision;
 - > works under routine supervision either individually or in a team environment;
 - > exercises discretion within their level of skills and training;
 - > assists in the provision of on-the-job training.



MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



Wage Group: C11

Engineering/Manufacturing Employee—Level IV

Laboratory Tester

- i. An Engineering/Manufacturing Employee—Level IV is an employee who has completed an Engineering Production Certificate II or Certificate II in Engineering—Production Technology or equivalent so as to enable the employee to perform work within the scope of this level.
- ii. A Laboratory Tester is an employee who has completed a Certificate II, or equivalent, in Sampling or Measurement so as to enable the employee to perform work within the scope of this level.
- iii. An employee at this level performs work above and beyond the skills of an employee at the C12 level and to the level of their skills, competence, and training:
 - > works from complex instructions and procedures;
 - > assists in the provision of on-the-job training;
 - > co-ordinates work in a team environment or works individually under general supervision;
 - > is responsible for assuring the quality of their own work;
 - > in a laboratory the employee performs basic/simple routine tests under close supervision and communicates results of those tests to the appropriate personnel.

Wage Group: C10

Engineering/Manufacturing Tradesperson—Level I

- i. An Engineering/Manufacturing Tradesperson—Level I is an employee who holds a trade certificate or tradespersons rights certificate or equivalent as an:
 - > Engineering Tradesperson (Electrical/Electronic)— Level I;
 - > Engineering Tradesperson (Mechanical)— Level I;
 - > Engineering Tradesperson (Fabrication)—Level I;
 - > Furnishing Industry Tradesperson Level I;
 - > Floor Finisher and/or Floor Coverer Tradesperson;
 - > or equivalent;



MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



and is able to exercise the skills and knowledge of the engineering trade so as to enable the employee to perform work within the scope of this level.

- ii. An Engineering/Manufacturing Tradesperson—Level I works above and beyond an employee at the C11 level and to the level of their skills, competence, and training:
 - > understands and applies quality control techniques;
 - > exercises good interpersonal and communications skills;
 - > exercises keyboard skills at a level higher than the C11 level;
 - > exercises discretion within the scope of this classification level;
 - > performs work under limited supervision either individually or in a team environment;
 - > operates lifting equipment incidental to their work;
 - > performs non-trade tasks incidental to their work;
 - > performs work which while primarily involving the skills of the employee's trade is incidental or peripheral to the primary task and facilitates the completion of the whole task, provided that such incidental or peripheral work does not require additional formal technical training;
 - > inspects products and/or materials for conformity with established operational standards.

Engineering/Manufacturing Systems Employee—Level V

- i. An Engineering/Manufacturing Systems Employee—Level V is an employee who, while still being primarily engaged in Engineering/Manufacturing work applies the skills acquired through the successful completion of an Engineering Production Certificate III or Certificate III in Engineering—Production Systems or equivalent in the production, distribution, or stores functions so as to enable the employee to perform work within the scope of this level.
- ii. An Engineering/Manufacturing Employee works above and beyond an employee at the C11 level and to the level of their skills, competence, and training:
 - > understands and applies quality control techniques;
 - > exercises good interpersonal communications skills;
 - > exercises discretion within the scope of this classification level;
 - > exercise keyboard skills at a level higher than the C11 level;
 - > performs work under limited supervision either individually or in a team environment;
 - > inspects products and/or materials for conformity with established operational standards.





MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



Wage Group: C9

Engineering/Manufacturing Tradesperson—Level II

- i. An Engineering/Manufacturing Tradesperson—Level II is an:
- > Engineering Tradesperson (Electrical/Electronic)—Level II; or
 - > Engineering Tradesperson (Mechanical)—Level II; or
 - > Engineering Tradesperson (Fabrication)—Level II; or
 - > Furnishing Industry Tradesperson Level 2; or
 - > equivalent.

who has completed the minimum training requirements specified in clause A.3.1 of Schedule A or equivalent.

- iii. An Engineering/Manufacturing Tradesperson—Level II works above and beyond a tradesperson at the C10 level and to the level of their skills and competence and training performs work within the scope of this level:
- > exercises discretion within the scope of this classification;
 - > works under limited supervision either individually or in a team environment;
 - > understands and implements quality control techniques;
 - > provides trade guidance and assistance as part of a work team;
 - > operates lifting equipment incidental to their work;
 - > performs non-trade tasks incidental to their work.

Engineering/Laboratory Technician—Level I

- i. An Engineering/Laboratory Technician—Level I is an employee who has the equivalent level of training of the C9 level Engineering/Manufacturing Tradesperson or equivalent so as to enable the employee to apply skills within the scope of this level. The skills exercised by the Engineering/Laboratory Technician—Level I are in the technical field including draughting, planning or technical tasks, including in a laboratory, requiring technical knowledge.
- ii. At this level, the employee is engaged in routine tasks in the technical field. In a laboratory the employee performs basic laboratory duties using written, spoken, or diagrammatic





MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



instructions and/or basic quality control assurance procedures and techniques under general supervision-either individually or in a team environment.

Wage Group: C8

Engineering/Manufacturing Tradesperson—Special Class Level I

- i. An Engineering/Manufacturing Tradesperson—Special Class Level I means a:
- > Special Class Engineering Tradesperson (Electrical/Electronic)—Level I; or
 - > Special Class Engineering Tradesperson (Mechanical)—Level I; or
 - > Special Class Engineering Tradesperson (Fabrication)—Level I; or
 - > equivalent.

who has completed the minimum training requirements specified in clause A.3.1 of Schedule A or equivalent.

- ii. An Engineering/Manufacturing Tradesperson—Special Class Level I works above and beyond a tradesperson at the C9 level and to the level of their skills, competence and training performs work within the scope of this level:
- > provides trade guidance and assistance as part of a work team;
 - > assists in the provision of training in conjunction with supervisors and trainers;
 - > understands and implements quality control techniques;
 - > works under limited supervision either individually or in a team environment;
 - > operates lifting equipment incidental to their work;
 - > performs non-trade tasks incidental to their work.

Engineering/Laboratory Technician—Level II

- i. An Engineering/Laboratory Technician—Level II is an employee who has the equivalent level of training of the C8 level Engineering/Manufacturing Tradesperson Special Class—Level I or equivalent so as to enable the employee to apply skills within the scope of this level. The skills exercised by the Engineering/Laboratory Technician—Level II are in the technical field including draughting, planning or technical tasks requiring technical knowledge.
- ii. At this level, the employee is required to exercise judgment and skill in excess of that required at the C9 level under the supervision of technical or professional staff.





MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



Wage Group: C7

Engineering/Manufacturing Tradesperson—Special Class Level II

- i. An Engineering/Manufacturing Tradesperson—Special Class Level II means a:
- > Special Class Engineering Tradesperson (Electrical/Electronic)—Level II; or
 - > Special Class Engineering Tradesperson (Mechanical)—Level II; or
 - > Special Class Engineering Tradesperson (Fabrication)—Level II; or
 - > Higher Engineering/Manufacturing Tradesperson; or
 - > equivalent.

who has completed the minimum training requirements specified in clause A.3.1 of Schedule A or equivalent.

- ii. An Engineering/Manufacturing Tradesperson—Special Class Level II works above and beyond a tradesperson at the C8 level and to the level of their skills, competence and training performs work within the scope of this level:
- > is able to provide trade guidance and assistance as part of a work team;
 - > provides training in conjunction with supervisors and trainers;
 - > understands and implements quality control techniques;
 - > works under limited supervision either individually or in a team environment;
 - > operates lifting equipment incidental to their work;
 - > performs non-trade tasks incidental to their work.

Engineering/Laboratory Technician—Level III

- i. An Engineering/Laboratory Technician—Level III is an employee who has the equivalent level of training of the C7 level Engineering/Manufacturing Tradesperson—Special Class Level II or equivalent so as to enable the employee to apply skills within the scope of this level. The skills exercised by the Engineering/Laboratory Technician—Level III are in the technical field including draughting, planning or technical tasks requiring technical knowledge.
- ii. At this level, the employee is engaged in detailed draughting and/or planning or technical duties requiring judgement and skill in excess of that required of a technician at the C8 level under the supervision of technical or professional staff. The employee in a laboratory is able to troubleshoot at a basic level and perform a range of quality control and/or research and development tests with only general supervision.





MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



Wage Group: C6

Advanced Engineering Tradesperson—Level I

i. An Advanced Engineering Tradesperson—Level I means an:

- > Advanced Engineering Tradesperson (Electrical/Electronic)—Level I; or
- > Advanced Engineering Tradesperson (Mechanical)—Level I; or
- > Advanced Engineering Tradesperson (Fabrication)—Level I;

who has completed the minimum training requirements specified in clause A.3.1 of Schedule A or equivalent.

ii. An Advanced Engineering Tradesperson—Level I works above and beyond a tradesperson at the C7 level and to the level of their skills, competence and training performs work within the scope of this level:

- > undertakes quality control and work organisation at a level higher than for the C7 level;
- > provides trade guidance and assistance as part of a work team;
- > assists in the provision of training to employees in conjunction with supervisors/trainers;
- > works under limited supervision either individually or in a team environment;
- > prepares reports of a technical nature on specific tasks or assignments;
- > exercises broad discretion within the scope of this level;
- > lifting equipment incidental to their work;
- > performs non-trade tasks incidental to their work.

Engineering/Laboratory Technician—Level IV

i. An Engineering/Laboratory Technician—Level IV is an employee who has the equivalent level of training of the C6 level Advanced Engineering Tradesperson—Level I or equivalent so as to enable the employee to apply skills within the scope of this level. The skills exercised by the Engineering/Laboratory Technician—Level IV are in the technical field including draughting, planning or technical tasks requiring technical knowledge.

ii. At this level, the employee is engaged in detailed draughting and/or planning and/or technical duties requiring judgement and skill in excess of that required of a technician at the C7 level under the supervision of technical and/or professional staff.





MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



Wage Group: C5

Advanced Engineering Tradesperson—Level II

- i. An Advanced Engineering Tradesperson—Level II means an:
- > Advanced Engineering Tradesperson (Electrical/Electronic)—Level II; or
 - > Advanced Engineering Tradesperson (Mechanical)— Level II; or
 - > Advanced Engineering Tradesperson (Fabrication)— Level II;

who has completed the minimum training requirements specified in clause A.3.1 of Schedule A or equivalent.

- ii. An Advanced Engineering Tradesperson—Level II works above and beyond a tradesperson at the C6 level and to the level of their skills, competence and training performs work within the scope of this level:
- > provides technical guidance or assistance within the scope of this level;
 - > prepares reports of a technical nature on tasks or assignments within the employee's skills and competence;
 - > has an overall knowledge and understanding of the operating principle of the systems and equipment on which the tradesperson is required to carry out their task;
 - > assists in the provision of on-the-job training in conjunction with supervisors and trainers;
 - > operates lifting equipment incidental to their work;
 - > performs non-trade tasks incidental to their work.

Engineering/Laboratory Technician—Level V

- i. An Engineering/Laboratory Technician—Level V is an employee who has the equivalent level of training of the C5 level Advanced Engineering Tradesperson—Level II or equivalent so as to enable the employee to apply skills within the scope of this level. The skills exercised by the Engineering/Laboratory Technician—Level V are in the technical field including draughting, planning or technical tasks requiring technical knowledge.
- ii. At this level the employee is required to exercise judgment and skill in excess of that required at the C6 level. In a laboratory the employee is required to use judgment and





MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



problem solving skills to perform a range of routine and non-routine tests and to make modifications (within limits) to existing formula.

Wage Group: C4

Engineering Associate/Laboratory Technical Officer—Level I

- i. An Engineering Associate/Laboratory Technical Officer –Level I means an employee who works above and beyond a technician at the C5 level and who has completed the minimum training requirements specified in clause A.3.1 of Schedule A or equivalent and is engaged in:
 - > making of major design drawings or graphics or performing technical duties in a specific field of engineering, laboratory or scientific practice such as research design, testing, manufacture, assembly, construction, operation, diagnostics and maintenance of equipment facilities or products, including computer software, quality processes, occupational health and safety and/or standards and plant and material security processes and like work and/or developing test procedures or manuals from test standards and like work; or
 - > planning of operations and/or processes including the estimation of requirements of staffing, material cost and quantities and machinery requirements, purchasing materials or components, scheduling, work study, industrial engineering and/or materials handling process.

Wage Group: C3

Engineering Associate/Laboratory Technical Officer—Level II

- i. An Engineering Associate/Laboratory Technical Officer—Level II means an employee who works above and beyond an Engineering Associate/Laboratory Technical Officer at the C4 level and who has successfully completed the minimum training requirements specified in clause A.3.1 of Schedule A or equivalent and is engaged in:
 - > performing draughting, planning or technical duties which require the exercise of judgment and skill in excess of that required by an engineering associate at the C4 level; or
 - > possesses the skills of an Engineering Associate/Laboratory Technical Officer—Level I in a technical field and exercises additional skills in a different technical field; or





MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



- > is a laboratory employee who, with limited supervision, applies the full range of laboratory skills to individual projects and is involved in the supervision and training of other laboratory workers; or
- > is a laboratory employee who applies specialised technical skills, in addition to the full range of laboratory skills, to specific projects with minimum supervision.

Wage Group: C2(a)

Leading Technical Officer

- i. A Leading Technical Officer means an employee who works above and beyond an Engineering Associate/Laboratory Technical Officer—Level II at the C3 level and has successfully completed a national advanced diploma or equivalent and sufficient additional training so as to enable the employee to perform work within the scope of this level. An employee at the C2(a) level is able to perform or coordinate work in more than one engineering, scientific or technical field, or performs duties in a technical, engineering or scientific field which requires the exercise of judgement and/or skill in excess of that required of an Engineering Associate/Laboratory Technical Officer—Level II.

Principal Engineering Supervisor/Trainer/Coordinator

- i. A Principal Engineering Supervisor/Trainer/Coordinator means a Supervisor/Trainer/Coordinator who has completed a national advanced diploma or equivalent of which at least 50% of the competencies are in supervision/training and who when engaged at this level:
 - > possesses a sound knowledge of occupational health and safety, industrial relations, and communications processes and is able to use this knowledge in training and leading the work of others;
 - > possesses a general knowledge and awareness of the administrative, business, and marketing strategies of the enterprises.
- ii. Indicative of the tasks which an employee at this level may perform are as follows:
 - > plans, writes, and delivers training programs for all engineering/production employees, apprentices, trainees, trade, and lower technical levels;
 - > plans and directs the work of engineering/production employees especially in new work organisation environments (e.g., group work arrangements, CIM production techniques).



MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



Wage Group: C2(b)

Principal Technical Officer

- a) A Principal Technical Officer works above and beyond an employee at the C2(a) level and has successfully completed sufficient additional training to enable the employee to perform work within the scope of this level in addition to a national advanced diploma or equivalent. Within organisational policy guidelines and objectives, a principal technical officer:
- i) performs work requiring mature technical knowledge involving a high degree of autonomy, originality, and independent judgment;
 - > looks after and is responsible for projects and coordinating such projects with other areas of the organisation as required by the operation of the organisation;
 - > is responsible for the coordination of general and specialist employees engaged in projects requiring complex and specialised knowledge;
 - > plans and implements those programs necessary to achieve the objectives of a particular project;
 - > in the performance of the above functions, applies knowledge and/or guidance relevant in any or all of the fields of designing, planning and technical work as required by the operation;
 - > operates within broad statements of objectives without requiring detailed instructions; or
 - ii) performs work at the above level of skill in a particular technical field;
 - > has as the overriding feature of their employment the ability to perform creative, original work of a highly complex and sophisticated nature
 - > provides specialised technical guidance to other employees performing work within the same technical field.
- (b) In a laboratory, a Principal Technical Officer will exhibit and use technical principles, research, and development skills as well as interpersonal/supervisory skills in the co-ordination of a specialist laboratory team.

For more information or assistance, please contact the friendly team at the VMA HR Advisory Service on 1800 835 167 or email hrhotline@visualmediaassociation.org.au.





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MANUFACTURING AND ASSOCIATED INDUSTRIES AND OCCUPATIONS AWARD (2020)

2023/24 WAGE GUIDE



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