

# **Position Coding Guidelines**

## **Position Code and ANZSCO Code**



**Public Service Commission  
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## Revision History

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# 1 Introduction

## 1.1 The Guidelines

The purpose of these Guidelines is to introduce the rationale, and a methodology, for collecting information about the nature and purpose of work performed by NSW public sector employees. This information is collected in the Workforce Profile Collections using a function code and an occupation code .

Reliable and accurate data is essential for realising the substantial benefits offered by function and occupation information. Ultimately, the data collected in this exercise will supplement the information systems of NSW public sector agencies and support their performance improvement initiatives or processes.

## 1.2 Why collect information on occupation and function?

Since the inception of the Workforce Profile, a key source of employment information for the sector, numerous stakeholders expressed an interest in adding information about function and occupation to the dataset as there was little standardised information available about the nature and purpose of work performed by NSW public sector employees.

The potential applications of this information are diverse, including:

- enhanced capacity for workforce planning activities
- greater precision and variety in benchmarks for Human Resources and resource allocation
- heightened specificity for monitoring and developing equity and diversity in the Public Sector.

These applications will benefit, in different ways, both central and line agencies, as well as other stakeholders.

### **Workforce planning**

The ageing of the NSW public sector workforce has potentially serious implications for the future of effective service delivery to the NSW public. By 2010, around 40% of the sector's current workforce will have reached 55 years of age, the minimum possible retirement age for accessing superannuation.

Coincident with an ageing workforce, there is a relatively high turnover amongst younger public sector employees.

A range of strategies has been developed to address retirement and recruitment issues. Ongoing monitoring is needed to ensure that the representation of young people is growing quickly enough to meet the sector's needs and compensate for the forecast exit rate of older employees.

Detailed information about the work performed by public sector employees, and the key occupational groups within agencies, will identify areas of potential skill gaps as the current workforce leaves the sector. It will enable workforce planning activity that

is focused on key occupational groups, and consequently on the maintenance of a skilled and flexible workforce to meet NSW Government requirements.

## **Benchmarks**

Workforce Profile data provides a valuable basis for benchmarking. Data comparisons can highlight areas that may need remedial action or, alternatively, where existing strategies are successful and should be maintained.

The addition of functional and occupational data to the Workforce Profile will enhance existing benchmarks. For example, it will be possible to compare the distribution of resources across functional areas in an agency to the way these resources are distributed in other groups of agencies.

Indicators such as leave accruals, absenteeism, staff numbers, turnover and stability rates can be incorporated within the ongoing benchmarking processes of agencies to engender both incremental change and wide-ranging strategic reform.

## **Equity and diversity**

Agencies are responsible for developing and monitoring equity and diversity outcomes in their workplace. Currently, some of these outcomes are reported for very broad skill levels.

Functional and occupational data will help agencies to more precisely identify and target equity and diversity issues, and allow comparisons between occupational groups outside of the sector.

## **1.3 Use and availability of data**

Information about employees' function and occupation is collected in all Workforce Profile Collections.

Workforce Profile data is available to NSW public sector agencies. A tailored reporting service, operated by the Public Service Commission, can be used by agencies or groups of agencies to obtain specific reports or to benchmark selected indicators.

## **1.4 Privacy and confidentiality**

The Privacy Code of Practice for the NSW Public Sector Workforce Profile regulates the use, access and disclosure of data in accordance with the requirements of the *NSW Privacy Act 1998*.

As the function and occupation codes represent part of the Workforce Profile collection, they are subject to the same privacy standards as other items in the collection.

These standards are upheld by using an anonymous unique identifier for each employee, the facility for employees to withhold data from the collection, and reporting standards that are maintained by the Public Service Commission.

## 1.5 Overview of the coding system

The information captured by the function and occupation codes is broadly described below. A detailed description is given in Sections 3 and 4.

### Position Code (Function)

The Position Code provides information about the main duties of positions. It is not designed to reflect the unique skills or competencies of the individuals who occupy positions in the NSW Public Sector.

The Position Code contains seven digits and is item 3I-Position Code in the Workforce Profile Collections.

The Position Code includes data on:

<b>Type of Duties (1 digit):</b>	the nature of work that is performed by positions and their role in the delivery of services or the 'shaping' of services
<b>Team Customer (1 digit):</b>	the type of customer receiving products or services delivered by the team in which a position sits
<b>Position Customer (1 digit):</b>	the type of customer receiving products or services delivered by the individual position
<b>Service Function (primary and secondary) (2 digits each):</b>	the specific functional area, or purpose of a position

Each component of the Position Code describes a different concept, and provides a piece of information about the type of work undertaken. These components provide a composite picture of the work undertaken by public sector employees.

The **Type of Duties** component of the code provides information about the resources across the sector involved in the delivery of services and those contributing to the 'shaping' of services.

The **Team and Position Customer** components of the code indicate the relative levels of internal and external Service Functions across the sector, and how these functions are distributed in the structure of public sector organisations.

The **Service Function** component of the code captures information about specific activities performed in areas often described as 'corporate services'.

'Corporate services' can be defined and analysed in different ways and the Service Function component encompasses a broad range of activities to accommodate this. The Service Functions will be used in conjunction with the Position Customer component to define 'corporate services' for Workforce Profile reporting.

### ANZSCO Code (Occupation)

The ANZSCO Code is derived from the Australian and New Zealand Standard Classification of Occupations (ANZSCO). This classification, developed jointly by the Australian Bureau of Statistics (ABS) and Statistics New Zealand, is in widespread use. ANZSCO forms part of all censuses and the major employment surveys conducted by the ABS and has been incorporated, at various levels of detail, into the reporting systems of many Commonwealth and State Government Departments.

It provides a standardised and consistent method for classifying occupations. The incorporation of ANZSCO into the Workforce Profile means that the NSW public sector workforce can be compared to ABS data and the workforce of other jurisdictions.

The ANZSCO Code contains six digits and is item 3m-ANZSCO in the Workforce Profile Collections.

Together the Position and ANZSCO Codes provide information about position functions and occupations so that the distribution of occupational groups across major functional areas of NSW State Government employment can be fully described.

The coding system provides for consistency across the sector, and can inform whole-of-Government initiatives, the design of shared service delivery arrangements, and benchmarking activities across agencies. While sufficient for most agencies, there may be some agency-specific needs that are not met by this coding system. Agencies may need to cater separately in their systems for these agency-specific requirements.



Remember if you need help, contact the Public Service Commission by emailing [workforceprofile@psc.nsw.gov.au](mailto:workforceprofile@psc.nsw.gov.au) or phoning 9272 6123

## 2 Position Coding for the Workforce Profile

The coding system has been designed for inclusion as two items in the Workforce Profile collection. This means that the Position and ANZSCO Codes will be reported for each employee appearing in agencies' Workforce Profile returns.

Reporting these Codes will require four main activities for agencies:

- the initial coding of all positions
- the ongoing maintenance of codes as new positions are established, or the major tasks/functions of positions change
- the entering or uploading of data into Human Resources (HR) systems
- the linking of the Codes to individual employee records for Workforce Profile reporting.

### 2.1 Maintenance of codes

To ensure the ongoing validity of the data, it is critical that coding is maintained and reported consistently across all agencies in the sector, and over time.

NSW public sector agencies will need to develop a mechanism for maintaining and updating the Codes. This will be required as new positions are established or as major tasks performed by positions change.

Keeping Position and ANZSCO Codes up to date throughout the year will minimise coding demands when NSW Public Sector Workforce Profile returns are due. Some of the strategies for ensuring codes remain up to date include:

- assigning Codes as part of job creation processes
- assigning Codes as part of job evaluation processes
- using linked screens when creating positions on HR systems.

### 2.2 The Position Coding Automated Tool (PCAT)

The complexity of the coding and the need for a robust coding tool were recognised. As a result, the Position Coding Automated Tool (PCAT) was developed to help agencies to maintain their Codes and ensure accuracy and consistency in the coding.

The PCAT tool is an internet-based application that can be used to code all new and amended positions. The tool is located on the Public Service Commission's website. To use the tool you do not need any specific software. If you can access the Internet, you can access the tool.



PCAT must be used to code ALL new and amended positions in your agency. Do not attempt to code them manually. Coding is very complex and has many nuances for each type of position. You cannot assume that two similar positions have identical codes. Unless positions are identical in every way (eg a generic customer service position which performs the same duties for the same customers across the organisation), you should treat each new position separately and determine its code individually.

The PCAT will help you determine the most appropriate code for each position, using the conventions which have been established to ensure consistency and accuracy in coding the varied positions across the sector. An understanding of these sector-wide conventions will allow you to analyse and interpret the data correctly and make valid comparisons across the sector. Sections 3 and 4 present information about each of the components of the codes and examples of coding to help you understand these conventions.

It is important that you have a detailed knowledge of the position and its tasks before commencing coding with the PCAT. Job titles are often applied inconsistently across the sector and in many cases are misleading. Ensuring that task information is available for the coding process and not referring to job titles alone will increase consistency within agencies, and across the sector.

Using the PCAT is quite straightforward. You are asked a series of questions about each position with commentary, information and help options to assist you to provide accurate answers.

You will be asked different questions for different positions. Some positions will require a small number of questions; others will be more complex and need more information.

Depending on the nature of the position, the PCAT will not necessarily ask questions that are specific to all components of the code, nor will they be asked in the same order as outlined in these Guidelines.

The PCAT has a sophisticated rule base which will use your answers to calculate one or more elements of the code. You will never be asked for the same information more than once and you will only be asked for information that is needed to calculate the code for that particular position. The questions you are asked may be different for each position and will be dependent on its nature. All questions are mandatory; you need to answer every one.

At the end of the enquiry, an output report will be printed which will provide the codes for that position. These are the codes that are to be entered into your Human Resources System, exactly as they have been determined by the PCAT. If you are not sure that the codes are correct, please refer to these Guidelines to help you understand why the position has been coded in that way, or contact the Coding Help Desk to discuss.

**DO NOT CHANGE THE CODES UNLESS THIS HAS BEEN DISCUSSED WITH AND AGREED TO BY THE PUBLIC SERVICE COMMISSION.**

## 2.3 Using the Guidelines

These Guidelines have been produced to support the PCAT and to help agencies understand the coding itself and why positions are coded in certain ways. The definitions of the codes and the codes themselves are detailed within each chapter, together with examples of positions and their codes.

Each part of the codes is determined individually.

These Guidelines are NOT designed to be used to code positions manually. You must use the PCAT to code new and amended positions.

The Coding Help Desk can provide further explanation of what the codes mean, or why they have been assigned to particular positions in the examples.



Remember if you need help, contact the Public Service Commission by emailing [workforceprofile@psc.nsw.gov.au](mailto:workforceprofile@psc.nsw.gov.au) or phoning 9272 6123

## 2.4 Reporting in the Workforce Profile

The coding is based on positions, not on the individual employees that occupy them. For the Workforce Profile Collections, the coded positions are linked with the employees that are included in the return, at a specific point in time. The Workforce Profile Collection captures the last known position as at the last pay fortnight of the collection reference periods, referred to as the Census Period. Any changes in employment conditions, salaries or work location during the reference period are not mapped by the Annual or Quarterly Workforce Profile Collections.

Accordingly, Position and ANZSCO Codes are analysed utilising the census Full Time Equivalent (FTE) as the measure. Care should be taken in analysing the Codes, factoring in when the information was collected. The analysis undertaken at the Census period may not reflect the actual composition of agencies with a high casual workforce that does not work during the last pay fortnight (Census period) of the Workforce Profile collections.

Agencies should note the following requirements for reporting:

1. Report the codes for the position that employees are currently occupying, as of the census date, not their substantive position. This will better reflect the actual work pattern.
2. Where an employee has changed positions during the reference period, report the codes for the employee's current status (ie their latest position).
3. Report the codes for all employees in Workforce Profile returns, even those who have separated from the agency. This is essential for calculating information such as separation and stability rates in different occupations.
4. Make sure that each employee has a seven digit Position Code (item 3l) and a six digit ANZSCO Code (item 3m).
5. Missing codes will not be accepted. Do not leave codes blank, or use any other code to indicate that data is missing.

## 3 Position Code

The Position Code is reported at Item 3I in the Workforce Profile Collections.

### 3.1 Type of Duties

#### 3.1.1 Description and definition

This 1-digit component of the Position Code reflects the nature of processes or tasks that are performed by positions, and their contribution to the delivery of services or 'shaping' service delivery.

There are three codes for Type of Duties:

**Code 1** is for positions that primarily deliver established services to either internal or external customers.

**Code 2** is for positions that primarily 'shape' the approach to service delivery for the agency itself, another agency or the wider Public Sector. The shaping can be for services to either internal or external customers. This would usually involve positions which undertake research, planning, policy, strategy, analysis, audit, quality, public relations and/or marketing.

**Code 3** is for positions that perform both types of tasks where a substantial part of the position (ie at least 30% of working hours) is devoted to each type of activity (ie service delivery as well as shaping the approaches to service delivery).

Applying the concepts involved in this component of the code is not always straightforward. The key issue is whether the position delivers established services or 'shapes' the delivery of services.

The majority of positions across the sector deliver an established service and will be coded 1. This includes services provided to external customers (eg teaching, nursing, customer service) and those provided to internal customers (eg payroll, secretarial, accounts payable).

Planning, research and other analytical activities which are carried out as a service for an agency's external customers, either as a fee for service, or as part of direct service delivery (eg a research scientist doing research for and funded by a customer of the agency), are also coded 1.

Code 2 is only used for those positions which have as their outcome the development of strategy or policy for the agency itself, another Government agency or the NSW Public Sector as a whole. It is important to understand the following points:

- all activities which shape service delivery are coded 2, regardless of whether the customer is internal or external. For example, positions developing Human Resources policy, operational policy or the organisation's strategic plan would all be coded 2
- policy, planning or research carried out by a central agency on behalf of the sector is coded 2 (eg a position in Treasury formulating financial policy)

- positions involved in marketing an agency or its products are seen as shaping that organisation's service delivery and importantly, are always coded 2
- positions supporting the functions which shape direction are coded 1 (eg data entry operators, laboratory assistants).

To further assist your understanding, the table below highlights the areas where you are likely to find positions which shape directions and explains how different positions in these areas are coded.

WORK AREA	TYPE OF DUTIES CODE 1	TYPE OF DUTIES CODE 2
Policy	<ul style="list-style-type: none"> <li>• Policy support staff who assist with the day-to-day activities but do not create or develop policy</li> <li>• Policy administrative staff</li> </ul>	<ul style="list-style-type: none"> <li>• Operational policy analysts/officers</li> <li>• Corporate services policy analysts/officers</li> <li>• Sector-wide policy analysts/officers (eg in Public Service Commission, Treasury, the Department of Premier and Cabinet)</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Administrative staff</li> <li>• Town planners providing direct service to external customers</li> <li>• Managers who undertake planning for their own work team only</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate/strategic planners</li> <li>• Workforce planners</li> <li>• Planners developing plans for the sector or the overall NSW community (eg land use, transport etc)</li> </ul>
Research	<ul style="list-style-type: none"> <li>• Administrative staff</li> <li>• Research scientists providing a fee-for-service product to external customers</li> <li>• Support staff (eg laboratory assistants)</li> </ul>	<ul style="list-style-type: none"> <li>• Research into trends about customers and service which feeds into policy development</li> <li>• Research scientists shaping overall NSW policy</li> </ul>
Analysis	<ul style="list-style-type: none"> <li>• Administrative staff</li> <li>• Data analysts who analyse the numbers and provide data to others who make recommendations, decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Data analysts who interpret data, write reports and make recommendations based on the data</li> </ul>
Public Relations/ Marketing/ Corporate Communications	<ul style="list-style-type: none"> <li>• Administrative staff</li> <li>• Support staff such as desktop operators</li> </ul>	<ul style="list-style-type: none"> <li>• Officers who undertake marketing functions (eg press officers)</li> <li>• Public relations officers</li> <li>• Corporate communications staff</li> </ul>
Audit/ Quality	<ul style="list-style-type: none"> <li>• Administrative staff</li> <li>• Auditors who do the monitoring or checking processes but do not make recommendations based on the outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Auditors within an agency making recommendations based on the findings for their own agency</li> <li>• Auditors from central agencies who make recommendations for client agencies</li> </ul>

### 3.1.2 Using PCAT to code Type of Duties

For some positions, the Type of Duties is automatically calculated by the PCAT. You will not need to do anything.

For those positions that are not automatically calculated you are asked if the position undertakes work in any of the areas outlined above. You then examine the table (this will be provided online, in the commentary on the right-hand side of the screen).

Think about the type of tasks performed by the position. Do not code straight from the position title, as this is often a misleading guide to the type of work performed. Look at the tasks and activities of the position by reviewing the Position Description. Check whether the position meets the criteria for a mixed code (Code 3). Code 3 is used where a substantial part of the position (ie, at least 30% of working hours) is devoted to each type of activity (ie, service delivery as well as 'shaping' service delivery).

Determine the most appropriate code for type of duties based on this information and select it within PCAT.



Remember if you need help, contact the Public Service Commission by emailing [workforceprofile@psc.nsw.gov.au](mailto:workforceprofile@psc.nsw.gov.au) or phoning 9272 6123

### 3.1.3 Coding examples

The examples below describe a position and provide the appropriate code. It is important to understand the rationale given below for each selected code.

#### Managers/Supervisors/Coordinators

#### Examples 22-24

The code for managers, supervisors and coordinators depends upon the nature of their role in 'shaping' the direction of the organisation or the sector.

It is very tempting to think that all managers should have a 2 or 3 code, because their role, by its very nature, includes some planning activities. However, managers are only coded as a 2 or 3 if the type of planning they do is relevant to shaping the direction of the organisation as a whole.

For example a branch manager who undertakes day-to-day planning for his/her branch, which provides a direct service delivery function, does not receive a 3 code for that planning component of their work. They are coded as 1.

However, direct service delivery managers who spend more than 30% of their time on agency or sector-wide planning and direction (eg a senior manager who is part of the agency-wide planning team) is coded 3.

In determining the code, the kind of work that is done by the team which is managed becomes important. For example, a Policy Manager who manages a team of policy analysts, but undertakes no actual policy development work themselves, receives the same code as their staff because their management role directly contributes to that activity.

#### EXAMPLE 22

**Manager, Research Station. Professional management of physical, staff and financial resources to ensure the Station operates efficiently. Implementation of the corporate goals of the Department. High level input regarding future property development and planning.**

**Comment:** The research station manager is responsible for the operation of the station and its research program, as well as being involved in planning activities. In this instance, this research is undertaken to shape the agency's service delivery and is not part of the direct services that are delivered to clients. This position is coded 2 (Shaping).

<b>CODE:</b>	<b>2 (Shaping)</b>
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<b>EXAMPLE 23</b>	
<b>Service Coordinator. Responsible for providing consistent, high quality and cost-effective services to customers through the planning, allocation and supervision of Care Workers, matching service delivery resources to requirements.</b>	
<b>Comment:</b> The main task performed by this position is rostering care workers to ensure that services are delivered effectively. While some planning work is required, the focus of the position is on the short-term coordination and supervision of care workers, to ensure that immediate services are delivered, rather than longer-term planning or high-level advice about future service delivery. This position is coded 1 (Service Delivery).	
<b>CODE:</b>	<b>1 (Service Delivery)</b>

<b>EXAMPLE 24</b>	
<b>Manager, Human Resources. Responsible for the provision of strategic HRs advice and the delivery of HR services.</b>	
<b>Comment:</b> This position has overall responsibility for HR service delivery as well as the development of strategy which shapes the delivery of the agency's HR function. Since the position has roughly equal responsibilities for these areas, the position is coded 3 (Both Service Delivery and Shaping).	
<b>CODE:</b>	<b>3 (Both Service Delivery and Shaping)</b>

## Policy

## Examples 25-26

The Type of Duties performed by Policy Positions will usually be coded as 2.

<b>EXAMPLE 25</b>	
<b>Road Safety Policy Coordinator. Develops future road safety strategies and programs by providing policy advice on opportunities, potential initiatives and developments.</b>	
<b>Comment:</b> This position provides high-level policy advice that contributes to decision-making and directions in external service delivery and is coded 2 (Shaping).	
<b>CODE:</b>	<b>2 (Shaping)</b>

<b>EXAMPLE 26</b>	
<b>Project Manager, Information Management. Develop, formulate and implement public sector-wide information management strategies and policies.</b>	
<b>Comment:</b> This position develops and maintains public sector wide strategies, policies, guidelines and standards for the management of the Government's information. It also works with agencies to help formulate their strategies for information-sharing, and to assist them to implement the agreed policies, guidelines and standards. Assisting with agencies' implementation is an integral part of the overall policy process so this position is coded 2 (Shaping).	
<b>CODE:</b>	<b>2 (Shaping)</b>

## Planners

## Examples 27-28

Some of the types of planners found in the Public Sector are:

- Strategic Planner
- Workforce Planner
- Town Planner.

When planners are coded, the important factor is whether the position is delivering planning services to external clients as part of the organisation’s core business, or whether the position is undertaking developmental planning for a specialised aspect of the organisation’s operations.

For example, a position responsible for Workforce Planning and Analysis is performing tasks that ultimately shape service delivery and is not part of the agency’s direct service delivery. Similarly, a strategic planner, typically engaged in shaping, is coded 2 (Shaping).

Where the main tasks performed by a position are to develop, recommend and present plans to clients inside or outside the agency (eg urban and regional planning, transport planning etc), the position is coded 1 (Service Delivery).

However, if a position is engaged in developing policies for land use or researching factors affecting land use that has agency or sector-wide implications, the position is coded 2 (Shaping).

<b>EXAMPLE 27</b>	
<b>Manager Land Use and Planning. Provides professional town planning advice as required for such issues as rezoning, development applications, building applications and environmental impact statements.</b>	
<b>Comment:</b> This position is engaged in providing professional planning services and is coded as 1 (Service Delivery). The function of this position is to actually deliver a service, rather than develop or shape service delivery through policy, research or planning activities.	
<b>CODE:</b>	<b>1 (Service Delivery)</b>

<b>EXAMPLE 28</b>	
<b>Business Planner. Responsible for driving Directorate performance through strategic and operational planning, undertaking performance evaluation, developing performance standards, and managing corporate reporting.</b>	
<b>Comment:</b> This position is engaged in developmental tasks for the agency and influences or shapes the delivery of services through planning. The position is coded 2 (Shaping).	
<b>CODE:</b>	<b>2 (Shaping)</b>

<b>Research</b>	<b>Examples 29-31</b>
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Research positions have different codes, depending on the nature of the research and its purpose. Points to understand are:

- research positions doing research to inform decision-making and policy formulation within the organisation are coded as 2.
- It does not matter whether the customer of the research is internal or external. Positions which carry out research for workforce planning (an HR function with

internal customers) or research for the agency's core business (a function with external customers) are both coded 2.

- If the research is undertaken directly as a service for customers, the position is coded as 1.

<b>EXAMPLE 29</b>	
<b>Principal Research Scientist. Conducts research and testing services for the meat and livestock industry in NSW.</b>	
<b>Comment:</b> This position provides diagnostic services on a 'user pays' basis for field veterinarians and the livestock industry, in association with possible inherited defects in livestock. Information gathered in the research/diagnostic process is used for publication in international science literature. This research is undertaken directly as a service for customers so it is coded 1 (Service Delivery).	
<b>CODE:</b>	<b>1 (Service Delivery)</b>

<b>EXAMPLE 30</b>	
<b>Manager Ecosystem Processes and Biodiversity. Provides direction and support to the Unit's scientific staff and advisory services to regional and head office staff.</b>	
<b>Comment:</b> This position manages a Unit responsible for designing, implementing and managing conceptual scientific frameworks to underpin the development of policy and planning decisions and to meet scientific knowledge needs. It also provides advice to the Executive on complex scientific issues. The research work carried out by this position informs decision-making and policy formulation within the organisation and is coded 2 (Shaping).	
<b>CODE:</b>	<b>2 (Shaping)</b>

<b>EXAMPLE 31</b>	
<b>Laboratory Assistant. Receives and logs in samples submitted by staff from various branches; carries out standard laboratory analysis; maintains cleanliness of the general laboratory work areas and glassware; prepares containers for legal and monitoring samples.</b>	
<b>Comment:</b> This position is located in a Unit which provides a range of analyses, including environmental samples for monitoring, investigation, prosecution and identification of unknown materials. The Unit also provides expert advice and reviews of legislation, standards and guidelines. This position supports the functions of the Unit but does not carry out shaping activities. This position is coded 1 (Service Delivery).	
<b>CODE:</b>	<b>1 (Service Delivery)</b>

## Analysis

## Example 32

For a position involved in data analysis you need to consider whether it simply analyses the numbers or if it interprets the data, writes reports and makes recommendations based on the findings. In the first case, positions are coded 1 (Service Delivery) because they are not involved in the 'shaping' process. In the second case, code 2 (Shaping) is applied.

<b>EXAMPLE 32</b>	
<b>Housing Analyst. Statistically analyses and models housing-related data on issues concerning client needs, client service delivery, existing housing conditions and emerging trends.</b>	



**Comment:** This position undertakes analytical work that ultimately contributes to external client services. However, the actual nature of work undertaken by the position is to analyse the data for provision to others who make recommendations based upon it. The position is not seen to 'shape' service delivery and is therefore coded as 1 (Service Delivery).

**CODE:** 1 (Service Delivery)

## Public Relations/Marketing/Communications

## Example 33-34

Positions which contribute to public relations, marketing or communications functions are coded 2 (Shaping) because they are developing the way the organisation's services are delivered rather than providing direct services to customers.

However, support staff undertaking routine activities such as desktop publishing are coded 1 (Service Delivery) because they are not considered to be involved in 'shaping' service delivery.

### EXAMPLE 33

**Marketing Coordinator. Responsible for the development, delivery and measurement of corporate communication strategies and the leadership of a multi-disciplinary team.**

**Comment:** Since this position is primarily responsible for developing strategy it is coded 2 (Shaping). The part of the position concerned with 'delivery' tasks (ie, delivering the corporate communications strategy) is also considered a developmental rather than a service delivery function, because the tasks undertaken by corporate communications are in support of, rather than part of the direct service delivery of the agency.

**CODE:** 2 (Shaping)

### EXAMPLE 34

**Desktop Publisher. Responsible for the preparation of edited documents for printing, in hard copy and/or electronic form.**

**Comment:** This position works in the Unit responsible for producing brochures and other material for the public. The position works under supervision to produce the final layouts of the information. As it does not contribute to the shaping function it is coded 1 (Service Delivery).

**CODE:** 1 (Service Delivery)

## Audit and Quality Positions

## Examples 35-37

Audit and quality related activities can be of two different types.

They can relate to strategic audits which have findings or recommendations that can shape the direction of an organisation as their outcomes. Those positions which contribute to these types of audit are coded 2 (Shaping).

Where audit or quality positions play a strictly monitoring role, they are not seen as 'shaping' activities and are coded 1 (Service Delivery).

### EXAMPLE 35

**Principal Project Officer. Undertakes a series of performance reviews in key areas of Government activity.**

**Comment:** The reviews undertaken by this position involve a close examination of the appropriateness, efficiency and effectiveness of programs delivering Government services to the community. They include a review of the costing of services and subsequent recommendations to agencies. As recommendation from these reviews will be used by the agency to shape or plan the future direction of their programs, or of the agency as a whole, the position is coded 2 (Shaping).

<b>CODE:</b>	<b>2 (Shaping)</b>
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#### EXAMPLE 36

**Team Leader, Business Improvement. Plans, directs, and manages financial, operational and legal compliance quality assurance reviews to ensure the organisation meets its obligations under relevant Acts, policies, practices and procedures.**

**Comment:** The position manages and conducts reviews and presents review results to relevant line managers and the Finance Manager. It also interprets the findings, highlighting the implications of the results for the organisation and making recommendations where appropriate; it suggests an implementation plan for the recommendations; and provides follow-up reports. The outcome of these reviews can lead to shaping the direction of the organisation, so it is coded 2 (Shaping).

<b>CODE:</b>	<b>2 (Shaping)</b>
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#### EXAMPLE 37

**Auditor. Performs allocated audit tasks in accordance with an approved plan, to ensure audits are completed efficiently and effectively.**

**Comment:** This position plans, conducts and reports on assigned audits. It also provides advice and feedback to client management. This position has a monitoring role rather than making recommendations to the client and is coded 1 (Service Delivery)

<b>CODE:</b>	<b>1 (Service Delivery)</b>
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### 3.1.4 Codes

TYPE OF DUTIES CODES	DESCRIPTION
<p><b>CODE 1</b></p> <p><b>SERVICE DELIVERY POSITIONS</b></p>	<p>Code 1 applies to those positions that are not involved in shaping directions but whose processes or tasks deliver a service. This includes both direct services to external customers (eg teacher, nurse) or services to internal customers (eg payroll processing, administrative support).</p> <p>Most positions throughout the sector will receive a 'Type of Duties' code of 1.</p> <p>Policy, planning, research, analysis, audit, or quality positions which are the core business of the agency but are not involved in 'shaping' directions for the agency or the sector are included (eg a research scientist providing research services for clients).</p> <p>Process or task-oriented positions which contribute to strategic or developmental functions (eg data entry operators, laboratory assistants, desktop publishing officers) are also included.</p> <p>Only use this code if more than 70% of usual working hours are spent in service delivery tasks.</p>
<p><b>CODE 2</b></p> <p><b>SHAPING POSITIONS</b></p> <p><b>Positions which "shape" the delivery of services for the agency, other public sector agencies or the sector</b></p>	<p>Code 2 applies to positions which shape the service delivery, approach, directions or policies of the organisation, other public sector agencies or the Public Sector as a whole. This relates to both operational and corporate functions. The key elements are that:</p> <ul style="list-style-type: none"> <li>➤ The position has functions of a strategic, planning or developmental nature</li> <li>and</li> <li>➤ the purpose of these functions is to shape the direction of one or more agencies or the sector</li> </ul> <p>Positions which are coded 2 usually involve policy development, planning, research, analysis, audit, quality or marketing functions. Examples include policy officers, research officers, strategic planners, management auditors and publicity officers.</p> <p>Where the core business of the agency involves the shaping of the service delivery, directions or policies of other agencies, or the sector, (eg in central agencies), positions with these functions are coded 2.</p> <p>Only use this code if more than 70% of usual working hours are spent in shaping tasks.</p>
<p><b>CODE 3</b></p> <p><b>BOTH SERVICE DELIVERY AND SHAPING POSITIONS</b></p>	<p>Some positions provide services which are a mix of both types of functions.</p> <p>Only use this code if at least 30% of the usual working hours are spent in service delivery tasks, and at the same time at least 30% of the usual working hours are spent in shaping tasks.</p>

## 3.2 Team Customer

### 3.2.1 Description and definition

This 1-digit component of the Position Code is different from all other components of the code because it relates to the function of the team in which the position sits, rather than the individual position itself.

Due to the variety in agency sizes, structures and the range of services provided, it is difficult to prescribe a methodology for defining 'teams' across the sector. While teams are typically characterised by a common goal or purpose this can mean different things under different structures.

For position coding, the key criterion is that a team reports to one manager, has a defined role and common purpose, and is recognised within the agency as a cohesive unit for planning and reporting purposes. Levels in the organisational structure of an agency are the key tool for defining teams, and an example is provided in Section 4.2.3.

**ALL POSITIONS WITHIN A TEAM WILL HAVE THE SAME TEAM CUSTOMER CODE REGARDLESS OF THE TYPE OF WORK THEY DO.**

When the initial coding for each agency was undertaken, Department of Premier and Cabinet staff and agency staff worked together to determine how teams were defined in that particular agency. When an existing position is amended, it is important that the code for Team Customer reflects the codes already allocated for that position. When a new position is created, the code for Team Customer must reflect the other positions in that team. You may need to refer back to the original coding work or to the Position Code data on your Human Resources system to identify the correct code.

A key point is that you only need to determine a new Team Customer Code when a brand new team is established. This would occur when there is a restructure or some other type of reorganisation within the agency. The existing Team Customer Codes will help you establish the correct code for the new team.

Remember that the Team Customer Code has no relationship to the codes that are assigned for other components of the Position Code.

There are five codes (1-5) that describe different types of teams.

The key distinction in the coding system is between teams with external and internal customers, and teams that provide corporate services to other State Government agencies.

**Code 1** is for teams that deliver the core business of the agency to external clients or significantly shape the delivery of key products or services through operational policy, planning service delivery, or research activities that impact directly on the provision of front-line service delivery.

**Code 2** is for teams that provide services or products to the organisation itself or to employees of the organisation (ie, to internal customers).

**Code 4** is for teams that provide corporate services to other State Government agencies.

**Codes 3 and 5** are included for teams that have some combination of the above customer types.

Further explanation of these concepts is provided in the example coding (see Section 4.2.3) and the Codes themselves (see Section 4.2.4). The same concept of customer type is used in Section 4.3, but applied to individual positions rather than whole teams. The examples in Section 4.3.3 illustrate further the concept of customer type.

### 3.2.2 Using PCAT to code Team Customer

For many positions, the Team Customer Code will be automatically calculated by the PCAT. You will not need to do anything. However, in a very small number of cases, the code determined by the tool may not be the same as that established for other members of the same team in the earlier coding exercise. In this situation, the earlier coding takes precedence.

For those positions where you need to determine the code, you will first be asked if other positions in this Team have already had a Team Customer Code allocated. This is because all positions in a team must have the same Team Customer Code, regardless of the nature of the position. Unless this is a completely new team, you should answer 'Yes' and PCAT will not determine a Team Customer Code. You will be asked to refer back to previous coding or to ask your HR system to identify the correct code for that team.

Where this is a new team and you answer 'No' to the question, you will be asked to select the appropriate code. You should be able to determine the correct code by referring to these Guidelines. However, if you require further assistance, please contact the Position Code Help Desk for advice.

Remember that if you need to code a number of positions in a new team, you will only need to determine the code once. All positions in the team will have the same code.



Remember if you need help, contact the Public Service Commission by emailing [workforceprofile@psc.nsw.gov.au](mailto:workforceprofile@psc.nsw.gov.au) or phoning 9272 6123

### 3.2.3 Coding examples

The following example illustrates how to delineate teams when assigning the Team Customer Code. This will necessarily involve some judgement, and the Public Service Commission can help you if required.

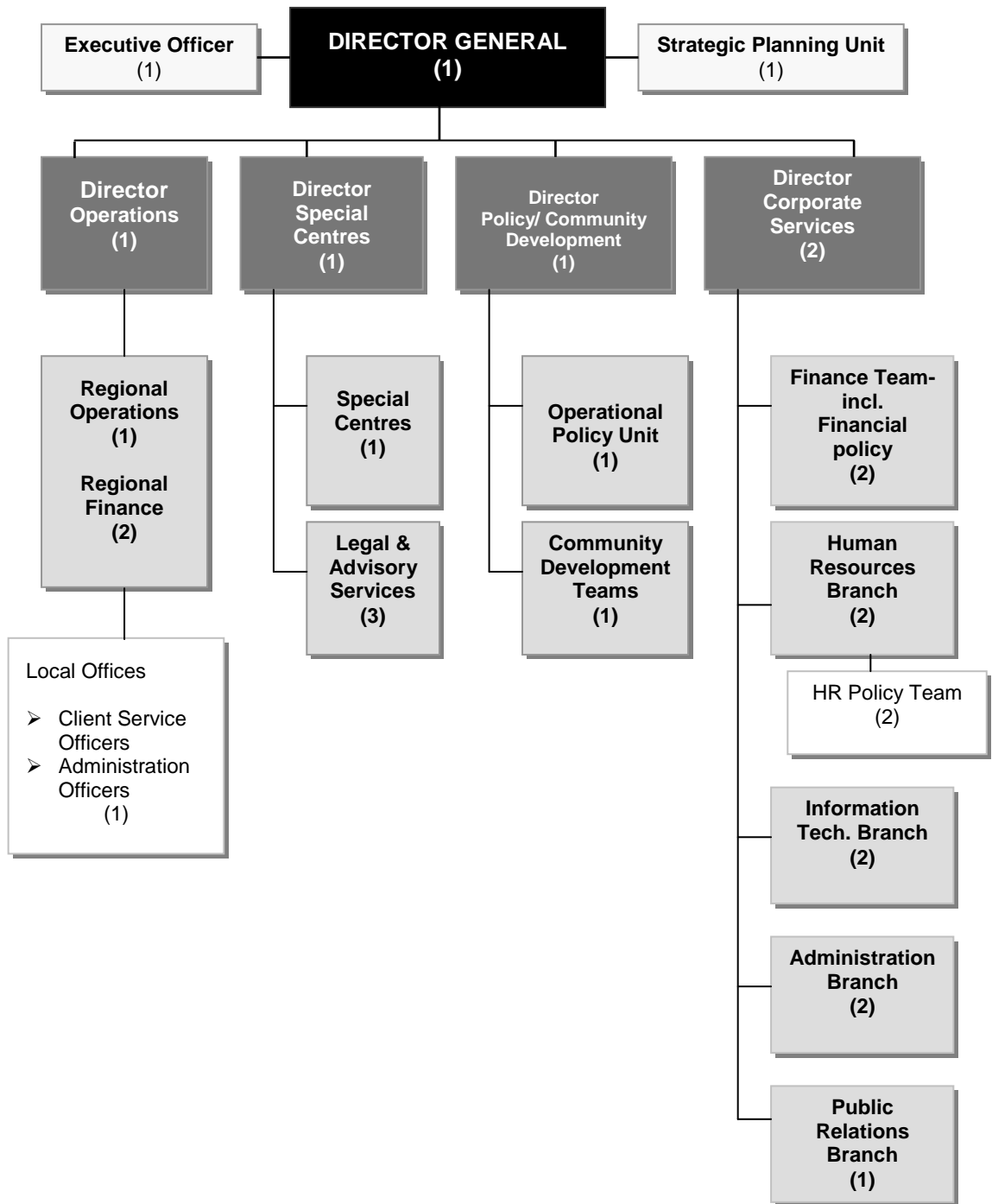
The distinction in the coding for Team Customer is between teams with external customers, teams with internal customers and teams that provide corporate services to other agencies.

For example, consider the following two types of operational units.

One consists of small branch offices across the State which provide services to the agency's customers. Some of the positions in the office provide the core business of the agency and others supply corporate services support to the branch office. Each office has one manager, to which all positions report. The group is managed as one unit, with the common purpose of service delivery to clients. The positions in the office are therefore regarded as one team. While the team members would receive different codes for Position Customer, they would all be coded 1 – External for the Team Customer.

Another agency has larger regional offices from which services are delivered. Within the regional offices there are different managers for employees providing service delivery and those providing corporate services support (eg finance and human resources). These groups have clearly defined functions with separate reporting arrangements and are therefore considered to be distinct teams for coding. The service delivery teams should be coded 1 – External. The teams providing corporate services support would be coded 2 – Internal.

The sample organisational chart, gives an example of how Team Customer might be coded for an agency. The numbers in the chart (1 - 5) are the assigned code for Team Customer, for all positions that sit within these parts of the structure. The rationale for the assigned codes is presented on the next page.



To interpret the chart and assign codes, local knowledge about the organisation will be needed. Remember to code whole teams, and not individual positions.

**Code 1** (External) is assigned to operational teams, the teams that deliver from day-to-day the services of the agency. This includes the operational teams within regional offices, local offices and other parts of the organisation that deliver services to external customers (special centres and community development teams). The Directors of these teams are also coded 1, as they have primary responsibility for teams with external customers.

The Director-General and the Executive Officer that supports this position are coded 1, since they represent a team that has ultimate responsibility for the delivery of services to external customers.

The strategic planning, public relations and operational policy branches of the organisation are also coded 1. The public relations branch is located with internal customer-focused branches in the organisational structure, but performs tasks that are directed at external customers rather than at the organisation's employees.

**Code 2** (Internal) is assigned to the parts of the agency that deliver services to internal customers including the centralised Finance Team, the Regional Finance Team, Human Resources Branch, Human Resources Policy Team, the Information Technology Branch, and the Administration Branch.

**Code 3** (Both Internal and External) is assigned to the Legal and Advisory Services Branch because the branch has two main functions: to provide legal services to agency clients and provide legal advice as required to other parts of the organisation.

**Codes 4 and 5** (Other Government Agency – Corporate Services/Both Internal and Other Government Agency - Corporate Services) are not assigned, because no teams in the organisation provide corporate services to another agency.



## 3.2.4 Codes

TEAM CUSTOMER CODES	DESCRIPTION
<b>CODE 1 EXTERNAL</b>	<p>Code 1 is for: teams that provide, day-to-day, the direct services of the agency to external clients. This would include teams that deliver services within decentralised parts of the organisation (eg in hospitals, branch offices, schools, etc) as well as any operational teams located in head office.</p> <p>It is also for teams whose work shapes the delivery of the agency's direct services, but who do not provide the services day-to-day (eg operational policy teams, research teams, business development teams, media and marketing teams, and technicians).</p> <p>External customers can be:</p> <ul style="list-style-type: none"> <li>➤ members of the general public</li> <li>➤ specific groups within the NSW community</li> <li>➤ other State Government agencies where positions are delivering front-line services to them (eg the Community Relations Commission providing interpreting services).</li> <li>➤ other State Government agencies where the team within the agency is engaged in whole-of-sector strategy or policy (eg the Public Service Commission, Department of Premier and Cabinet, Treasury).</li> </ul> <p>Please note that this excludes positions which provide corporate services to other agencies (eg ServiceFirst positions).</p>
<b>CODE 2 INTERNAL</b>	<p>Code 2 is for teams that support front-line service delivery by supplying services or products for internal customers.</p> <p>Internal customers can be:</p> <ul style="list-style-type: none"> <li>➤ the organisation itself</li> <li>➤ personnel of the organisation</li> <li>➤ central agencies where a position is engaged in routine reporting requirements.</li> </ul> <p>The types of functional areas usually given this code are:</p> <ul style="list-style-type: none"> <li>➤ Governance</li> <li>➤ Financial Services</li> <li>➤ Asset Management</li> <li>➤ Library Services</li> <li>➤ Human Resources</li> <li>➤ Information Technology</li> <li>➤ Legal Services</li> <li>➤ Office Services.</li> </ul> <p>However, where these are provided to the public as the core business of the agency (eg library services provided by the State Library) they should be coded as having external customers.</p> <p>This code may include teams that are physically located in regional or local offices/branches.</p>
<b>CODE 3 BOTH INTERNAL &amp; EXTERNAL</b>	<p>Code 3 is for teams that supply services or products to a mix of both internal and external customers (eg a legal team whose function is to provide internal legal advice for the agency as well as to represent clients of the agency).</p> <p>Only use Code 3 when more than 30% of a team's activity is directed towards internal customers, and at the same time more than 30% is directed towards external customers.</p>
<b>CODE 4 OTHER GOVERNMENT AGENCY (CORPORATE SERVICES)</b>	<p>Code 4 is for teams that provide corporate services to other Government agencies (eg teams in ServiceFirst).</p>
<b>CODE 5 BOTH INTERNAL AND OTHER GOVERNMENT AGENCY (CORPORATE SERVICES)</b>	<p>Code 5 is for teams that provide services or products to internal customers as well as delivering corporate services to other State Government agencies (eg a payroll team that processes the payroll for the agency itself and for another Government agency).</p> <p>Use this code regardless of the amount of activity directed towards the two types of customers.</p>

## 3.3 Position Customer

### 3.3.1 Description and definition

This 1-digit component of the Position Code represents the type of customer receiving the products or services of the position. Like the Team Customer component, this code draws on the concept of External and Internal Customers, but applies this at a position rather than team level.

The key factor in determining the correct code is to understand the type of customer who is the ultimate receiver of the services provided. For example, a position which creates operational policy to inform service delivery is seen to have external customers even though the position does not directly deliver the service to the customers.

The tool contains five codes. The codes are based on the same concept as the Team Customer, but are applied to individual positions rather than whole teams.

**Code 1** is for positions with external customers.

**Code 2** is for positions with internal customers.

**Code 4** is for positions that provide corporate services to other State Government agencies.

**Codes 3 and 5** are for positions that have some combination of the above customer types. The rules for when to use a combined code are shown in Section 4.3.4 Codes.

The code for Position Customer considers the type of tasks performed as well as the business of the agency in which the position sits. Remember that position titles can often be misleading, so look past the title to understand the real nature of the position.

Section 4.3.3 provides some examples of codes allocated for Position Customer. The examples describe a position and provide the appropriate code. It is important to make the effort to understand the rationale that is given for each selected code.

### 3.3.2 Using PCAT to code Position Customer

For many positions, the Position Customer Code is automatically calculated by the PCAT. You will not need to do anything.

For those positions where the Position Customer Code is not automatically calculated, PCAT will ask you questions about the position's Service Functions. Where there are two Service Functions identified, you will be asked questions about both. The questions will not always be the same; they will depend upon the type of Service Functions undertaken.

Please ensure that you review the Position Description carefully to assess the duties of the position before using PCAT. This will ensure that an accurate picture of the position is provided. Do not code just from the position title.



Remember if you need help, contact the Public Service Commission by emailing [workforceprofile@psc.nsw.gov.au](mailto:workforceprofile@psc.nsw.gov.au) or phoning 9272 6123

### 3.3.3 Coding examples

The examples below describe positions, provide the appropriate Position Customer Codes and show the rationale for code selection.

#### Public Relations/Marketing/Communications

#### Example 38

The tasks performed by these positions contribute to, or focus on, work that is directed to external customers. Most positions with a public relations, marketing or communications role are coded 1 (External).

EXAMPLE 38	
<b>Communications Manager. Manages the community consultation process and community events to ensure that the agency is responsive to the community's needs and consistent in their communications with them.</b>	
<b>Comment:</b> This position is engaged directly with external customers and also performs tasks that contribute to products/services for external customers.	
<b>CODE:</b>	<b>1 (External)</b>

#### Liaison Officers

#### Example 39

Positions responsible for ministerial correspondence, parliamentary enquiries and other enquiries are coded 1 (External). The tasks performed by these positions are concerned with representing Government or Government agencies to clients that are external to the organisation.

EXAMPLE 39	
<b>Senior Liaison Officer. Manages complex correspondence for submission to the Minister and contributes to parliamentary and other enquiries. Manages FOI processes, ensures that material submitted to senior managers and the Minister is sensitive to current Government policies and initiatives and complies with relevant standards.</b>	
<b>Comment:</b> The purpose of this position is to assist senior management and the Minister with work that is directed towards the external customers of the agency.	
<b>CODE:</b>	<b>1 (External )</b>

#### Managers/Directors

#### Examples 40-41

Managers and Directors are coded by considering the ultimate customer of the positions they are responsible for. For management positions it is particularly important to review the Position Description carefully to assess their duties accurately. Remember, it is most important not to code straight from the position title. Look at the type of work performed.

It may sometimes appear that managers and supervisors have internal customers because they provide support and other services to their own staff, as well as having a planning and leadership function for the organisation. However, within the Position Code methodology, these functions are seen only as support to the provision of the services of the team.

For example, where managers perform these tasks as part of their broader responsibility for service delivery to external customers, they are coded 1 (External). It is the intention of the code to identify positions that are ultimately and primarily responsible for services that are delivered externally. It is not the intention of the code to capture the internal services performed by operational managers in support of service delivery.

<b>EXAMPLE 40</b>	
<b>Client Service Manager. Manages the client service team to ensure effective and efficient provision of services to the community.</b>	
<b>Comment:</b> This position is directly responsible for managing positions with external customers. The Position Description indicates that the manager supervises staff, delivers some services directly, provides specialist advice to staff and clients, manages complaints, allocates work, conducts staff meetings and manages individual performance. Because the manager is predominantly responsible for supplying and directly supervising service delivery to external clients, the position is coded as having External customers.	
<b>CODE:</b>	<b>1 (External)</b>

<b>EXAMPLE 41</b>	
<b>Human Resources Director. Plans, administers and manages the Human Resources functions within the organisation.</b>	
<b>Comment:</b> This position is responsible for the provision of Human Resources within the organisation, and is broadly responsible for numerous positions that have internal customers. The position is coded Internal.	
<b>CODE:</b>	<b>2 (Internal)</b>

## Policy Positions

## Examples 42-45

The appropriate code for policy positions will depend on whether the policy is concerned with services/products for external customers, internal customers, or is part of supplying corporate services to another agency.

<b>EXAMPLE 42</b>	
<b>Policy Officer (Environment). Analyses and advises on policies relating to land rehabilitation.</b>	
<b>Comment:</b> This policy position specialises in an area that forms part of the organisation's service to the community. It is coded as having an external customer.	
<b>CODE:</b>	<b>1 (External)</b>

The following examples show how the appropriate code for a position can depend on the type and business of the agency.

<b>EXAMPLE 43</b>	
<b>Policy Officer (Human Resources). Develops, manages and evaluates strategic Human Resources management policies and projects.</b>	
<b>Comment:</b> This position performs these tasks for its own organisation. The position is considered to perform these tasks for the employees of the organisation and is coded as having an internal customer.	
<b>CODE:</b>	<b>2 (Internal)</b>

<b>EXAMPLE 44</b>	
<b>Policy Officer (Human Resources). Develops, manages and evaluates strategic Human Resources management policies and projects for client agencies.</b>	
<b>Comment:</b> This position provides corporate services and shapes the delivery of corporate services to client agencies. This position is in a corporate services provider (eg ServiceFrist ) and is coded 4 (Other Government agency-corporate services).	
<b>CODE:</b>	<b>4 (Other Government agency – corporate services)</b>

<b>EXAMPLE 45</b>	
<b>Policy Officer (Human Resources). Develops, manages and evaluates sector-wide strategic Human Resources management policy and projects.</b>	
<b>Comment:</b> This position is engaged in whole-of-sector strategy and policy. This position in the Public Sector Management Office is coded 1 (External).	
<b>CODE:</b>	<b>1 (External)</b>

## Research Positions

## Example 46

The code for research positions depends upon whether the research is operational in content, and informs the agency's service delivery, or is related to the agency's internal management.

<b>EXAMPLE 46</b>	
<b>Rangelands Research Officer. Carries out research and development related to the sustainable use of the semi-arid and arid lands of western NSW and provides support to educational and advisory programs to ensure uptake of findings.</b>	
<b>Comment:</b> This position is performing research that is related to the core business of the agency and is coded 1 (External). Its research will inform other employees of the agency, but it is the NSW public or other external clients that are the ultimate customers of the research, rather than the employees of the agency.	
<b>CODE:</b>	<b>1 (External)</b>

## Data Entry Positions

## Examples 47-48

The code for positions that perform data entry depends upon the kind of information/data that is being processed. Where a position is entering operational data, or data that contributes to the service delivered by the agency, the position is

coded 1 (External). The code 2 (Internal) is assigned to positions that are entering corporate data or data that relates to the internal management of an organisation.

<b>EXAMPLE 47</b>	
<b>Data Entry Officer. Enters client information into the Case Management System database, updating client and case information in the database and using that client and case data to generate reports, letters and statistical information.</b>	
<b>Comment:</b> This position is responsible for entering and maintaining client and case data, and the product of its work forms part of the agency's service to clients. The position is coded 1 (External).	
<b>CODE:</b>	<b>1 (External)</b>

<b>EXAMPLE 48</b>	
<b>Data Entry Clerical Officer. Provides data entry service for payroll section.</b>	
<b>Comment:</b> This position enters corporate data, and the product of its work is an internal function (payroll services for the agency's employees). The position is coded 2 (Internal).	
<b>CODE:</b>	<b>2 (Internal)</b>

## Reception/Switchboard

## Examples 49-50

The code for positions that perform reception or switchboard duties depends on how much the positions are working for the organisation's staff or working for the clients of the agency. It may be necessary to consult the full Position Description to code accurately.

<b>EXAMPLE 49</b>	
<b>Receptionist/Switchboard Officer. Provides receptionist duties including answering, connecting and transferring telephone calls, taking messages, receiving and distributing mail/ faxes/ other deliveries and greeting visitors.</b>	
<b>Comment:</b> This position is primarily performing tasks that are for the employees of the organisation (eg transferring calls, taking messages etc) and is coded 2 (Internal). The position greets visitors to the agency (on behalf of other staff) but is not providing the service of the agency to these external clients.	
<b>CODE:</b>	<b>2 (Internal)</b>

<b>EXAMPLE 50</b>	
<b>Receptionist/Switchboard Officer. Provides receptionist duties including answering, connecting and transferring telephone calls, taking messages, receiving and distributing mail/ faxes/ other deliveries. Greets visitors, answers client enquiries and provides information on the products/ services/ activities of the organisation.</b>	
<b>Comment:</b> This position is performing some tasks that are for the employees of the organisation (eg transferring calls, taking messages etc) but is also an initial point of contact for information and enquiries about the service or business of the organisation. The code for this position will depend upon the relative time spent performing duties for internal and external customers. For this example, the duties are relatively evenly split between work for internal and external customers, and the position is coded 3 (Both Internal and External).	
<b>CODE:</b>	<b>3 (Both Internal and External)</b>

You need to understand the kind of work undertaken by clerical and administrative positions. It is possible for positions to perform similar tasks but, depending on the purpose behind the task, they may have different Position Customer Codes.

EXAMPLE 51	
<b>Clerical Officer. Supplies administrative support including word processing, data entry, filing, diary maintenance, telephone, receptionist and general administrative duties.</b>	
<b>Comment:</b> This position provides general clerical/administrative assistance to staff of the organisation. While this position reports to other positions that have External Customers, the actual work performed by the Clerical Officer is directed towards the employees of the organisation, not the external clients. The position is coded 2 (Internal).	
<b>CODE:</b>	<b>2 (Internal)</b>

EXAMPLE 52	
<b>Clerical Officer, Local Courts. Provides administrative and clerical support to customer enquiries, processing work and courtroom support in a team environment.</b>	
<b>Comment:</b> This position, like Example 1, also performs clerical and administrative tasks, but performs these duties essentially for the clients of the organisation as part of its service to its clients. The position is coded 1 (External).	
<b>CODE:</b>	<b>1 (External)</b>

These positions provide another example of how the Position Customer can vary for positions that perform very similar duties. The assigned code reflects the type of customer that receives the products or service of the position.

EXAMPLE 53	
<b>Assistant Library Technician. State Library. Responsible for reader assistance to Government agency employees, loose leaf filing, inter-library loans, processing of binding, indexing, circulation, accessing monographs and serials, cataloguing and end processing.</b>	
<b>Comment:</b> This position in the State Library is responsible for assisting with library services delivered to the citizens of NSW (including other State Government agencies). In this example, the other Government agencies are only one small segment of the external client base of the organisation. The clients of the organisation are seen as External and the position is coded 1 (External).	
<b>CODE:</b>	<b>1 (External)</b>

<b>EXAMPLE 54</b>	
<b>Assistant Library Technician. Responsible for delivering library services to agency employees, including processing of loans, binding, indexing &amp; circulation; accessing monographs and serials; cataloguing and end processing.</b>	
<b>Comment:</b> In this example the position is performing a service for other members of its own organisation, (eg working in a library for internal staff use). The position has internal customers and is coded 2 (Internal).	
<b>CODE:</b>	<b>2 (Internal)</b>

<b>EXAMPLE 55</b>	
<b>Assistant Library Technician. Responsible for delivering library services to client agencies, including processing of loans, binding, indexing &amp; circulation; accessing monographs and serials; cataloguing and end processing.</b>	
<b>Comment:</b> This position exists within a corporate services provider and is responsible for providing services to a client agency. The position is coded 4 (Other Government agency – corporate services).	
<b>CODE:</b>	<b>4 (Other Government agency – corporate services)</b>

## Legal Positions

## Example 56

Legal positions that deliver the agency's service to clients are coded 1 (External Position Customer), including legal research and analysis for agencies with a regulatory function.

<b>EXAMPLE 56</b>	
<b>Legal Officer. Responsible for conducting a civil law practice, determining applications for legal aid, providing advice in civil law and contributing to law and policy reform initiatives.</b>	
<b>Comment:</b> In this example the position primarily delivers legal services to the public or specific community groups. The position is coded 1 (External).	
<b>CODE:</b>	<b>1 (External)</b>

## Tradespersons

## Examples 57-58

The appropriate Position Customer Code for tradespersons depends on whether the position's duties closely contribute to the service or business that is provided by the organisation.

The duties of some positions are part of the direct service provision to external customers, while others maintain core assets that are essential for service delivery to external clients. In both cases the positions are considered to have external customers.

Where a position performs duties that are ultimately for employees of the agency, they are coded as having an internal customer.



EXAMPLE 57	
<b>Horticultural Assistant (Gardener Tradesperson). Assist in maintaining and developing the Institute's gardens and horticultural assets using recognised trade practices in lawn mowing, brush cutting, edging, pest/disease control, fertilising, pruning etc.</b>	
<b>Comment:</b> This position assists in maintaining gardens and other assets that are used by external customers that receive educational and training services. Because the maintenance of the gardens is closely related to the agency's service to clients, the position is coded 1 (External).	
<b>CODE:</b>	<b>1 (External)</b>

EXAMPLE 58	
<b>Communications Tradesperson. Responsible for the installation, maintenance and repair of the agency's telecommunications equipment and appliances including telephones, mobile phones and switchboards.</b>	
<b>Comment:</b> This position is responsible for equipment that is used by employees of the organisation. While telephones may be required for service delivery, they are not an asset that is used by external customers, and they are not part of the core service that is delivered to the public. Because these tasks are performed primarily for the organisation's employees, not its external customers, the position is coded 2 (Internal).	
<b>CODE:</b>	<b>2 (Internal)</b>

## Asset Management

## Examples 59-60

For positions that maintain assets, the key factor in determining the code is how much these assets are part of, or essential for, the delivery of core services to external clients.

EXAMPLE 59	
<b>Fleet Manager. Organises and oversees the purchase of a fleet for use by agency employees, organises maintenance and use of fleet, and supervises staff responsible for fleet registers.</b>	
<b>Comment:</b> This position is responsible for a fleet of cars used by agency employees for various purposes, including visiting and inspecting client premises. In this example the fleet of cars is used for service delivery to external clients, but is not part of the service that is delivered. The position is therefore performing tasks primarily for the employees of the organisation, and is coded 2 (Internal).	
<b>CODE:</b>	<b>2 (Internal)</b>

EXAMPLE 60	
<b>Fleet Officer. Provision of fleet management services for Head Offices and District Offices, incorporating leasing, acquisition, disposal auction, accounting practices, insurance, registration and related functions for vehicles within the NSW Rural Fire Service.</b>	
<b>Comment:</b> This position has responsibility for equipment that is an essential part of the core service delivery of the NSW Rural Fire Service, and is coded 1 (External).	
<b>CODE:</b>	<b>1 (External)</b>

Most IT positions are coded as having an Internal Position Customer.

Where a position develops or maintains systems, provides help desk type services, or performs other technical support/advice/development roles for their agency the position is coded 2 (Internal). If this work is performed as part of corporate services provision to another agency it is either coded 4 (Other Government agency – corporate services) or coded 5 (Both Internal and Other Government agency – corporate services).

Some IT positions may have an External Position Customer (Code 1). Using the system to produce information, analysis or statistics about the core business of the agency is considered External (eg the production of annual crash statistics by the Roads and Traffic Authority). The role of some IT positions will include both types of work and those are coded 3 (Both Internal and External) to reflect this.

In a similar way, positions with responsibility for the ‘business’ content of systems or sites (eg content development for an Internet site), are considered External, but positions responsible for the technical development of ongoing maintenance of a site will be considered Internal.

#### EXAMPLE 61

**Manager, Electronic Client Referral Project.** Develops standards, policies, processes and tools to support a common approach to registration and referral of clients between selected agencies. Develops service directories to facilitate the process of referral and location of appropriate services for clients.

**Comment:** The focus of this position is on the business needs of the organisation, and its work will directly impact on service delivery to the clients of the organisation.

**CODE:** 1 (External)

#### EXAMPLE 62

**Multimedia Applications Developer.** Develops, tests and packages all aspects of interactive multimedia applications including video, sound, web graphics and desktop publishing.

**Comment:** The full Position Description indicates that the multimedia applications are developed for use by clients and staff of the agency. If the position requires that more than 30% of time is spent on applications for internal staff use and more than 30% on applications for external use, the position is coded 3 (Both Internal and External).

**CODE:** 3 (Both Internal and External)

#### EXAMPLE 63

**Database Administrator/Programmer.** Provides support for the Unit Manager by administering the database. This includes uploading data from suppliers, maintaining scripts and procedures for database administration, managing disc space, ensuring successful data transfers and conducting backups.

**Comment:** This position is providing a technical service to an internal customer and is focused on managing the database for other employees. There is no indication that the position is involved in analysing or reporting data concerned with the core business of the agency. The position is therefore coded 2 (Internal). Should this position be performing these duties as part of corporate services provision to another agency, the assigned code is 4 (Other Government agency – corporate services).

<b>CODE:</b>	<b>2 (Internal)</b>
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## Rostering Positions

## Example 64

While positions dedicated to rostering may be located in operational areas, they are coded 2 (Internal).

### EXAMPLE 64

**Roster Clerk. Provides a cost effective, efficient management of the rostering portfolio.**

**Comment:** Since the position is undertaking tasks for the organisation and its employees, the code 2 (Internal) is assigned.

<b>CODE:</b>	<b>2 (Internal)</b>
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## Security Positions

## Examples 65

The appropriate code for security positions depends upon who or what the security service is designed to protect. Security provided only for employees is coded 2 (Internal), and security for the public, external clients or public space is coded 1 (External). In many agencies security positions will perform both functions and are coded 3 (Both Internal and External).

### EXAMPLE 65

**Security Officer. Responsible for the protection and care of the Gallery's visitors, staff members and art collection.**

**Comment:** Since the position is providing security for employees (considered internal customers) and for visitors (considered external clients), the assigned code is 3 (Both Internal and External).

<b>CODE:</b>	<b>3 (Both Internal and External)</b>
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### 3.3.4 Codes

POSITION CUSTOMER CODES	DESCRIPTION
<p><b>CODE 1 EXTERNAL</b></p>	<p>Code 1 is for positions that contribute to services or products (eg policy, reports) that are ultimately delivered to customers external to the agency.</p> <p>External customers can be:</p> <ul style="list-style-type: none"> <li>➤ members of the general public</li> <li>➤ specific groups within the NSW community</li> <li>➤ other State Government agencies where positions are delivering front-line services to other Government agencies (eg the Community Relations Commission providing interpreting services)</li> <li>➤ other State Government agencies where the position within the agency is engaged in whole-of-sector strategy or policy (eg the Public Service Commission, Department of Premier and Cabinet, Treasury).</li> </ul> <p>Please note that this excludes positions which provide corporate services to other agencies (eg ServiceFirst positions).</p> <p>Only use this code if more than 70% of the usual working hours are spent working on tasks for external customers.</p>
<p><b>CODE 2 INTERNAL</b></p>	<p>Code 2 is for positions that contribute to services or products of the agency that are ultimately directed to internal customers.</p> <p>Internal customers can be:</p> <ul style="list-style-type: none"> <li>➤ the organisation itself</li> <li>➤ personnel of the organisation</li> <li>➤ central agencies where a position is engaged in routine reporting requirements.</li> </ul> <p>Only use this code if more than 70% of the usual working hours are spent working on tasks for internal customers.</p>
<p><b>CODE 3 BOTH INTERNAL &amp; EXTERNAL</b></p>	<p>Code 3 is for positions that provide services or products to a mix of both internal and external customers.</p> <p>Only use Code 3 if at least 30% of the usual working hours are spent on tasks for external customers and also at least 30% of the usual working hours are spent on tasks for internal customers.</p>
<p><b>CODE 4 OTHER GOVERNMENT AGENCY (CORPORATE SERVICES)</b></p>	<p>Code 4 is for positions that provide corporate services to other Government agencies (eg positions in ServiceFirst).</p>
<p><b>CODE 5 BOTH INTERNAL AND OTHER GOVERNMENT AGENCY (CORPORATE SERVICES)</b></p>	<p>Code 5 is for positions that supply services or products directed to internal customers and at the same time deliver corporate services to other State Government agencies (eg a position which processes the payroll for the agency itself and for another Government agency).</p> <p>Use this code regardless of the amount of activity directed towards the two types of customers.</p>

## **3.4 Service Functions**

### **3.4.1 Description and definition**

The Service Function component of the Position Code defines positions with functions that are often described as 'corporate services'. The codes are organised under the following eight functional areas:

- Governance & Executive Services
- Asset and Facilities Management
- Finance
- Human Resources
- Records & Information
- Information Technology & Communications
- Office Services & Procurement
- Other.

When a position's purpose falls outside the scope of the functional areas listed above, the code number 91 is recorded.

These functions are sometimes performed for the public or other external clients. For Position Coding, the Service Functions are recorded regardless of whether they are provided to either internal or external customers. These codes can then supply information not only about the resources across each of the functional areas, but also, combined with the Position Customer component, they can describe the amount and type of corporate or internal services involved.

The level or grade, or type of duties in the position is not relevant in determining the appropriate Service Function Code. A Grade 1-2 clerk that contributes to external financial reporting and a Grade 5/6 Clerk developing financial reporting policy will be assigned the same code as a Financial Accountant with ultimate responsibility for this function. The occupation component of the Position Code will separate these positions.

The structure of the 7-digit code allows a primary and a secondary Service Function to be reported. The primary function is recorded in digits 4-5 of the code, and the secondary function (where applicable) is recorded in digits 6-7. A secondary Service Function should be reported if at least 30% of a position's usual working hours are spent on a second major function. When a position does not have a secondary function the code number 92 is recorded in digits 6-7. The two functions will not always identify every activity performed by employees, but should indicate the main tasks of a position.

### **3.4.2 Using PCAT to code Service Functions**

The Service Function Code is the first to be addressed when you use the PCAT. The first question asks you whether the position undertakes activities in any of the relevant areas. If the answer is 'no' (for most operational positions in agencies), PCAT automatically assigns the Service Function Codes to 91, 92 and then the Team and Position Customer Codes are assigned to 1. In these cases, the coding process is significantly quicker.

However, where the position delivers services to clients external to the agency in one of the relevant areas (eg legal services, library, finance, information technology, etc) you will need to select the appropriate Service Function area.

Where one or more of the Service Function areas are selected, you are asked a series of questions which will determine both the primary and secondary codes. Some codes are assigned because you select them from the lists provided; others are allocated, based on the rules built into the system.

PCAT supplies a commentary in the right-hand screen to help you select the appropriate codes. Please ensure that you read the PCAT commentary to clarify your understanding of the meaning of each of the codes. It provides a list of tasks next to each function. These are a sample of tasks, and may not describe every activity that makes up a functional area. As the task list is not definitive you should use it as an indicative guide to select the appropriate code.



Remember if you need help, contact the Public Service Commission by emailing [workforceprofile@psc.nsw.gov.au](mailto:workforceprofile@psc.nsw.gov.au) or phoning 9272 6123

### 3.4.3 Coding examples

The examples below describe a position, give the appropriate code for primary and secondary function, and show the rationale for code selection.

#### Training Positions

#### Example 66

There are four codes available for positions that provide training. Where these positions have a primary role in training and no substantial secondary function, they may be coded 4392, 6792, 8292 or 9192 depending on the type of training conducted. For example, a position located in a Human Resources Branch that develops generic staff development training programs for all staff is coded 4392, while a position responsible for occupational training to specific groups within an agency, such as police officer training, is coded 8292. Operational positions involved in training functions that form part of an agency's core services are coded 9192 (eg positions that deliver community awareness/education programs). The ANZSCO code will identify these operational positions as being involved in training.

EXAMPLE 66	
<b>Information Technology Training Officer. Identifies, develops and coordinates a range of information technology based training and development solutions.</b>	
<b>Comment:</b> This position has an Information Technology & Communications function, and performs a training role, so the code for the primary Service Function is 67 (IT training). The position does not have a second identifiable function, so it is coded 92.	
<b>CODE:</b>	<b>6792</b>

Positions that perform procurement functions as a substantial part of the role are coded 72 (Procurement and administrative services), unless the type of work means that one of the asset codes identified in codes 21-23 is more appropriate. The codes 21, 22 or 23 are used for positions that procure transport/fleet, accommodation/properties or information technology assets.

**EXAMPLE 67**

**Senior Procurement Officer. Responsible for providing customer service through supervision and coordination of the Department's procurement activities. Ensures timely provision of goods and services, identifies efficiencies and opportunities for strategic relationships and standard requisitioning.**

**Comment:** This position performs procurement functions across a range of asset classes and is coded 72 for the primary Service Function. The position does not have a second identifiable function, so is coded 92.

**CODE:** 7292

**EXAMPLE 68**

**Project Manager (Electronic Procurement). Develops and implements an effective electronic procurement/acquisition service by establishing processes in accordance with NSW Government policy.**

**Comment:** The main tasks of the position are business planning, scoping, developing business cases, managing change and business process transformation. The focus is on the business processes rather than the specific technology, and the background required is in e-purchasing rather than information technology per se. Since the electronic procurement strategy cuts across a range of asset classes the code 72 (Procurement and administrative services) is assigned for the primary Service Function. The position does not have a second identifiable function, so the secondary function is 92.

**CODE:** 7292

The Service Function Code will be the same for legal positions that have either External or Internal customers. Legal positions are coded 81, regardless of whether the position delivers the agency's core service to clients or provides Legal services for its own agency.

**EXAMPLE 69**

**Legal Officer. Responsible for conducting a civil law practice, determining applications for legal aid, providing advice in civil law and contributing to law and policy reform initiatives.**

**Comment:** This position contributes to the legal function and is coded 81 (Legal services) for the primary function. A distinct secondary function is not identifiable so the code 92 is assigned for the secondary function.

**CODE:** 8192

Many positions in agencies perform some clerical, administrative or secretarial tasks as part of their role. However, performing these tasks does not always mean that they are coded 71, 72, or 73 (the Office Services & Procurement function). These codes are only used where clerical, administrative or secretarial tasks are clearly the main function of a position.

<b>EXAMPLE 70</b>	
<b>Clerical Officer. Provides the Investigations Team with a full range of clerical and administrative support services including transcription, word processing, data entry, and general clerical duties.</b>	
<b>Comment:</b> This position is dedicated to providing clerical support and the primary Service Function is coded 71 (Clerical services). The position also delivers administrative services and the secondary function code is 72 (Procurement & administrative services), provided at least 30% of the usual working hours are devoted to this secondary function.	
<b>CODE:</b>	<b>7172</b>

<b>EXAMPLE 71</b>	
<b>Hearing Support Officer. Supports Hearings by preparing, copying and despatching documents; contacting people for review hearings; arranging suitable venues, equipment and travel; liaising with members and staff.</b>	
<b>Comment:</b> This position performs a range of clerical and administrative tasks, but is not a dedicated clerical and administrative support position. The tasks carried out by this position form part of the service that is delivered by the agency, and contribute to a function (eg the functioning of tribunal hearings) that is not identified in the Service Function list. The PCAT automatically codes the Service Functions of this position as 9192.	
<b>CODE:</b>	<b>9192</b>

The code 15 (Senior executive support and ministerial liaison) is only used for a clerical, secretarial or administrative position that directly services the most senior executives of the agency. Senior executives encompass the highest structural levels of the organisation, not all positions in an organisation that are occupied by individuals graded as SES or equivalent.

<b>EXAMPLE 72</b>	
<b>Support Officer. Provides high quality executive and administrative support services including comprehensive secretarial services to the Business Development Executive (BDE) and other officers of the Branch as required.</b>	
<b>Comment:</b> Because the position is primarily responsible for executive support, and the BDE is part of the Senior Management Team, the primary function is coded 15 (Senior executive support and ministerial liaison). The position also provides clerical and administrative services to other employees, and has a broader role than the executive support responsibility coded above. The secondary function is therefore coded 73 (Office services – general), provided at least 30% of the usual working hours are devoted to this secondary function.	
<b>CODE:</b>	<b>1573</b>



Positions that design and format publications are usually coded in either code 71 (Clerical Services) or code 14 (Public relations & corporate communications). The Code 71 is used where positions are formatting or desktop publishing documents as part of the clerical support duties of the position. The Code 14 is only for positions responsible for the design, format and publication of documents that are produced specifically for distribution to external clients.

<b>EXAMPLE 73</b>	
<b>Publications Support Officer, Marketing Branch. Provides clerical and desktop publishing support to the production and dissemination of the Department's information and publications.</b>	
<b>Comment:</b> This position exists to support the activities of the Marketing Branch. The primary responsibilities are clerical support, as well as providing specialist support in desktop publishing. The code 71 (Clerical services) is assigned for the primary function because of the range of clerical duties performed. The code 14 (Public relations & corporate communications) is assigned for the secondary function, because the position also makes a substantial contribution to the output or products of the Marketing Branch.	
<b>CODE:</b>	<b>7114</b>

<b>EXAMPLE 74</b>	
<b>Publications Officer. Responsibilities include: writing, editing, designing and laying out publications and other community education materials; producing Annual Reports; coordinating and supervising printing; and supporting Branch activities.</b>	
<b>Comment:</b> Because this position exists primarily to produce community education materials, the code 14 (Public relations & corporate communications) is assigned for the primary Service Function. There is no indication that clerical or administrative support forms a substantial part of the role. Since a secondary function is not readily identifiable, the code 92 is assigned for the secondary function.	
<b>CODE:</b>	<b>1492</b>

Positions that perform rostering functions are only coded 84 (Rostering and staff scheduling) for the primary or secondary Service Function if this represents at least 30% of their workload.

<b>EXAMPLE 75</b>	
<b>Roster Clerk. Provides a cost-effective, efficient management of the rostering portfolio and associated administration. Supplies quality advice on various staff entitlements and conditions of service.</b>	
<b>Comment:</b> Because the main role of the position is to manage rosters, the primary Service Function is coded 84 (Rostering and staff scheduling). A second distinct function is identifiable, involving advice about entitlements and conditions. Since this represents more than 30% of the position's usual working hours, the secondary function is coded 40 (Personnel).	
<b>CODE:</b>	<b>8440</b>

<b>EXAMPLE 76</b>	
<b>Service Coordinator. Responsible for providing consistent, high quality and cost-effective services through the planning, allocation and supervision of Care Workers.</b>	
<b>Comment:</b> While rostering is performed by Service Coordinators, it does not represent more than 30% of the usual hours worked. Therefore the code 84 (Rostering and staff scheduling) is not assigned to this position.	
The main functions of the position as described in the full Position Description fall outside the scope of the Service Functions. The position is coded 91 and 92.	
<b>CODE:</b>	<b>9192</b>

### Generic functional positions

### Examples 77-78

There may be some positions in the agency that work across numerous functional areas. Where you have identified this in the PCAT, generic codes are applied. You will not have the option to select these generic codes yourself. Wherever possible, identify the two main functions of the position, and the appropriate codes for the primary and secondary Service Functions are applied.

<b>EXAMPLE 77</b>	
<b>Senior Administrative Officer. Manages the financial, administrative and clerical activities of the Service Centre, including budget and financial control, office administration including supervision of clerical staff, and records administration.</b>	
<b>Comment:</b> This position has three major areas of responsibility. Most significant are the financial and office administration duties. The primary function is coded 33 to reflect the role in budget control, and the secondary function is coded 73 (Office services – general) to reflect the position's oversight of the office services function. The code does not reflect the position's role in records administration, because this is not one of its significant functions.	
<b>CODE:</b>	<b>3373</b>

<b>EXAMPLE 78</b>	
<b>Manager Corporate Services. Manages the finance, reporting, Human Resources, information technology and administration functions, in addition to directing the activities of the project office.</b>	
<b>Comment:</b> This position has responsibilities across numerous functions. Because of the diverse nature of this position, it is not possible to identify two major areas of responsibility, so the position is coded 83 (Service functions general) for the primary function and 92 for the secondary function.	
<b>CODE:</b>	<b>8392</b>

## Policy Positions

## Example 79

Separate codes are not provided for policy positions. We are looking at these positions in all aspects of their functional areas. These positions will be coded against the functional area in which policy is developed or evaluated.

<b>EXAMPLE 79</b>	
<b>Policy Officer (Human Resources). Develops, manages and evaluates strategic Human Resources management policies and projects.</b>	
<b>Comment:</b> This position develops policy across the Human Resources function, rather than in a specific functional area, so the code for the primary Service Function is 49 (HR-general). There is not a second identifiable function, so it would be coded 92 for the secondary function.	
<b>CODE:</b>	<b>4992</b>

## Planning and Reporting

## Example 80

The codes 11 (Planning) and 12 (Reporting) are only used where these functions represent more than 30% of the usual hours worked for a position. In addition, they are reserved for corporate level planning and reporting. They should not be used for unit level business planning, or for any managers that spend less than 30% of their working hours on planning functions.

<b>EXAMPLE 80</b>	
<b>Corporate Planning Officer. Responsible for managing performance reporting processes and providing key support for corporate planning and reporting projects.</b>	
<b>Comment:</b> This Position Description indicates that the primary function of the position is in corporate reporting and performance measurement, so the code 12 (Reporting) is assigned for the primary function. Since planning also represents more than 30% of the role, the code 11 (Planning) is assigned for the secondary function.	
<b>CODE:</b>	<b>1211</b>

### 3.4.4 Weighting of Service Functions for analysis

Analysis of Service Functions has primarily been focused on services or products that are ultimately directed to 'internal' customers. The Position Customer, the third component of the Position Code, is used to determine the activities that are directed to internal functions.

Based on a combination of the Position Customer Code and the Service Function Codes, a weighting methodology has been developed to allow analysis.

The measure applied to the weightings is Census FTE. It is most important to note that the weightings are an estimate and may not reflect the actual percentage of time spent on each function. Therefore the data from this analysis is indicative only of the proportion of employees performing each function.

**Position Customer = 2 'internal'**

**Examples 81-82**

When analysing positions with an internal Position Customer, the 100% rule applies where there is only one function recorded against the position. The whole weighting is attributed to the identified function.

EXAMPLE 81 (Primary Service Function only)				
<b>Position Code</b>	1227192			
<b>Comment:</b> This code indicates that the primary Service Function of the position is code 71 (Clerical services) in the functional area of Office Services & Procurement. There is no secondary function (92). In this example 100% weighting is allocated to code 71 (Clerical services).				
Position Customer	Primary Service Function	Secondary Service Function	Primary Weight	Secondary Weight
2	71	92	1	0

The 60:40 rule applies where two functions have been recorded against the position. Sixty percent of weighting is applied to the primary Service Function with the remaining 40% allocated to the secondary Service Function.

EXAMPLE 82 (Primary & Secondary Service Function)				
<b>Position Code</b>	1227131			
<b>Comment:</b> This code indicates that the primary Service Function of the position is code 71 (Clerical services) in the functional area of Office Services & Procurement. A secondary function of code 31 (Accounts) in the functional area of Finance has also been allocated. In this example 0.6 weighting is allocated to code 71 (Clerical services) and 0.4 weighting is allocated to code 31 (Accounts) .				
Position Customer	Primary Service Function	Secondary Service Function	Primary Weight	Secondary Weight
2	71	31	0.6	0.4

**Please note:** A 60:40 split may denote activities within, or across major functional groupings.

When analysing positions with a mixed Position Customer (3), the weighting is split equally between internal and external, 0.5 attributed to each customer category.

The 50% rule applies where there is only one function recorded against the position, in this situation the whole weighting is attributed to the identified function. Fifty percent is allocated to the internal customer and the other 50% is allocated to external.

EXAMPLE 83: One Primary Service Function				
Position Code	1135492			
<b>Comment:</b> This code indicates that the primary Service Function of the position is code 54 (Library) in the functional area of Records & information. No secondary function has been allocated. The position undertakes these activities for both internal and external customers. In this example 0.5 weighting is allocated to code 54 (Library).				
Position Customer	Primary Service Function	Secondary Service Function	Primary Weight	Secondary Weight
3	54	92	0.5	0

The 30:20 rule applies where two activities have been identified. With only 50% of the weighting available for internal coding, 30% of this is applied to the primary Service Function, with the remaining 20% allocated to the secondary Service Function.

EXAMPLE 84: Primary & Secondary Service Function				
Position Code	1137131			
<b>Comment:</b> This code indicates that the primary Service Function of the position is code 71 (Clerical services) in the functional area of Office Services & Procurement. The secondary Service Function of code 31 (Accounts) in the functional area of Finance has also been allocated. The position carries out these activities for both internal and external customers. In this example 0.3 weighting is allocated to the internal customer component in the functional area of Office Services and Procurement and 0.2 weighting is allocated to the internal customer component in the functional area of Finance.				
Position Customer	Primary Service Function	Secondary Service Function	Primary Weight	Secondary Weight
3	71	31	0.3	0.2

Another possibility is where a primary and secondary function are allocated but one of the functions is not defined (91). The weighting allocated relates to the identified function, 60% for primary and 40% for secondary. This condition overrides the 50% weightings in example 83.

EXAMPLE 85: Primary & Secondary Service Function- One function not defined				
Position Code	(a) 1139131 or (b) 1133191			
<p><b>Comment (a):</b> This code indicates that the primary Service Function of the position is code 91 (not identified) and the secondary Service Function is code 31 (Accounts) in the functional area of Finance. The Position Customer is mixed with both internal and external customers.</p> <p>In this example, 0.4 weighting is allocated to the secondary Service Function in the functional area of Finance.</p>				
Position Customer	Primary Service Function	Secondary Service Function	Primary Weight	Secondary Weight
3	91	31	0	.4
<p><b>Comment (b):</b> This code indicates that the primary Service Function of the position is code 31 (Accounts) in the functional area of Finance and the Secondary Service Function is code 91 (not identified). The Position Customer is mixed with both internal and external customers.</p> <p>In this example, the activity of Accounts (31) has been allocated as the primary Service Function. 0.6 is allocated to the functional area of Finance.</p>				
Position Customer	Primary Service Function	Secondary Service Function	Primary Weight	Secondary Weight
3	31	91	.6	0

**Please note:** Function code '91' indicates that either the primary or the secondary function falls outside the scope of the Service Function list and is not identified.

#### Position Customer = 4 'other Government agency corporate services'

This code is for positions that provide corporate services to other Government agencies (eg positions in ServiceFirst and NSW Businesslink). Service Functions would be considered to be external only.

#### Position Customer = 5 'internal & external'

This code is assigned regardless of the amount of activity that is directed towards the two types of customers. When analysing positions that provide services or products to internal customers and also deliver corporate services to other State Government agencies, it is important to consider each position on an individual basis when applying an FTE weighting. Consider the overall percentage of services provided internally and externally by the position before applying any weighting.

### 4.4.5 The Corporate Services Reform Strategy

Cabinet has endorsed a Shared Corporate Services Strategy to enable public sector agencies to significantly improve corporate services delivery, realise the benefits of technologies and reduce costs. The strategy is managed by the Department of Commerce.

The Department of Commerce is using the Position Code from the Workforce Profile to help identify 'corporate services'. For the purposes of this strategy, where the product or services are directed to 'Internal' customers, corporate services functions include, as a minimum:

- Human resources
- Financial management
- Information technology
- Office services & procurement
- Records management
- Facilities and asset management.

It is recognised that not all 'internal' functions undertaken are 'corporate services'. Within individual agencies some work done for internal customers may fall into the category of 'operational support'. Nevertheless, these positions still have an 'internal customer.' An example of this type of function would be rostering. Therefore it is important to take care when using the 'internal' classification to define corporate services within an agency. The internal Position Customer is an important starting point to help agencies to identify their 'corporate services'.

### 3.4.6 Codes

Functional Areas	Service Function Codes	Description (Includes – but not exclusively)
1. Governance & Executive Services	<b>Code 11 Planning</b>	Agency level business planning Corporate and business planning Standards/benchmarks/quality
	<b>Code 12 Reporting</b>	Central reporting Corporate annual reporting Audit Performance monitoring and reporting
	<b>Code 13 Corporate governance</b>	Statutory and corporate accountability systems/strategies
	<b>Code 14 Public relations &amp; corporate communications</b>	Media liaison/public relations and marketing Internal corporate communications
	<b>Code 15 Senior executive support &amp; ministerial liaison</b>	Ministerial liaison and correspondence Ministerial support Executive support Diary management Keyboard services Organising meetings Travel arrangements
	<b>Code 16 Freedom of information</b>	FOI
2. Asset and Facilities Management	<b>Code 21 Transport/Fleet management</b>	Acquisition, Leasing, Operation, Maintenance, Disposal Driving Leasing
	<b>Code 22 Accommodation and properties management</b>	Construction, Building, Construction Contract management Acquisition, Accommodation leases, Operation, Building and grounds maintenance, disposal, refurbishment Security
	<b>Code 23 IT asset management</b>	Acquisition, Leasing, Operation, Maintenance, Disposal
	<b>Code 24 Asset management – general</b>	For positions which carry out a range of asset and facilities management activities



Functional Areas	Service Function Codes	Description (Includes – but not exclusively)
3. Finance	<b>Code 31 Accounts</b>	Accounts payable and receivable
	<b>Code 32 Financial accounting and reporting</b>	Banking activities Expenditure accounting (including grant monies) Fixed asset accounting General accounting Loans/borrowings and investment accounting Revenue accounting Tax accounting
	<b>Code 33 Management accounting</b>	Budget formulation, implementation and control Business analysis Financial planning Internal reporting and decision support Internal control and fraud control Costings Asset acquisition appraisal
	<b>Code 34 External financial reporting</b>	Reporting to Treasury Annual financial statements
	<b>Code 35 System accounting and finance systems administration</b>	Financial systems control and management Maintenance and development of finance-specific IT systems
	<b>Code 36 Payroll</b>	Payroll processing Payroll and other tax payments Salary packaging Superannuation payments
	<b>Code 37 Finance – general</b>	For positions which carry out a range of finance activities

Functional Areas	Service Function Codes	Description (Includes – but not exclusively)
<b>4. Human Resources</b>  (NB: For IT training use code '67' listed under Information, Communications & Technology activities.  For Professional development or occupation– specific in-service training use code '82' listed under Training activities).	<b>Code 40 Personnel</b>	Leave and entitlement administration
	<b>Code 41 Payroll</b>	Payroll processing Payroll and other tax payments Salary packaging Superannuation payments
	<b>Code 42 Recruitment</b>	Employment screening Recruitment Selection Management of trainees, apprentices and work experience programs Redeployment
	<b>Code 43 Staff development and performance management</b>	Career counselling Learning Performance agreements, assessments & reporting Preparation of training materials Design and delivery of training programs Training and development (general)
	<b>Code 44 Industrial relations, employee relations &amp; social justice</b>	Award negotiations Counselling Discipline management Disputes EEO & EAPS Grievance management Liaison with employee representatives Spokeswomen
	<b>Code 45 Occupational health and safety</b>	Occupational health and safety management Rehabilitation Workers compensation claim management
	<b>Code 46 Workforce planning &amp; organisation development</b>	Planning & advice for future human resources requirements Reporting on workforce status and trends Change management Staff surveys Process facilitation
	<b>Code 47 Establishments</b>	Job and process reengineering Position evaluations Organisation structures Reorganisations and restructures
	<b>Code 48 HR systems administration</b>	Maintenance and development of HR-specific IT systems
	<b>Code 49 HR – general</b>	For positions which carry out a range of human resources activities

Functional Areas	Service Function Codes	Description (Includes – but not exclusively)
5. Records & Information	<b>Code 51 Records administration</b>	File creation/deletion File/document audits Archiving/storage/disposal
	<b>Code 52 Records management/development</b>	Development and management of records systems policy & strategic advice on records management
	<b>Code 53 Records systems administration</b>	Maintenance and development of Records management – IT specific systems
	<b>Code 54 Library</b>	Collection management Information access and reference services Professional advice for information management Training on retrieval techniques
6. Information Technology & Communications  (NB: For IT Assets, use code '23' listed under Asset and Facilities Management activities)	<b>Code 60 IT client support services/desktop support</b>	Help desk PCs, printers, thin clients
	<b>Code 61 Business systems and consultancy</b>	Preparation of business cases Requirement specifications
	<b>Code 62 Communications/ networks</b>	Access and authentication services Equipment and cabling File, print and e-mail services Internet/Intranet/multimedia LAN/WAN network management PABX hardware and software Switchboard directory
	<b>Code 63 Corporate systems support</b>	E-commerce Firewalls Servers, backup, disaster recovery Security Corporate systems support
	<b>Code 64 Systems development</b>	Software development Software architecture Quality assurance Test management
	<b>Code 65 Database administration</b>	Database administration
	<b>Code 66 Contract &amp; relationship management</b>	Service level agreements Managing external service providers
	<b>Code 67 IT training</b>	IT training
	<b>Code 68 IT&amp;C – general</b>	For positions which carry out a range of information, technology & communications activities

Functional Areas	Service Function Codes	Description (Includes – but not exclusively)
7. Office Services & Procurement	<b>Code 71 Clerical services</b>	Correspondence management Keyboard services Document formatting Organising meetings Travel arrangements Typing Reception
	<b>Code 72 Procurement &amp; administrative services</b>	Document reproduction/printing Hospitality/catering Mail/courier services Procurement/purchasing/stores Switchboard Telephone services
	<b>Code 73 Office services &amp; procurement – general</b>	For positions which carry out a range of procurement and office services activities.
8. Other	<b>Code 81 Legal services</b>	Legal advice Review of legal documentation eg contracts
	<b>Code 82 Training</b>	Professional development or occupation-specific in-service training
	<b>Code 83 Service functions – general</b>	For positions which carry out a broad range of the above activities that cannot be coded within other functional areas
	<b>Code 84 Rostering &amp; staff scheduling</b>	Rostering Staff schedules Forecasting work volumes & generating staff requirements Leave planning
	<b>Code 85 Staff services</b>	Staff travel passes Staff canteens Uniforms for staff Other services for staff (Tipstaves)

<b>Code 91</b>	Indicates that the primary or secondary function falls outside the scope of the above list. For digits 4-5 and 6-7.
<b>Code 92</b>	Indicates that the position has one main function (coded in digits 4-5) and a secondary function cannot be identified. For digits 6-7 only.

## 3.5 Frontline Positions

Frontline positions are determined from the Workforce Profile Collections using two components of the Position Code.

The first digit of the Position Code (Type of Duties) provides information about the resources across the sector involved in the delivery of services and those contributing to the 'shaping' of services.

The third digit of the Position Code (Position Customer) indicates the relative levels of internal and external service functions across the sector.

Frontline positions can be identified using the criteria that the Type of Duty is service delivery (first digit is 1) and the Position Customer is external (third digit is 1).

## 4 ANZSCO Code (Occupation)

### 4.1 Description and definition

Prior to 2006, the Workforce Profile collected occupation information to a broad level, using the Australian Standard Classification of Occupations (ASCO) to the 3-digit or minor group level.

The release in September 2006 of a new occupation classification by the Australian Bureau of Statistics (ABS), the Australian and New Zealand Standard Classification of Occupations (ANZSCO), provided the opportunity to both change occupation codes to the new classification and to increase the occupation level of detail collected by the Workforce Profile to the 6-digit ANZSCO occupation level, the most detailed level of the classification available.

Increasing the level of detail on the occupation classification will permit:

- greater depth and quality of occupation data collected
- enhanced capacity for workforce planning activities
- more precision and variety in benchmarks for Human Resources and resource allocation
- identification of priority areas for planning
- identification of potential areas of skill gaps and shortages as the current workforce leaves the sector
- more detailed comparisons and benchmarking between agencies, policy sectors and across NSW Government as a whole.

#### 4.1.1 What is ANZSCO?

The occupation code comes from the ABS classification, the Australian and New Zealand Standard Classification of Occupations. This classification is the Australian Standard and is designed to cover all jobs in the Australian (and New Zealand) labour force. ANZSCO will be used in the collection, publication and analysis of labour statistics which involve occupation. It will be used in the Census of Population and Housing and any other ABS economic and population surveys which collect occupation data, as well as by major Federal, State and Territory Government agencies, progressively being introduced into administrative by-product collections such as births, deaths, marriages and divorces.

ANZSCO is a hierarchical, skill-based classification which encompasses all occupations in the Australian workforce except those which are not carried out for pay or profit (eg voluntary occupations, although they may be described in the classification) or are illegal. An occupation is a set of jobs with similar sets of tasks. In ANZSCO, an occupation is a collection of jobs which are sufficiently similar in their main tasks to be grouped together for the purposes of the classification. Occupations are organised into progressively larger groups on the basis of their similarities in terms of both skill level and skill specialisation.

## 4.1.2 ANZSCO structure

### Major groups

Major groups are the broadest level of ANZSCO and are formed using a combination of skill level and skill specialisation to create meaningful groups which are used for most statistical and administrative purposes. They are denoted by 1-digit codes.

There are eight major groups which are differentiated from each other firstly on the basis of skill level. Where two major groups have the same skill level they are differentiated from each other by their skill specialisation.

### Sub-major groups

Sub-major groups are subdivisions of the major groups. They are denoted by 2-digit codes and are distinguished from other sub-major groups in the same major group on the basis of skill level and a broad application of skill specialisation. There are 43 sub-major groups.

### Minor groups

Minor groups are subdivisions of the sub-major groups and are denoted by 3-digit codes. They are distinguished from other minor groups in the same sub-major group mainly on the basis of a less broad application of skill specialisation. There are 97 minor groups.

### Unit groups

Unit groups are subdivisions of minor groups and are denoted by 4-digit codes. Unit groups are distinguished from other unit groups in the same minor group on the basis of a finer degree of skill specialisation and, where necessary, skill level. There are 358 unit groups.

Unit groups are the lowest level of detail used in most ABS and non-ABS statistical collections and dissemination.

### Occupations

Occupations are the most detailed level of ANZSCO and are subdivisions of the unit groups. They are denoted by a 6-digit code. Occupations are distinguished from other occupations in the same unit group through detailed skill specialisation. Occupations are sets of jobs which involve the performance of a common set of tasks. There are 998 occupations.

The following table illustrates the distribution of these categories between major groups.

Major groups	Sub-major groups	Minor groups	Unit groups	Occupations
Managers	4	11	38	95
Professionals	7	23	100	310
Technicians and Trades Workers	7	21	66	174
Community and Personal Service Workers	5	9	36	101

Clerical and Administrative Workers	7	12	33	80
Sales Workers	3	5	19	37
Machinery Operators and Drivers	4	7	22	76
Labourers	6	9	44	125

### Skill level

In ANZSCO, the skill level of an occupation is defined as a function of the range and complexity of the set of tasks performed in a particular job. Generally, the greater the range and complexity of the set of tasks, the greater the skill level of the occupation needed. The criteria to measure skill level operationally are:

- the level or amount of formal education and training
- the amount of previous experience in a related occupation and
- the amount of on-the-job training

required to competently perform the set of tasks required for that occupation.

Formal education and training is measured in terms of educational qualifications set out in the Australian Qualifications Framework (AQF).

ANZSCO does not measure a person's level, rather it refers to the level of skill that is typically required to perform the tasks of a particular occupation. It is an attribute of occupations, not people or jobs. ANZSCO assigns occupations to one of five skill levels. The determination of boundaries between skill levels is based on the following definitions:

*Skill Level 1* – Bachelor degree or higher qualification, or at least five years relevant experience. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Skill Level 2* – AQF Associate Degree, Advanced Diploma or Diploma, or at least three years relevant experience. In some instances relevant experience and/or on-the-job training may be required as well as the formal qualification.

*Skill Level 3* – AQF Certificate IV or Certificate III, with at least two years of on-the-job training or at least three years relevant experience. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Skill Level 4* – AQF Certificate II or III or at least one year of relevant experience. In some instances relevant experience may be required as well as the formal qualification.

*Skill Level 5* – AQF Certificate I or completion of compulsory secondary education. For some occupations a short period of on-the-job training may be required in addition to, or instead of, the formal qualification. In some cases, no formal qualification or on-the-job training may be required.

The major group codes with their attendant skill levels are:



	Major groups	Skill levels
1	Managers	1,2
2	Professionals	1
3	Technicians and Trades Workers	2,3
4	Community and Personal Service Workers	2,3,4,5
5	Clerical and Administrative Workers	2,3,4,5
6	Sales Workers	2,3,4,5
7	Machinery Operators and Drivers	4
8	Labourers	4,5

More information about ANZSCO can be found on the ABS website at:

<http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/1220.0Main+Features12006?OpenDocument>

## 4.2 Using PCAT to code Occupation

You select an occupational code through a two part process. You are asked to select an area of work for the position. This consists of categories such as 'Medical/Health Workers', 'Building/Engineering' etc. After you select the area, you are asked to choose the most appropriate job category from a list of occupational groups. The list details the types of jobs represented within each group.

It is important to remember that you need to have a detailed knowledge of the position and its tasks before commencing. Review the Position Description before using PCAT, focusing on tasks and activities. Do not refer to job titles alone when selecting the occupational group.



Remember if you need help, contact the Public Service Commission by emailing [workforceprofile@psc.nsw.gov.au](mailto:workforceprofile@psc.nsw.gov.au) or phoning 9272 6123

## 4.3 Coding examples

There are a number of key points that will help you understand how the occupation code is applied:

- The first digit reflects the skill level required for competent performance of the set of tasks involved in the occupation (based on the formal education and/or training and previous experience usually required. Codes beginning with a smaller number usually represent higher skill levels than codes beginning with a larger number.

- The next two digits reflect the area in which skills are specialised (based on the field of knowledge required, the tools and equipment used, the materials worked on, or the goods and services provided).

The following examples show you how some codes are assigned for Occupation.

## Managers/Administrators and Supervisors

## Examples 1-5

Codes for 'managers' are only used for higher level management positions that carry out their role at a corporate and/or whole functional area level. Managing/supervising staff and/or functions within a smaller unit will not usually result in a 'manager' code. Grade alone does not signify a management position.

EXAMPLE 1	
<b>Manager Personnel, Grade 12. Plans, administers and reviews activities concerned with staff selection, training and development, conditions of employment and other Human Resources issues within an organisation.</b>	
<b>Comment:</b> This position is responsible for the whole Human Resources function within the organisation. The grading also suggests that the position is quite senior in the organisation. This is therefore a management position – 'Specialist Managers - Business Administration Managers – Human Resources Manager'.	
<b>CODE:</b>	<b>132311</b>

Client or Customer Service Manager: some are quite clearly managers, others provide a service to a specific group of clients.

EXAMPLE 2	
<b>Client Service Manager, Grade 7/8. Administers and reviews customer services and after-sales services and maintains sound customer relations.</b>	
<b>Comment:</b> This position is responsible for customer service and maintaining client relationships. The occupant does not manage a functional area and the role does not satisfy the requirement of being a true management position. This Client Service Manager is coded as 'Miscellaneous Hospitality, Retail and Service Managers – Call or Contact Centre and Customer Service Managers – Customer Service Manager'.	
<b>CODE:</b>	<b>149212</b>

EXAMPLE 3	
<b>Client Service Manager (Financial Planning), Grade 10. Develops and implements financial plans for individuals and/or organisations and advises on tax and investment strategies.</b>	
<b>Comment:</b> This position does not have corporate or whole functional area responsibilities. It looks after a group of specific clients in the role of Financial/Investment Adviser and is coded as 'Financial Brokers and Dealers, and Investment Advisers - Financial Investment Advisers and Managers – Financial Investment Adviser'.	
<b>CODE:</b>	<b>222311</b>

Positions at different grades within the same occupational area are sometimes coded with the same occupation code. In many instances, a given position and the position that supervises it will be coded the same. These positions will be distinguished by remuneration information that is available in the NSW Public Sector Workforce Profile.

<b>EXAMPLE 4</b>	
<b>Forestry Manager. Studies, develops and manages forest areas to maintain commercial and recreational uses, conserve flora and fauna and protect against fire, pests and diseases.</b>	
<b>Comment:</b> This position does not have a corporate managerial role. It is responsible for a specific functional area. It may supervise staff and/or may coordinate the work of other related staff in this area. It is not coded as a 'Manager or Administrator' but as a 'Natural and Physical Science Professional – Agricultural and Forestry Scientists - Forester'. Examples of other titles, which might be used and would be coded the same are: Forestry Adviser, Forestry Consultant, Forest Scientist and Silviculturist.	
<b>CODE:</b>	<b>234113</b>

<b>EXAMPLE 5</b>	
<b>Supervisor Forestry Workers. Supervises and coordinates the activities of forestry and logging workers.</b>	
<b>Comment:</b> This position is responsible for the supervision of a specific group of workers, a line supervisor with no corporate management responsibilities. The position of Forestry Worker is coded as a 'Farm, Forestry and Garden Workers - Forestry and Logging Workers – Forestry Worker'. The Supervisor fits most closely into the same group as Forestry Worker because of the type of activities/functions it supervises.	
<b>CODE:</b>	<b>841311</b>

### Senior Officer/SES staff

### Examples 6-7

It is essential to look beyond the job title and grade to understand the codes for Senior Officers and SES. Often these are management positions with corporate level responsibilities, and are coded in the Managers/Administrators grouping. Sometimes however, the duties performed are more similar to those of a specific occupation or professional group and are coded accordingly (see Example 7).

<b>EXAMPLE 6</b>	
<b>General Manager, SES 2. Plans, administers and reviews the major functions of industrial, commercial and Government organisations either independently or through subordinate executives.</b>	
<b>Comment:</b> The job description shows the position has a corporate level responsibility for various functions. It is therefore coded as 'General Managers – Corporate General Manager'.	
<b>CODE:</b>	<b>111211</b>

<b>EXAMPLE 7</b>	
<b>Corporate Counsel, Senior Officer, Grade 1. Acts as Corporate Counsel/Chief Legal Adviser to the Department and its clients. Responsible for managing the legal branch and for legislative change for the Department.</b>	
<b>Comment:</b> This title only partly describes the job and is misleading. This position is similar to a Company Secretary and is involved with compliance activities and effective practices concerning board meetings and shareholdings. The position also has responsibility for the legal branch of the Department, indicating that the position is in the legal profession. It is coded as 'Legal Professionals – Judicial and Other Legal Professionals nec (not elsewhere classified)'. However if the position is a Solicitor or Barrister, it would receive a more specific code.	
<b>CODE:</b>	<b>271299</b>

Apprentices and trainees are assigned the same code as the occupation they are training for. Office Trainees and Sales and Service Trainees no longer have their own code.

EXAMPLE 8	
<b>Trainee Information Technology (User Support) Certificate IV.</b>	
<b>Comment:</b> There is no unique code for IT trainees. The position is coded as the occupation it is training for, which in this case is IT helpdesk support. 'ICT and Telecommunications Technicians – ICT Support Technicians - ICT Customer Support Officer'. Examples of other titles which might be used and would be coded the same are: ICT Help Desk Officer, ICT Help Desk Technician and Systems Support Officer.	
<b>CODE:</b>	<b>313112</b>

EXAMPLE 9	
<b>Trainee Business (Office Administration).</b>	
<b>Comment:</b> This position is for a trainee in clerical and administrative support. The position is coded as 'Clerical and Office Support Workers nec'.	
<b>CODE:</b>	<b>5619999</b>

These positions include a range of titles such as Policy Officer, Policy Adviser, Policy Analyst and also Researcher. Positions of this type within the Public Service are generally involved with developing, analysing and/or researching Government policy. ANZSCO does have a specific code for Policy Analyst/Adviser/Research. However as far as possible they should be classified into their functional areas. As a result, these positions are coded the same as other positions with similar skill/functional specialisations unless they are a generalist policy position.

(Policy positions are distinguished as such by the Type of Duties component of the Position Code.)

EXAMPLE 10	
<b>Policy Officer (Environment). Analyses and advises on policies relating to land rehabilitation.</b>	
<b>Comment:</b> This is a policy position specialising in environmental issues and is coded as a 'Natural and Physical Science Professional – Environmental Scientists – Environmental Consultant'. Examples of other titles which might be used and would be coded the same are: Environmental Adviser and Environmental Analyst.	
<b>CODE:</b>	<b>234312</b>

EXAMPLE 11	
<b>Policy Analyst (Human Resources). Reviews existing policies and legislation to identify anomalies and out-of-date provisions and advises on preferred options.</b>	
<b>Comment:</b> This position specifically looks at policies within Human Resources and is coded as 'Human Resources and Training Professionals – Human Resources Professionals - Human Resources Adviser.'	
<b>CODE:</b>	<b>223111</b>

<b>EXAMPLE 12</b>	
<b>Policy Adviser. Develops, analyses, researches Government policy.</b>	
<b>Comment:</b> This position may work on policies covering a wide range of areas but does not specialise in any particular area and is coded 'Information and Organisation Professionals – Intelligence and Policy Analysts – Policy Analyst'.	
<b>CODE:</b>	<b>224412</b>

## **Executive Officers**

## **Examples 13-15**

Positions with this title have a very wide range of grades and can have a wide range of roles. It is essential to look beyond the job title to understand the code. The roles played by Executive Officers can include the following:

- providing high level support and advice to directors on programs/issues within a division and/or across an agency. These positions usually (but not always) manage a Director-General's Unit or similar, and are often the main point of contact between a Minister's Office and their agency. This type of position is generally, but not always, relatively highly graded and they have similar skill requirements as managers.
- lower graded positions (eg Clerk grade 8 and below) with similar roles as described above, but they may be a lower grade simply because of overall gradings within the agency.
- positions which have a role similar to an Administrative Officer who provides administrative support to a branch/division and/or its Director. In some cases, these positions may supervise staff but may not necessarily be the manager of a unit.

<b>EXAMPLE 13</b>	
<b>Executive Officer, Clerk Grade 11/12. Responsible to the Director-General for ensuring accurate and timely advice is provided by the Department to the Deputy Director-General, Director-General and Minister. Manages the DG's Unit.</b>	
<b>Comment:</b> This position is responsible to the Director-General, ie, it will work across the organisation rather than in a specific functional area. The position is coded as a 'Miscellaneous Specialist Manager – Specialist Managers nec'.	
<b>CODE:</b>	<b>139999</b>

<b>EXAMPLE 14</b>	
<b>Executive Officer, Information Technology, Grade 9/10. Provides high level support and advice to the Director of Information Technology. This involves liaison with executive level and operational staff, external stakeholders and the supervision of two administrative support staff.</b>	
<b>Comment:</b> The position is responsible to the Director of IT, but is responsible for liaison and advice, rather than performing the tasks of a computing professional. The position resembles a professional rather than a management position, and requires tertiary qualifications or at least five years relevant experience. This position is coded as 'Information and Organisation Professionals – Other Information and Organisation Professionals – Information and Organisation Professionals nec'.	
<b>CODE:</b>	<b>224999</b>

<b>EXAMPLE 15</b>	
<b>Executive Officer, Communications Group, Grade 5/6. Responsible for providing high quality administrative and financial support to the Group.</b>	

**Comment:** This position provides support services similar to an Administrative Officer. There is no indication of any high level advice and/or liaison across or outside the organisation. This position is coded as a 'General Clerk'.

**CODE:** 531111

## Clerical/Administrative Positions

## Examples 16-19

Clerical/administrative positions perform administrative and/or organisational tasks. Where possible, these positions should be coded according to the specific tasks performed.

### EXAMPLE 16

**Receptionist, Grade 1. Provides Receptionist/Telephonist services for the Central Office and provide administrative support as required.**

**Comment:** This position performs reception duties. The telephone duties relate more to answering telephones that have been diverted to reception rather than answering a switchboard, and the administrative support tasks are a minor component of the position. The position is coded as 'Receptionist (General)'.

**CODE:** 542111

### EXAMPLE 17

**Enquiry Clerk, Grade 3. Responds to enquiries or complaints about an organisation's products and/or services and provides information or refers people to other sources.**

**Comment:** This position performs duties similar to an Enquiries Officer, Complaints Clerk or Information Officer and is coded as 'Enquiry Clerk'.

**CODE:** 541211

You need to understand the difference between two of the minor group codes used for clerical positions – 531 General Clerks and 561 Clerical and Office Support Workers. The difference is that:

- Minor Group 531 is used where the position performs a range of clerical and administrative tasks. The tasks may be routine or complex. These positions may have a broad range of grades.
- Minor Group 561 is used where the position performs a range of routine clerical and administrative tasks necessary to support the operation of organisations.

### EXAMPLE 18

**Administrative Assistant, Strategic Services Branch, Clerk Grade 3/4. Provides comprehensive administrative services and executive clerical support to Director and staff.**

**Comment:** This position delivers a range of services to the Branch including: coordination of ministerial correspondence; accounts and purchasing processing; word processing; and records management. The position is coded 'General Clerks'.

**CODE:** 531111

### EXAMPLE 19

**Records Clerk, Grade 2. Processes and handles information and documents to maintain access to and security of databases or records management systems.**

**Comment:** This position is responsible for sorting documents for filing; updating and/or modifying records; identifying and retrieving documents for users; recording file movements; creating new files/documents. The position is coded as a 'Clerical and Office Support Workers – Filing and Registry Clerks'.

<b>CODE:</b>	<b>561311.</b> Please note: This position performs more than one task, but all the tasks it performs are routine and are all within the one functional area.
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## Secretarial Positions

## Examples 20-21

Secretarial and Personal Assistant positions are distinct from clerical positions because they perform a wider range of tasks (clerical, secretarial, stenographic and administrative) that are focused on supporting managers and professionals.

### EXAMPLE 20

**Executive Assistant, Clerk Grade 4. Performs liaison, coordination and organisational tasks in support of managers and professionals.**

**Comment:** This position provides administrative services to a Director and professionals which includes: liaising with other staff relating to the organisation's operations; researching and preparing reports, briefing notes, etc; screening telephone calls and answering enquiries; maintaining confidential files and documents. This position is coded as 'Personal Assistants and Secretaries – Personal Assistants'.

<b>CODE:</b>	<b>521111</b>
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### EXAMPLE 21

**Executive Secretary, Clerk Grade 4. Provides confidential, high quality secretarial and administrative support.**

**Comment:** This position delivers administrative and secretarial services to a Director which include: managing appointments; making travel arrangements; word processing; managing telephone calls to check if the caller should be redirected to a more appropriate person. The position is coded 'Personal Assistants and Secretaries – Secretaries – Secretary (General)'.

<b>CODE:</b>	<b>521212</b>
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## Personnel/Payroll Positions

Many positions in the Public Sector will perform both payroll and personnel duties (eg Personnel/Payroll Clerk). ANZSCO has two codes that are suitable for these positions

If the position performs primarily Human Resources duties, it is coded **599411 – Human Resources Clerk**.

If the position is engaged mainly in payroll duties, it is coded **551311 – Payroll Clerk**.

## Training/Education Positions

Many positions in the Public Sector undertake training/education activities. ANZSCO has three codes that are suitable for these positions and, in this case, there is a relationship between occupation and the position's customer.

Work out who is the target customer. If the position plans, delivers, implements and evaluates general training and development programs for staff within the organisation, or as an outsourced corporate service to other Government agencies (eg ServiceFirst), it is coded **223311 – Training and Development Professional**.

If the position plans, delivers, implements and evaluates ICT training and development programs for staff within the organisation, or as an outsourced corporate service to other Government agencies (eg ServiceFirst), it is coded **223211 – ICT Trainer**.

If the position plans, delivers, implements and evaluates community education programs/training for the agency's customers (eg delivery of education programs to promote community awareness on various health, safety or environmental issues), it is coded **249111 – Education Officer**.



## 4.4 Codes

<u>Minor Group</u>	<u>Code Title</u>	<u>Occupation Code</u>	<u>Occupations</u>
111	<b>Chief Executives, General Managers &amp; Legislators</b>	111111	<ul style="list-style-type: none"> <li>➤ Chief Executive Officer</li> <li>➤ Director General</li> </ul>
		111211	<ul style="list-style-type: none"> <li>➤ General Manager</li> <li>➤ Deputy/Assistant–Director General</li> <li>➤ Deputy/Assistant Commissioner (Police/Fire/Corrections)</li> </ul>
		111212	<ul style="list-style-type: none"> <li>➤ Defence Force Senior Officer</li> </ul>
121	<b>Farmers and Farm Managers</b>	121111	<ul style="list-style-type: none"> <li>➤ Aquaculture Farmers</li> <li>➤ Hatchery Farmer</li> </ul>
		121216	<ul style="list-style-type: none"> <li>➤ Mixed Crop Farmer</li> </ul>
131	<b>Advertising &amp; Sales Managers</b>	131111	<ul style="list-style-type: none"> <li>➤ Advertising/Public Relations/Community Relations Manager</li> </ul>
		131112	<ul style="list-style-type: none"> <li>➤ Marketing Manager</li> <li>➤ Business Development Manager</li> </ul>
132	<b>Business Administration Managers</b>	132111	<ul style="list-style-type: none"> <li>➤ Corporate Services Manager</li> <li>➤ Administration Manager</li> </ul>
		132211	<ul style="list-style-type: none"> <li>➤ Finance Manager</li> <li>➤ Chief Financial Officer</li> <li>➤ Financial Controller</li> </ul>
		132311	<ul style="list-style-type: none"> <li>➤ Employee Relations Manager</li> <li>➤ Human Resources Manager</li> <li>➤ Training &amp; Development Manager</li> <li>➤ Occupational, Health &amp; Safety Manager</li> </ul>
		132411	<ul style="list-style-type: none"> <li>➤ Policy Manager</li> <li>➤ Strategic/Corporate Planning Manager</li> <li>➤ Executive Officer (Policy &amp; Planning)</li> </ul>
		132511	<ul style="list-style-type: none"> <li>➤ Research &amp; Development Managers</li> <li>➤ Executive Officer (Research &amp; Development)</li> </ul>
133	<b>Construction, Distribution and Production Managers</b>	133111	<ul style="list-style-type: none"> <li>➤ Building &amp; Construction Manager</li> </ul>
		133211	<ul style="list-style-type: none"> <li>➤ Engineering Manager</li> </ul>
		133500	<ul style="list-style-type: none"> <li>➤ Production Managers (Utilities)</li> </ul>
		133511	<ul style="list-style-type: none"> <li>➤ Production Managers (Forestry)</li> </ul>
		133512	<ul style="list-style-type: none"> <li>➤ Production Managers (Manufacturing)</li> </ul>
		133513	<ul style="list-style-type: none"> <li>➤ Production Managers (Mining)</li> </ul>
		133611	<ul style="list-style-type: none"> <li>➤ Supply and Distribution Managers</li> </ul>
134	<b>Education, Health &amp; Welfare Services Managers</b>	134111	<ul style="list-style-type: none"> <li>➤ Child Care Coordinators</li> </ul>
		134211	<ul style="list-style-type: none"> <li>➤ Medical Administrator</li> <li>➤ Director of Clinical/Medical Services</li> </ul>
		134212	<ul style="list-style-type: none"> <li>➤ Director of Nursing</li> <li>➤ Deputy/Assistant Director of Nursing</li> <li>➤ Senior Nurse Manager</li> </ul>
		134213	<ul style="list-style-type: none"> <li>➤ Health Organisational Manager</li> </ul>
		134214	<ul style="list-style-type: none"> <li>➤ Welfare Centre Manager</li> <li>➤ Welfare /Project Manager</li> <li>➤ Client Services Manager (DOCS)</li> <li>➤ Director Child &amp; Family (DOCS)</li> <li>➤ Assistant Manager (J.J)</li> </ul>
		134299	<ul style="list-style-type: none"> <li>➤ Manager Allied Health Services/Physiotherapy/Pharmacy</li> <li>➤ Health &amp; Welfare Services Managers nec</li> </ul>

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		134311	➤ School Principal
		134411	➤ Head Teacher (TAFE)
		134412	➤ Regional Education Manager
		134499	➤ Education Managers nec
<b>135</b>	<b>ICT Managers</b>	135111	➤ Chief Information Officer
		135112	➤ ICT Project Manager
		135199	➤ Network Manager ➤ ICT Manager-General
<b>139</b>	<b>Miscellaneous Specialist Managers</b>	139100	➤ Commissioned Corrections Officer
		139112	➤ Commissioned Fire Officer
		139113	➤ Commissioned Police Officer
		139911	➤ Arts Administrator/Manager
		139912	➤ Environment, Parks and Land Care Managers
		139913	➤ Laboratory Manager
		139914	➤ Quality Assurance Manager
		139915	➤ Sports Administrator
		139999	➤ Specialist Manager nec ➤ Executive Officer (to Director General etc)
<b>141</b>	<b>Accommodation &amp; Hospitality Managers</b>	141111	➤ Café/Food & Beverage/Canteen Manager
		141311	➤ Hotel/Motel Managers
		141999	➤ Accommodation & Hospitality Managers (General)
<b>142</b>	<b>Retail Managers</b>	142111	➤ Retail Manager
<b>149</b>	<b>Miscellaneous Hospitality, Retail &amp; Service Managers</b>	149111	➤ Entertainment Centre Manager
		149112	➤ Fitness Centre Manager
		149113	➤ Sports Centre Manager
		149211	➤ Call Centre Manager
		149212	➤ Customer Service Manager ➤ Customer Relations Manager
		149311	➤ Conference/Event Organiser
		149411	➤ Fleet Manager
		149412	➤ Railway Station Manager
		149413	➤ Transport Managers (Buses, Ferries)
		149912	➤ Theatre Manager
		149913	➤ Facilities/Building/Properties Manager
		149999	➤ Hospitality, Retail & Service Managers nec
<b>211</b>	<b>Arts Professionals</b>	211213	➤ Musician
		211299	➤ Music Professionals nec
		211311	➤ Photographer
<b>212</b>	<b>Media Professionals</b>	212312	➤ Director – Stage or Film
		212313	➤ Cinematographer
		212314	➤ Film & Video Editor
		212316	➤ Stage Manager
		212318	➤ Video Producer
		212411	➤ Copywriter
		212412	➤ Editor
		212413	➤ Print Journalist
		212414	➤ Radio Journalist
		212415	➤ Technical Writer
		212499	➤ Journalists and Other Writers-General
<b>221</b>	<b>Accountants, Auditors and Company Secretaries</b>	221111	➤ Accountant (General) ➤ Financial Analyst
		221112	➤ Management Accountant ➤ Financial Accountant

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		221113	➤ Taxation Accountant
		221211	➤ Company Secretary
		221212	➤ Corporate Treasurer ➤ Financial Risk Manager
		221213	➤ External Auditor
		221214	➤ Internal Auditor
<b>222</b>	<b>Financial Brokers and Dealers and Investment Advisors</b>	222111	➤ Commodities Trader ➤ Energy Trader ➤ Livestock Trader
		222112	➤ Finance Broker
		222199	➤ Financial Brokers nec
		222211	➤ Financial Market Dealer
		222212	➤ Futures Trader
		222299	➤ Financial Dealers nec
		222231	➤ Financial Investment Advisor ➤ Financial Planning Advisor
		222212	➤ Financial Investment Manager ➤ Superannuation Funds Manager
<b>223</b>	<b>Human Resources and Training Professionals</b>	223111	➤ Human Resources Coordinator ➤ Human Resources Officer/Advisor ➤ Workforce Planning Analyst ➤ EEO Coordinator ➤ Human Resources Policy Advisor ➤ Personnel Officer ➤ Redeployment Officer ➤ Payroll Manager
		223112	➤ Recruitment Officer
		223113	➤ Employee Relations Officer ➤ Workplace Relations Advisor ➤ Investigations Officer (Internal)
		223211	➤ ICT Trainer
		223311	➤ Learning and Development Officer ➤ Training Officer
<b>224</b>	<b>Information and Organisation Professionals</b>	224111	➤ Actuary
		224112	➤ Mathematician
		224113	➤ Statistician
		224211	➤ Archivist
		224212	➤ Museum or Gallery Curator
		224213	➤ Health Information Manager
		224214	➤ Records Manager ➤ Freedom of Information Officer
		224311	➤ Economist ➤ Agricultural Economist ➤ Environmental Economist
		224411	➤ Intelligence Officer
		224412	➤ Policy Analyst (General)
		224511	➤ Land Economist
		244512	➤ Valuer
		224611	➤ Librarians
		224711	➤ Business Analyst ➤ Management Consultant
		224712	➤ Organisation & Methods Analyst
		224900	➤ Investigators (not Police) eg ICAC, Juvenile Justice
		224901	➤ Forensic Investigator (not Police), Forensic Accountant

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>		
		224912	➤ Liaison Officer		
		224999	➤ Information & Organisation Professionals nec		
<b>225</b>	<b>Sales, Marketing &amp; Public Relations Professionals</b>	225111	➤ Advertising Specialist		
		225112	➤ Market Research Analyst		
		225113	➤ Marketing Specialist		
		225211	➤ ICT Account Manager		
		225212	➤ ICT Business Development Manager		
		225311	➤ Public Relations Professionals ➤ Media Liaison Officer		
		225499	➤ Technical Sales Representatives nec		
<b>231</b>	<b>Air and Marine Transport Professionals</b>	231111	➤ Aeroplane Pilot		
		231114	➤ Helicopter Pilot		
		231199	➤ Air Transport Professionals nec		
		231212	➤ Marine Engineer		
		231213	➤ Ship's Master ➤ Ship's Pilot ➤ Hydrofoil Captain		
		231214	➤ Deck Officer		
		231215	➤ Marine Engineer Surveyor		
		231299	➤ Marine Transport Professionals		
<b>232</b>	<b>Architects, Designers, Planners and Surveyors</b>	232111	➤ Architect		
		232112	➤ Landscape Architect		
		232211	➤ Cartographer		
		232212	➤ Surveyor ➤ Hydrographic Surveyor ➤ Photogrammetric Surveyor ➤ Cadastral Surveyor ➤ Geometrician		
		232411	➤ Graphic/Publications Designer		
		232413	➤ Multimedia Designer		
		232414	➤ Web Designer		
		232611	➤ Urban and Regional Planner ➤ Traffic and Transport Planner		
		<b>233</b>	<b>Engineering Professionals</b>	233111	➤ Chemical Engineer
				233112	➤ Materials Engineer
233211	➤ Civil Engineer Hydraulics Engineer				
233212	➤ Geotechnical Engineer				
233213	➤ Quantity Engineer				
233214	➤ Structural Engineer				
233215	➤ Transport Engineer				
233311	➤ Electrical Engineer ➤ Railway Signalling Engineer ➤ Signalling and Communications Engineer				
233411	➤ Electronics Engineer				
233511	➤ Industrial Engineer				
233512	➤ Mechanical Engineer				
233513	➤ Production or Plant Engineer				
233611	➤ Mining Engineer				
233912	➤ Agriculture Engineer				
233914	➤ Engineering Technologist ➤ Agriculture/Biomedical/Chemical/Industrial/Mining Engineer Technologist				
233915	➤ Environmental Engineer				
233999	➤ Engineering Professionals nec				

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>		
234	Natural and Physical Science Professionals	234111	➤ Agricultural Advisor ➤ Landcare Officer		
		234112	➤ Agricultural Scientist ➤ Agronomist		
		234113	➤ Forester ➤ Silviculturist		
		234211	➤ Chemist		
		234212	➤ Food Technologist/Scientist		
		234311	➤ Environmental Officer ➤ Conservation Officer ➤ Landcare Facilitator		
		234312	➤ Environmental Analyst/Advisor		
		234313	➤ Environmental Research Scientist ➤ Air Pollution Analyst ➤ Ecologist ➤ Water Quality Analyst ➤ Land Degradation Analyst		
		234314	➤ Park Ranger		
		234399	➤ Environmental Scientists nec including:- ➤ Aquaculture Consultant ➤ Soil Scientist ➤ Environmental Auditor		
		234411	➤ Geologist ➤ Hydrogeologist ➤ Marine Geologist ➤ Palaeontologist		
		234412	➤ Geophysicist ➤ Seismologist		
		234511	➤ Biologist ➤ Life Scientist (General)		
		234512	➤ Anatomist ➤ Physiologist		
		234513	➤ Biochemist		
		234514	➤ Biotechnologist		
		234515	➤ Botanist		
		234516	➤ Marine Biologist		
		234517	➤ Microbiologist		
		234518	➤ Zoologist		
		234599	➤ Life Scientists nec		
		234611	➤ Medical Laboratory Scientist ➤ Hospital Scientific Officer		
		234711	➤ Veterinarian		
		234911	➤ Conservator		
		234912	➤ Metallurgist		
		234913	➤ Meteorologist		
		234914	➤ Physicist		
		234999	➤ Natural and Physical Science Professionals nec		
		241	School Teachers	241111	➤ Early Childhood Teacher ➤ Kindergarten Teacher ➤ Preschool Director
				241213	➤ Primary School Teachers
				241411	➤ Secondary School Teachers
				241511	➤ Special Needs Teacher

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		241512	➤ Teacher of Hearing Impaired
		241513	➤ Teacher of Sight Impaired
		241599	➤ Special Education Teachers – General
242	Tertiary Education Teachers	242211	➤ Vocational Education Teacher ➤ Adult Education Teacher ➤ TAFE Lecturer ➤ Workplace Trainer and Assessor
249	Miscellaneous Education Professionals	249111	➤ Education Advisor/Officer (Non-Teaching) ➤ Curriculum Advisory Teacher ➤ Education Officer (Curriculum Development) ➤ Senior Guidance Officer ➤ Home-School Liaison Officer ➤ Preschool Advisor
		249112	➤ Education Reviewer ➤ School Inspector
		249311	➤ English as Second Language Teacher
251	Health Diagnostic and Promotion Professionals	251111	➤ Dietician
		251211	➤ Medical Diagnostic Radiographer
		251212	➤ Medical Radiation Therapist
		251213	➤ Nuclear Medicine Technologist
		251214	➤ Sonographer
		251311	➤ Environmental Health Officers
		251312	➤ Occupational Health and Safety Adviser/Coordinator/Officer ➤ Injury Management Officer
		251411	➤ Optometrist
		251412	➤ Orthoptist
		251511	➤ Hospital Pharmacist
		251513	➤ Retail Pharmacist
		251911	➤ Health Promotion Officer
		251912	➤ Orthotist or Prosthetist
		251999	➤ Health Diagnostic and Promotion Professionals nec
252	Health Therapy Professionals	252111	➤ Chiropractor
		252112	➤ Osteopath
		252211	➤ Acupuncturist
		252212	➤ Homoeopath
		252213	➤ Naturopath
		252214	➤ Traditional Chinese Medicine Practitioner
		252299	➤ Complementary Health Therapists nec
		252311	➤ Dental Specialist
		252312	➤ Dentist
		252411	➤ Occupational Therapist
		252511	➤ Physiotherapist
		252611	➤ Podiatrist
		252711	➤ Audiologist
		252712	➤ Speech Pathologist
253	Medical Practitioners	253111	➤ General Medical Practitioner
		253112	➤ Resident Medical Officer
		253211	➤ Anaesthetist
		253311	➤ Specialist Physician (General Medicine)
		253312	➤ Cardiologist
		253313	➤ Clinical Haematologist
		253314	➤ Clinical Oncologist
		253315	➤ Endocrinologist

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		253316	➤ Gastroenterologist
		253317	➤ Intensive Care Specialist
		253318	➤ Neurologist
		253321	➤ Paediatrician
		253322	➤ Renal Medicine Specialist
		253323	➤ Rheumatologist
		253324	➤ Thoracic Medicine Specialist
		253399	➤ Internal Medicine Specialists nec
		253411	➤ Psychiatrist
		253511	➤ Surgeon (General)
		253512	➤ Cardiothoracic Surgeon
		253513	➤ Neurosurgeon
		253514	➤ Orthopaedic Surgeon
		253515	➤ Otorhinolaryngologist
		253516	➤ Paediatric Surgeon
		253517	➤ Plastic and Reconstructive Surgeon
		253518	➤ Urologist
		253521	➤ Vascular Surgeon
		253911	➤ Dermatologist
		253912	➤ Emergency Medicine Specialist
		253913	➤ Obstetrician and Gynaecologist
		253914	➤ Ophthalmologist
		253915	➤ Pathologist
		253916	➤ Radiologist
		253999	➤ Medical Practitioners nec
254	Midwifery and Nursing Professionals	254111	➤ Midwife
		254211	➤ Nurse Educator
		254212	➤ Nurse Researcher
		254311	➤ Nurse Manager
		254411	➤ Nurse Practitioner
		254412	➤ Registered Nurse (Aged Care)
		254413	➤ Registered Nurse (Child and Family Health)
		254414	➤ Registered Nurse (Community Health)
		254415	➤ Registered Nurse (Critical Care and Emergency)
		254416	➤ Registered Nurse (Developmental Disability)
		254417	➤ Registered Nurse (Disability and Rehabilitation)
		254418	➤ Registered Nurse (Medical)
		254421	➤ Registered Nurse (Medical Practice)
		254422	➤ Registered Nurse (Mental Health)
		254423	➤ Registered Nurse (Perioperative)
		254424	➤ Registered Nurse (Surgical)
		254499	➤ Registered Nurses nec
261	Business and System Analysts and Programmers	261111	➤ ICT Business Analyst ➤ ICT Business Consultant ➤ Business Systems Analyst
		261112	➤ Systems Analyst
		261211	➤ Multimedia Specialist/Developer/Programmer
		261212	➤ Web Developer Web Programmer
		261311	➤ Analyst Programmer
		261312	➤ Developer Programmer ➤ Database Developer/Programmer ➤ Network Programmer ➤ Software Developer/Programmer

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		261313	<ul style="list-style-type: none"> <li>➤ Software Engineer</li> <li>➤ Database Designer</li> <li>➤ Systems Architect</li> </ul>
		261399	<ul style="list-style-type: none"> <li>➤ Software and Applications Programmers nec</li> </ul>
<b>262</b>	<b>Database and Systems Administrators and ICT Security Specialists</b>	262111	<ul style="list-style-type: none"> <li>➤ Database Administrator</li> <li>➤ Database Analyst</li> </ul>
		262112	<ul style="list-style-type: none"> <li>➤ ICT Security Administrator</li> <li>➤ Information Technology Security Manager</li> </ul>
		262113	<ul style="list-style-type: none"> <li>➤ Systems Administrator</li> </ul>
<b>263</b>	<b>ICT Network and Support Professionals</b>	263111	<ul style="list-style-type: none"> <li>➤ Computer Network and Systems Engineer</li> </ul>
		263112	<ul style="list-style-type: none"> <li>➤ Network Administrator LAN Administrator</li> </ul>
		263113	<ul style="list-style-type: none"> <li>➤ Network Analyst Network Architect</li> </ul>
		263211	<ul style="list-style-type: none"> <li>➤ ICT Quality Assurance Engineer</li> <li>➤ Quality Analyst</li> <li>➤ Computer Systems Auditor</li> <li>➤ Systems Auditor</li> </ul>
		263212	<ul style="list-style-type: none"> <li>➤ ICT Support Engineer</li> <li>➤ ICT Support Analyst</li> </ul>
		263213	<ul style="list-style-type: none"> <li>➤ ICT Systems Test Engineer</li> </ul>
		263299	<ul style="list-style-type: none"> <li>➤ ICT Network and Support Professionals nec</li> </ul>
		263311	<ul style="list-style-type: none"> <li>➤ Telecommunications Engineer</li> </ul>
		263312	<ul style="list-style-type: none"> <li>➤ Telecommunications Network Engineer</li> </ul>
		225211	<ul style="list-style-type: none"> <li>➤ ICT Account Manager</li> </ul>
		225212	<ul style="list-style-type: none"> <li>➤ ICT Business Development Manager</li> </ul>
		223211	<ul style="list-style-type: none"> <li>➤ ICT Trainer Software Trainer</li> </ul>
		<b>271</b>	<b>Legal Professionals</b>
271211	<ul style="list-style-type: none"> <li>➤ Judge</li> </ul>		
271212	<ul style="list-style-type: none"> <li>➤ Magistrate</li> </ul>		
271299	<ul style="list-style-type: none"> <li>➤ Legal Officer/Law researcher/Judicial Registrar</li> <li>➤ Judicial &amp; Other Legal Professionals nec</li> </ul>		
271311	<ul style="list-style-type: none"> <li>➤ Solicitor</li> </ul>		
<b>272</b>	<b>Social and Welfare Professionals</b>	272111	<ul style="list-style-type: none"> <li>➤ Careers Advisor/Counsellor</li> </ul>
		272112	<ul style="list-style-type: none"> <li>➤ Drug and Alcohol Counsellor</li> </ul>
		272113	<ul style="list-style-type: none"> <li>➤ Family and Marriage Counsellor</li> </ul>
		272114	<ul style="list-style-type: none"> <li>➤ Rehabilitation Counsellor</li> </ul>
		272115	<ul style="list-style-type: none"> <li>➤ School Counsellor</li> </ul>
		272199	<ul style="list-style-type: none"> <li>➤ Counsellors</li> <li>➤ Juvenile Justice Counsellor</li> </ul>
		272211	<ul style="list-style-type: none"> <li>➤ Chaplain</li> </ul>
		272311	<ul style="list-style-type: none"> <li>➤ Clinical Psychologist</li> </ul>
		272312	<ul style="list-style-type: none"> <li>➤ Educational Psychologist</li> </ul>
		272314	<ul style="list-style-type: none"> <li>➤ Psychotherapist</li> </ul>
		272399	<ul style="list-style-type: none"> <li>➤ Psychologists nec</li> </ul>
		272411	<ul style="list-style-type: none"> <li>➤ Historian</li> </ul>
		272412	<ul style="list-style-type: none"> <li>➤ Interpreter</li> </ul>
		272413	<ul style="list-style-type: none"> <li>➤ Translator</li> </ul>
		272499	<ul style="list-style-type: none"> <li>➤ Social Professionals – General</li> </ul>
		272511	<ul style="list-style-type: none"> <li>➤ Social Worker</li> </ul>
		272612	<ul style="list-style-type: none"> <li>➤ Recreation Officer</li> </ul>
		272613	<ul style="list-style-type: none"> <li>➤ Welfare Worker</li> <li>➤ Senior Practitioner (DOCS)</li> <li>➤ Case Workers/ Casework Managers</li> <li>➤ Assistant Manager (Juvenile Justice)</li> </ul>



<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>		
<b>311</b>	<b>Agricultural, Medical and Science Technicians</b>	<b>311111</b>	➤ Agricultural Laboratory Technician ➤ Horticultural Technical Officer		
		<b>311211</b>	➤ Anaesthetic Technician		
		<b>311212</b>	➤ Cardiac Technician		
		<b>311213</b>	➤ Medical Laboratory Technician		
		<b>311214</b>	➤ Operating Theatre Technician		
		<b>311215</b>	➤ Pharmacy Technician		
		<b>311299</b>	➤ Medical Technicians nec		
		<b>311311</b>	➤ Fisheries Officer		
		<b>311312</b>	➤ Meat Inspector		
		<b>311313</b>	➤ Quarantine Officer		
		<b>311399</b>	➤ Primary Products Inspector		
		<b>311411</b>	➤ Chemistry Technician		
		<b>311412</b>	➤ Hydrographer ➤ Earth Science Laboratory Technician ➤ Geological Technical Officer ➤ Geoscience Laboratory Technician ➤ Soil Science Technical Officer ➤ Water Resources Technical Officer		
		<b>311413</b>	➤ Life Science Technical Officer includes – ➤ Biological Technical Officer ➤ Botanical Technical Officer ➤ Environmental Technical Officer ➤ Fisheries Technical Officer ➤ Forestry Technical Officer ➤ Zoology Technical Officer		
		<b>311414</b>	➤ School Laboratory Technician		
		<b>311499</b>	➤ Science Technicians nec		
		<b>312</b>	<b>Building and Engineering Technicians</b>	<b>312111</b>	➤ Architectural Draftsperson
				<b>312112</b>	➤ Building Construction Supervisor ➤ Clerk of Works
				<b>312113</b>	➤ Building Inspector or Surveyor
				<b>312114</b>	➤ Building or Construction Estimator
<b>312115</b>	➤ Plumbing Inspector ➤ Water Supply Inspector				
<b>312116</b>	➤ Surveying Technician ➤ Photogrammetrist ➤ Engineering Surveying Drafting Technician ➤ Topographic Drafting Officer				
<b>312211</b>	➤ Civil Engineering Draftsperson ➤ Structural Engineering Drafting Officer				
<b>312212</b>	➤ Civil Engineering Technician ➤ Geotechnical Laboratory Technician				
<b>312311</b>	➤ Electrical Engineering Draftsperson				
<b>312312</b>	➤ Electrical Engineering Technician				
<b>312411</b>	➤ Electronic Engineering Draftsperson				
<b>312412</b>	➤ Electronic Engineering Technician ➤ Communications Engineering Technician ➤ Digital Controls Technical Officer				
<b>312511</b>	➤ Mechanical Engineering Draftspersons ➤ Tool Designer				
<b>312512</b>	➤ Mechanical Engineering Technician ➤ Boiler Testing Technician ➤ Hydraulic Controls Technician				

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		312611	<ul style="list-style-type: none"> <li>➤ Safety Inspector</li> <li>➤ Occupational Health &amp; Safety Inspector</li> <li>➤ Inspector (WorkCover)</li> <li>➤ Mines Inspector</li> </ul>
		312911	<ul style="list-style-type: none"> <li>➤ Maintenance Planner or Scheduler</li> </ul>
		312912	<ul style="list-style-type: none"> <li>➤ Metallurgical/Materials Technician</li> <li>➤ Heat Treatment Technician</li> <li>➤ Metallurgy Laboratory Technician</li> </ul>
		312999	<ul style="list-style-type: none"> <li>➤ Building and Engineering Technical nec</li> </ul>
<b>313</b>	<b>ICT and Telecommunications Technicians</b>	313111	<ul style="list-style-type: none"> <li>➤ Hardware Technician</li> </ul>
		313112	<ul style="list-style-type: none"> <li>➤ ICT Customer Support Officer</li> <li>➤ Help Desk Officer/Technician</li> <li>➤ Systems Support Officer</li> <li>➤ Network Support Officer</li> </ul>
		313113	<ul style="list-style-type: none"> <li>➤ Web Administrator</li> </ul>
		313199	<ul style="list-style-type: none"> <li>➤ ICT Support Technicians nec</li> <li>➤ Computer Systems Technician</li> </ul>
		313211	<ul style="list-style-type: none"> <li>➤ Radiocommunications Technician</li> </ul>
		313212	<ul style="list-style-type: none"> <li>➤ Telecommunications Field Engineer</li> </ul>
		313213	<ul style="list-style-type: none"> <li>➤ Telecommunications Network Planner</li> </ul>
		313214	<ul style="list-style-type: none"> <li>➤ Telecommunications Technical Officer or Technologist</li> </ul>
<b>321</b>	<b>Automotive Electricians and Mechanics</b>	321111	<ul style="list-style-type: none"> <li>➤ Automotive Electricians</li> <li>➤ Automotive Electrical Fitter</li> </ul>
		321211	<ul style="list-style-type: none"> <li>➤ Motor Mechanic (General)</li> </ul>
		321212	<ul style="list-style-type: none"> <li>➤ Diesel Motor Mechanic</li> </ul>
		321213	<ul style="list-style-type: none"> <li>➤ Motorcycle Mechanic</li> </ul>
		321214	<ul style="list-style-type: none"> <li>➤ Small Engine Mechanic</li> </ul>
<b>322</b>	<b>Fabrication Engineering Trades Workers</b>	322111	<ul style="list-style-type: none"> <li>➤ Blacksmith</li> </ul>
		322122	<ul style="list-style-type: none"> <li>➤ Electroplater</li> </ul>
		322113	<ul style="list-style-type: none"> <li>➤ Farrier</li> </ul>
		322114	<ul style="list-style-type: none"> <li>➤ Metal Casting Trades Worker</li> </ul>
		322115	<ul style="list-style-type: none"> <li>➤ Metal Polisher</li> </ul>
		322211	<ul style="list-style-type: none"> <li>➤ Sheetmetal Trades Worker</li> </ul>
		322311	<ul style="list-style-type: none"> <li>➤ Metal Fabricator</li> <li>➤ Boilermaker-Welder</li> <li>➤ Structural Steel Trades Worker</li> </ul>
		322312	<ul style="list-style-type: none"> <li>➤ Pressure Welder</li> </ul>
		322313	<ul style="list-style-type: none"> <li>➤ Welder</li> </ul>
<b>323</b>	<b>Mechanical Engineering Trades Workers</b>	323111	<ul style="list-style-type: none"> <li>➤ Aircraft Maintenance Engineer (Avionics)</li> </ul>
		323112	<ul style="list-style-type: none"> <li>➤ Aircraft Maintenance Engineer (Mechanical)</li> </ul>
		323211	<ul style="list-style-type: none"> <li>➤ Fitter (General)</li> <li>➤ Fitter Mechanic</li> <li>➤ Plant Mechanic</li> </ul>
		323212	<ul style="list-style-type: none"> <li>➤ Fitter and Turner</li> </ul>
		323213	<ul style="list-style-type: none"> <li>➤ Fitter-Welder</li> </ul>
		323214	<ul style="list-style-type: none"> <li>➤ Metal Machinist</li> <li>➤ Metal Turner</li> </ul>
		323215	<ul style="list-style-type: none"> <li>➤ Textile Clothing and Footwear Mechanic</li> </ul>
		323299	<ul style="list-style-type: none"> <li>➤ Metal Fitters and Machinists nec</li> </ul>
		323311	<ul style="list-style-type: none"> <li>➤ Engraver</li> </ul>
		323312	<ul style="list-style-type: none"> <li>➤ Gunsmith</li> </ul>
		323313	<ul style="list-style-type: none"> <li>➤ Locksmith</li> </ul>
		323314	<ul style="list-style-type: none"> <li>➤ Precision Instrument Maker and Repairer</li> </ul>
		323315	<ul style="list-style-type: none"> <li>➤ Saw Maker and Repairer</li> </ul>

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		323411	➤ Engineering Patternmaker
		323412	➤ Toolmaker
324	Panelbeaters and Vehicle Body Builders Trimmers and Painters	324111	➤ Panelbeater
331	Bricklayers and Carpenters and Joiners	331111	➤ Bricklayer
		331112	➤ Stonemason
		331211	➤ Carpenter
		331213	➤ Joiner
332	Floor Finishers and Painting Trades Workers	332111	➤ Floor Finisher
		332211	➤ Painting Trades Worker
333	Glaziers, Plasterers and Tilers	333111	➤ Glazier
		333211	➤ Fibrous Plasterer
		333212	➤ Solid Plasterer
		333311	➤ Roof Tiler
		333411	➤ Wall and Floor Tiler
334	Plumbers	334111	➤ Plumber
		334113	➤ Drainer
		334114	➤ Gasfitter
		334115	➤ Roof plumber
341	Electricians	341111	➤ Electricians (General)
		341112	➤ Electrician (Special Class)
		341113	➤ Lift Mechanic/Electrician
342	Electronics and Telecommunications Trades Workers	342111	➤ Air Conditioning and Refrigeration Mechanic
		342211	➤ Electrical Lines Worker ➤ Railway Traction Line Worker
		342212	➤ Technical Cable Jointer
		342311	➤ Business Machine Mechanic
		342312	➤ Communications Operator
		342313	➤ Electronics Equipment Trades Worker
		342314	➤ Electronic Instrument Trades Worker (General)
		342315	➤ Electronic Instrument Trades Worker (General Class)
		342411	➤ Cabler (Data and Telecommunications)
		342412	➤ Telecommunications Cable Jointer
		342413	➤ Telecommunications Linesworker
342414	➤ Telecommunications Technician		
351	Food Trades Workers	351111	➤ Baker
		351112	➤ Pastrycook
		351211	➤ Butcher or Smallgoods Maker
		351311	➤ Chef
		351411	➤ Cook
361	Animal Attendants and Trainers and Shearers	361111	➤ Dog Handler or Trainer
		361112	➤ Horse Trainer
		361114	➤ Zookeeper
		361199	➤ Animal Attendants and Trainers nec
		361211	➤ Shearer
		361311	➤ Veterinary Nurse
362	Horticultural Trades Workers	362111	➤ Florist
		362211	➤ Gardener (General)
		362212	➤ Arborist
		362213	➤ Landscape Gardener
		362311	➤ Green keeper
		362411	➤ Nurseryperson
391	Hairdressers	391111	➤ Hairdresser

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
392	Printing Trades Workers	392111	➤ Binder and Finisher
		392112	➤ Screen Printer
		392211	➤ Graphic Pre-Press Trades Worker ➤ Desktop Publishing Operator
		392311	➤ Printing Machinist
		392312	➤ Small Offset Printer
393	Textile, Clothing and Footwear Trades Workers	393111	➤ Canvas Goods Maker
		393112	➤ Leather Goods Maker
		393211	➤ Apparel Cutter
		393212	➤ Clothing Patternmaker
		393213	➤ Tailor Dressmaker
		393299	➤ Clothing Trades Workers nec
394	Wood Trades Workers	394111	➤ Cabinetmaker
		394211	➤ Furniture Finisher
		394213	➤ Wood Machinist
		394214	➤ Wood Turner
399	Miscellaneous Technicians and Trades Workers	394299	➤ Wood Trades and Workers nec
		399111	➤ Boat Builder and Repairer
		399112	➤ Shipwright
		399211	➤ Chemical Plant Operator
		399212	➤ Gas or Petroleum Operator
		399213	➤ Power Generation Plant Operator
			➤ Power Generation Turbine Room Operator
		399311	➤ Gallery or Museum Technician
		399312	➤ Library Technician
		399411	➤ Jeweller
		399511	➤ Broadcast Transmitter Operator
		399512	➤ Camera Operator (Film, Television or Video)
		399513	➤ Light Technician
		399514	➤ Make-Up Artist
		399515	➤ Musical Instrument Maker/Repairer
		399516	➤ Sound Technician
		399599	➤ Performing Arts Technicians nec
		399611	➤ Signwriter
		399912	➤ Diver
			➤ Fisheries Diver
➤ Scientific Diver			
399912	➤ Interior Decorator		
399913	➤ Optical Dispenser		
399914	➤ Optical Mechanic		
399915	➤ Photographers Assistant		
399916	➤ Plastics Technician		
399917	➤ Wool Classer		
399999	➤ Other Miscellaneous Technicians and Trades Workers nec		
411	Health and Welfare Support Workers	411111	➤ Ambulance Officers and Paramedics
		411112	➤ Intensive Care Ambulance Paramedic
		411211	➤ Dental Hygienist
		411212	➤ Dental Prosthetist
		411213	➤ Dental Technician
		411214	➤ Dental Therapist
		411311	➤ Diversional Therapist
411411	➤ Enrolled Nurse		

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		411412	➤ Mothercraft Nurse
		411511	➤ Aboriginal and Torres Strait Islander Health Worker
		411611	➤ Massage Therapist
		411711	➤ Community Worker ➤ Community Development Officer ➤ Housing Officer
		411712	➤ Disability Services Officer
		411713	➤ Family Support Worker
		411714	➤ Parole/Probation Officer
		411715	➤ Residential Care Officer
		411716	➤ Senior Youth Officer/Youth Officer ➤ Youth Liaison Officer ➤ Juvenile Justice Officer
421	Child Carers	421111	➤ Child Care Worker
		421114	➤ Out of School Hours Care Worker
422	Education Aides	422111	➤ Aboriginal/Torres Strait Islander Liaison Education Worker
		422112	➤ Integration Aide
		422115	➤ Preschool Aide
		422116	➤ Teacher's Aide ➤ Student Liaison Officer ➤ Teacher's Assistant ➤ School Services Officer
423	Personal Carers and Assistants	423111	➤ Aged or Disabled Carer ➤ Home Care Support worker
		423211	➤ Dental Assistant
		423311	➤ Hospital Orderly
		423312	➤ Nursing Support Worker
		423313	➤ Personal Care Assistant
		423314	➤ Therapy Aide
		423411	➤ Child or Youth Residential Care Assistant
		423412	➤ Hostel Parent
		423413	➤ Refuge Worker
431	Hospitality Workers	431111	➤ Bar Attendant
		431112	➤ Barista
		431211	➤ Café Worker
		431411	➤ Hotel Service Manager
		431511	➤ Waiter
		431911	➤ Bar Useful or Busser
		431999	➤ Hospitality Workers nec
441	Fire Fighters and Police	441211	➤ Emergency Service Worker
		441212	➤ Fire Fighter (Non Commissioned) ➤ Fire Prevention Officer
		441311	➤ Detective Plain Clothes Officer
		441312	➤ Police Officer (Non Commissioned)
442	Prison and Security Officers	442111	➤ Prison Officer
		442211	➤ Alarm Security or Surveillance Monitor
		442213	➤ Crowd Controller
		442214	➤ Private Investigator
		442216	➤ Security Consultant
		442217	➤ Security Officer ➤ Security Guard ➤ Transit Officers (RailCorp)
		442299	➤ Security Officers and Guards nec

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
451	Personal Service and Travel Workers	451211	➤ Driving Instructor
		451411	➤ Gallery or Museum Attendant/Guide
		451412	➤ Tour Guide/Escort
		451611	➤ Tourist Information Officer
		451799	➤ Travel Attendants nec
			➤ Railway Steward
➤ Railway Sleeping Car Conductor			
451899	➤ Personal Service Workers nec		
452	Sport and Fitness Workers	452111	➤ Fitness Instructor
		452311	➤ Diving Instructor
		452312	➤ Gymnastics Coach or Instructor
		452313	➤ Horse Riding Coach or Instructor
		452314	➤ Snowsports Instructor
		452315	➤ Swimming Coach
		452316	➤ Tennis Coach
		452317	➤ Other Sports Coach or Instructor nec
		452318	➤ Dog or Horse Racing Official Race Steward Handicapper
		452321	➤ Sports Development Officer
		452322	➤ Sports Umpire
452323	➤ Other Sports Official		
511	Contract, Program and Project Administrators	511111	➤ Contract Officer/Administrator
		511112	➤ Project and Program Administrators/Coordinators ➤ Grants Officers
512	Office and Practice Managers	512111	➤ Office Manager
		512211	➤ Health Practice Manager
		512299	➤ Practice Manager nec
521	Personal Assistants & Secretaries	521111	➤ Personal Assistant, Executive Officer/ Assistant
		521211	➤ Secretary (General)
		521212	➤ Legal Secretary
531	General Clerks	531111	➤ General Clerk ➤ Administration Officer/Support Officer ➤ Clerical Officer ➤ School Assistant/Senior School Assistant
532	Keyboard Operators	532113	➤ Word Processing Operator ➤ Typist ➤ Data Entry Operator/Data Processing Operator
541	Call Centre Information Clerks	541111	➤ Call Centre Team Leader
		541112	➤ Call Centre Operator
		541211	➤ Enquiry/Information Clerk ➤ Senior/Customer Service Officer ➤ Transit Liaison Officer
542	Receptionists	542111	➤ Receptionist
		542114	➤ Medical Receptionist
551	Accounting Clerks and Bookkeepers	551111	➤ Accounts Clerk
			➤ Audit Clerk
			➤ Accounts Payable or Receivable Clerk
		551112	➤ Cost Clerk
551211	➤ Bookkeeper		
	➤ Finance Administration Officer		
551311	➤ Payroll Clerk or Officer		
552	Financial and Insurance Clerks	552211	➤ Finance Clerk ➤ Credit Clerk
		552311	➤ Bookkeeper

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		552312	➤ Insurance Clerk ➤ Superannuation Clerk
		552313	➤ Money Market Clerk
		552314	➤ Statistical Clerk
<b>561</b>	<b>Clerical and Office Support Workers</b>	561211	➤ Courier
		561311	➤ Filing Clerk ➤ Records Clerk
		561411	➤ Mail Clerk
		561611	➤ Switchboard/Telephone Operator
		561912	➤ Meter Reader
		561999	➤ Clerical & Office Support (General) ➤ Business and Administration Trainees ➤ Media Monitor
<b>591</b>	<b>Logistics Clerks</b>	591111	➤ Order Clerk
		591113	➤ Purchasing Officer
		591114	➤ Sales Clerk
		591115	➤ Stores Clerk ➤ Supply Clerk
		591116	➤ Warehouse Administrator
		591211	➤ Despatching Clerk
<b>599</b>	<b>Miscellaneous Clerical &amp; Administrative Clerks</b>	599112	➤ Legal Executive
		599211	➤ Clerk of the Court
		599212	➤ Court Officer/Attendant ➤ Sheriff
		599213	➤ Court Orderly
		599214	➤ Law/ Legal Clerk
		599215	➤ Trust Officer/Clerk
		599311	➤ Debt Collector
		599411	➤ Human Resources Clerk ➤ Roster Clerk ➤ Employee Relations Officer ➤ Human Resources Record Clerk ➤ Human Resources Assistant
		599513	➤ Motor Vehicle Licence Examiner
		599514	➤ Noxious Weeds and Pest Inspector
		599517	➤ Train Examiner
		599518	➤ Transport Operations Inspector ➤ Bus / Train Inspector
		599521	➤ Water Inspector
		599599	➤ Inspectors and Regulatory Officers nec
		599611	➤ Insurance Investigator
		599612	➤ Insurance Loss Adjuster
		599613	➤ Insurance Risk Surveyor
		599711	➤ Library Assistant
		599911	➤ Coding Clerk
		599913	➤ Proof Reader
		599914	➤ Radio Dispatcher ➤ Communications Controller/Operator
		599999	➤ Clerical & Administrative Workers nec ➤ Examination Supervisor ➤ Train Planner
<b>611</b>	<b>Sales Representatives</b>	611312	➤ Sales Representatives (Business Services) ➤ Sales Representative (Advertising/Printing)

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
621	Sales Assistants and Salespersons	621111	➤ Sales Assistant (General) ➤ Retail Sales Assistant
		621511	➤ Retail Supervisor
		621999	➤ Sales Assistants and Salespersons nec ➤ Lotteries Agent
631	Checkout Operators and Office Cashiers	631111	➤ Checkout Operator
		631112	➤ Office Cashier
639	Miscellaneous Sales Support Workers	639112	➤ Sales Demonstrator
		639211	➤ Retail Buyer
		639212	➤ Wool Buyer
		639311	➤ Telemarketer
		639411	➤ Ticket seller ➤ Reservations Clerk
		639412	➤ Transport Conductor including Buses, Trains and Ferries
711	Machine Operators	711111	➤ Clay Products Machine Operator
		711112	➤ Concrete Products Machine Operator
		711113	➤ Glass Production Machine Operator
		711114	➤ Stone Processing Machine Operator
		711119	➤ Clay, Concrete, Glass and Stone Products Machine Operators nec
		711211	➤ Industrial Spray Painter
		711311	➤ Paper Products Machine Operator
		711312	➤ Wood Processing Machine Operator
		711411	➤ Photographic Developer and Printer
		711511	➤ Plastic Cable Making Machine Operator
		711521	➤ Plastics Compounding and Reclamation Machine Operator
		711513	➤ Plastics Fabricator or Welder
		711514	➤ Plastics Production Machine Operator (General)
		711515	➤ Reinforced Plastic and Composite Production Worker
		711516	➤ Rubber Production Machine Operator
		711599	➤ Plastics and Rubber Production Machine Operators nec
		711611	➤ Sewing Machinist
		711799	➤ Textile and Footwear Production Machine Operators
		711911	➤ Chemical Production Machine Operator
		711912	➤ Motion Picture Projectionist
711913	➤ Sand Blaster		
711914	➤ Sterilisation Technician		
711999	➤ Machine Operators nec		
712	Stationary Plant Operators	712111	➤ Crane, Hoist or Lift Operator
		712211	➤ Driller ➤ Drilling Plant Operator
		712212	➤ Mining Plant Operator
		712213	➤ Shot Firer ➤ Seismograph Shooter
		712311	➤ Engineering Production Systems Worker
		712911	➤ Boiler or Engine Operator
		712912	➤ Bulk Materials Handling Plant Operator
		712913	➤ Cement Production Plant Operator
		712914	➤ Concrete Batching Plant Operator
		712915	➤ Concrete Pump Operator
		712916	➤ Paper and Pulp Mill Operator



<u>Minor Group</u>	<u>Code Title</u>	<u>Occupation Code</u>	<u>Occupations</u>
		712917	➤ Railway Signal Operator ➤ Railway Shunter
		712918	➤ Railway Controller
		712921	➤ Waste Water or Water Plant Operator
		712922	➤ Weighbridge Operator
		712999	➤ Stationary Plant Operators nec
721	Mobile Plant Operators	721111	➤ Agricultural and Horticultural Mobile Plant Operator
		721112	➤ Logging Plant Operator
		721211	➤ Earthmoving Plant Operator (General)
		721212	➤ Backhoe Operator
		721213	➤ Bulldozer Operator
		721214	➤ Excavator
		721215	➤ Grader Operator
		721216	➤ Loader Operator
		721311	➤ Forklift Driver
		721912	➤ Linemarker
		721913	➤ Paving Plant Operator
		721914	➤ Railway Track Plant Operator
		721915	➤ Road Roller Operator
		721916	➤ Streetsweeper Operator
		721999	➤ Mobile Plant Operators nec
731	Automobile, Bus and Rail Drivers	731111	➤ Chauffeur
		731199	➤ Automobile Drivers nec
		731211	➤ Bus Driver, Bus Operator
		731311	➤ Train Driver
732	Delivery Drivers	732111	➤ Delivery Driver
733	Truck Drivers	733111	➤ Truck Driver (General)
		733115	➤ Tow Truck Driver
741	Storepersons	741111	➤ Storeperson
811	Cleaners and Laundry Workers	811111	➤ Car Detailer
		811211	➤ Commercial Cleaner ➤ School Cleaner
		811411	➤ Commercial Housekeeper
		811412	➤ Domestic Housekeeper
		811511	➤ Laundry Worker (General)
		811513	➤ Ironer or Presser
		811699	➤ Cleaners nec
		811699	➤ Bus Train Cleaner
821	Construction and Mining Labourers	821111	➤ Builder's Labourer Construction Worker
		821112	➤ Drainage, Sewerage and Stormwater Labourer
		821113	➤ Earthmoving Labourer
		821114	➤ Plumber's Assistant
		821211	➤ Concreter
		821311	➤ Fencer
		821411	➤ Building Insulation Installer
		821511	➤ Paving and Surfacing Labourer
		821611	➤ Railway Track Worker ➤ Track Inspector ➤ Railway Fetter
		821711	➤ Construction Rigger
		821712	➤ Scaffolder
		821713	➤ Steel Fixer
		821714	➤ Structural Steel Erector

<b>Minor Group</b>	<b>Code Title</b>	<b>Occupation Code</b>	<b>Occupations</b>
		821911	➤ Crane Chaser ➤ Slinger
		821912	➤ Driller's Assistant
		821913	➤ Lagger
		821914	➤ Mining Support Worker
		821915	➤ Surveyor's Assistant
831	Food Process Workers	831199	➤ Food and Drink Factory Workers
832	Packers and Product Assemblers	832199	➤ Packers (Food)
		832211	➤ Product Assembler
839	Miscellaneous Factory process Workers	839111	➤ Metal Engineering Process Worker
		839211	➤ Plastics Factory Worker
		839212	➤ Rubber Factory Worker
		839311	➤ Product Examiner Quality Control Assessor
		839312	➤ Product Grader
		839313	➤ Product Tester
		839411	➤ Paper and Pulp Mill Worker
		839412	➤ Timber Yard/Mill Worker Tailer-Out
		839413	➤ Wood and Wood Products Factory Worker
		839911	➤ Cement and Concrete Plant Worker
		839912	➤ Chemical Plant Worker Gas Plant Worker
		839913	➤ Clay Processing Factory Worker
		839914	➤ Fabric and Textile Factory Worker
841	Farm, Forestry and Garden Workers	839999	➤ Factory Process Workers nec
		841299	➤ Crop Farmers nec
		841311	➤ Forestry Worker ➤ Tree Planter
		841312	➤ Logging Assistant ➤ Sleeper Cutter
		841313	➤ Tree Faller
		841411	➤ Garden Labourer
		841412	➤ Horticultural Nursery Assistant
		841599	➤ Livestock Farm Workers nec
		841611	➤ Mixed Crop and Livestock Farm Worker
		841911	➤ Hunter-Trapper
		841912	➤ Pest or Weed Controller
		841999	➤ Farm Forestry and Garden Workers nec
851	Food Preparation Assistants	851111	➤ Fast Food Cook
		851299	➤ Food Trades Assistants nec
		851311	➤ Kitchenhand
891	Freight Handlers and Shelf Fillers	891111	➤ Freight Handler (Rail or Road)
		891112	➤ Truck Driver's Offsider
		891113	➤ Waterside Worker/ Wharf Labourer
899	Miscellaneous Labourers	899111	➤ Caretaker
		899211	➤ Deck Hand ➤ Ferry Hand ➤ Seafarer ➤ General Purpose Hand
		899212	➤ Fishing Hand
		899311	➤ Handyman
		899411	➤ Motor Vehicle Parts and Accessories Fitter (General)
		899511	➤ Printer's Assistant
		899512	➤ Printers Table Worker Printing Bindery Assistant
		899611	➤ Recycling or Rubbish Collector

<u>Minor Group</u>	<u>Code Title</u>	<u>Occupation Code</u>	<u>Occupations</u>
		899711	➤ Vending Machine Attendant
		899912	➤ Car Park Attendant
		899913	➤ Crossing Supervisor
		899914	➤ Electrical or Telecommunications Trades Assistant
		899916	➤ Mechanics Assistant
		899917	➤ Railways Assistant
		899918	➤ Sign Erector
		899921	➤ Ticket Collector or Usher
		899999	➤ Labourers nec
			➤ Road Maintenance
			➤ Traffic Controller
			➤ Stage Hand
			➤ Swimming Pool Serviceperson
			➤ Maintenance Officer (General)

# 5 Information for the Interpretation of Data

## 5.1 General

- The ANZSCO and Position Codes are fields in the Workforce Profile Data Collection which provide a picture of the work done by all positions.
- To ensure the integrity of the data, it is essential that coding is carried out consistently in all agencies across the sector. The principles involved and how positions should be coded is spelled out in the Position Coding Guidelines.
- Coding is undertaken by gaining a complete picture of the position using information from Position Descriptions or local knowledge. Because of major inconsistencies within and across agencies, never undertake coding from the position title alone.
- There are many potential uses for the data for both line and central agencies. The data can feed into organisational performance improvement initiatives or processes and support workforce planning. It also allows greater precision and variety in benchmarks for resource allocation and for monitoring and developing equity and diversity.

## 5.2 Position Code

### 5.2.1 Type of Duties

- The key issue is whether the position delivers established services or 'shapes' the delivery of services. That is, whether positions are engaged in tasks that are service delivery/operational or strategic in nature. It does not matter whether the services are provided to internal or external customers.
- The Type of Duties code for managers sometimes causes confusion. There is a tendency to code the strategic nature of managers' roles. However, within the coding, this is seen as contributing to the functions of the team that is being managed. As a result, for example, a manager of an operational team who undertakes planning and strategy for only the team itself, will be coded as Service Delivery. Managers are not seen to be 'shaping' just because their role includes some planning activities for their team. 'Shaping' is only when the planning is relevant to shaping the direction of the organisation as a whole.
- All positions which shape service delivery are considered 'shaping', regardless of whether the customer is internal or external (eg positions developing Human Resources policy, operational policy or the organisation's strategic plan).
- Planning, research and other analytical activities which are carried out as a service for an agency's external customers, either as a fee-for-service or as part of direct service delivery (eg a research scientist undertaking research for, and funded by, a customer of the agency), are seen as service delivery. Positions which do research to inform decision-making and policy formulation within the organisation are 'shaping'.

- Positions which have as their outcome, the development of strategy or policy for the agency itself, another Government agency or the NSW Public Sector as a whole are seen as 'shaping'.
- Policy, planning or research carried out by a central agency on behalf of the sector is coded as 'shaping' (eg a position in Treasury formulating financial policy). Policy Positions are almost always 'shaping'.
- Positions involved in marketing an agency or its products are deemed to be shaping that organisation's service delivery.
- Planners can be either 'shaping' or 'service delivery'. The important factor is whether the position is delivering planning services to external clients as part of the agency's core business, or whether it involves developmental planning for an aspect of the organisation's operations. Workforce planning and analysis or strategic planning is seen as 'shaping'. Where the planning relates to the planning for clients within or outside of the agency (eg urban and regional planning, transport planning etc), this is seen as 'service delivery'.
- Where data analysis simply undertakes analysis of the numbers this is seen as 'service delivery'. Where data analysis interprets the data, writes reports and makes recommendations based on the findings this is seen as 'shaping'.
- Public relations, marketing or communications functions are always seen as 'shaping'.
- Strategic audits with findings or recommendations that can shape the direction of an organisation as their outcomes are seen as 'shaping'. Where audit or quality positions play a strictly monitoring role, these are seen as 'service delivery'.
- Positions with an Occupation Code beginning with 5 or higher are not seen as shaping.

### **5.2.2 Team Customer**

- This component of the code reflects the type of customer of the team in which the position sits. All positions within a team will have the same Team Customer Code.

### **5.2.3 Position Customer**

- This component of the code reflects the type of customer receiving the products or services of the position.
- Positions which contribute to services or products that are ultimately delivered to customers external to the agency are coded as External. This would include positions involved in operational policy or research, curriculum development, ministerial support, public relations, marketing, communications, etc.
- The code Other Government agency (corporate services) is used where one agency provides corporate services to another agency (eg ServiceFirst). It is treated in the same manner as the External Customer code. The only difference is that the external customers are other NSW Government agencies.
- Internal Customers are the staff of the organisation or the organisation itself. While there are many definitions for 'corporate services', positions with Internal Customers are often considered to form the core of the corporate services of an organisation.

- Some operational support positions which have internal customers may not be seen as 'corporate services' (eg occupation-specific staff training).
- While positions dedicated to rostering may be located in operational areas, they have internal customers.
- Some positions are coded 'mixed' because they provide services to both internal and external customers.
- Positions dealing with persons external to the organisation are not necessarily defined as having an external customer (eg staff dealing with recruitment are seen as internal).
- The code for managers and directors considers the ultimate customer of the positions they are responsible for. The support and other services provided to their own staff and their planning and leadership function within the organisation do not necessarily result in an 'internal' code.
- Most positions with a public relations, marketing or communications role have an external customer.
- Positions responsible for ministerial correspondence, parliamentary enquiries and other enquiries have an external customer.
- The Position Customer for policy positions will depend on whether the policy is concerned with services/products for external customers, internal customers, or is part of providing corporate services to another agency.
- The code for research positions depends upon whether the research is operational in content, and informs the agency's service delivery, or is related to the agency's internal management.
- The code for positions that perform data entry depends upon the nature of information/data that is being processed. Operational data, or data that contributes to the service delivered by the agency is external. Corporate data or data that relates to the internal management of an organisation is internal.
- Legal positions that deliver the agency's service to clients (eg legal research and analysis for agencies with a regulatory function) have an external customer.
- The Position Customer for tradespersons will depend upon whether the position's duties closely contribute to the service or business that is provided by the organisation. Where the duties are part of the direct service provision to external customers, or the maintenance of core assets that are essential for service delivery to external clients, the positions have external customers.
- Most IT positions are coded as having an Internal Position Customer. Where the services are provided to another agency they are coded as 'Other Government agency –corporate services'.
- IT positions are 'External' when they use the system to produce information, analysis or statistics about the core business of the agency (eg the production of annual crash statistics by the Roads and Traffic Authority).
- IT positions with responsibility for the 'business' content of systems or sites (eg content development for an Internet site), are considered External, but positions responsible for the technical development of ongoing maintenance of a site are considered Internal.
- The customer for security positions will depend upon who or what the security service is designed to protect. Security provided only for employees is seen as internal, security for the public, external clients or public space is seen as external. Where security positions perform both functions they are coded 3 (Both Internal and External).

## 5.2.4 Service Functions

- There are two Service Function Codes, reflecting primary and secondary functions.
- These codes give detailed information about functions, common across the sector.
- Notice that the Service Function Code does not represent the corporate services of agencies. Many positions across the sector will deliver the listed functions to external customers.
- Specialised operational codes are not included in the list and these will all be coded '91'.
- The Service Function component of the Position Code describes the activities of positions with functions that are traditionally classified as 'corporate services'.
- However, these functions are sometimes performed for the public or other external clients. Please note that in such cases they are not defined as corporate services.
- The Service Functions are recorded regardless of whether they are provided to either internal or external customers.
- When a position's purpose falls outside the scope of the functional areas listed above, code 91 is used. This will apply to most (but not all) operational positions.
- A secondary Service Function is used where at least 30% of a position's usual working hours are spent on a second major function. When a position does not have a secondary function this is coded as 92.
- Two functions will not always identify every activity performed by employees, but should capture the main tasks of most positions.
- The level or grade or nature of duties of the position is not relevant in determining the Service Function code. A Grade 1-2 clerk who contributes to external financial reporting will be assigned the same code as a Financial Accountant with ultimate responsibility for this function.
- There are different codes for training functions. Code 43 is for Generic staff development training programs for staff, while code 82 is for occupational training to specific groups within an agency (eg police officer training) and code 67 is for ICT training. Training functions that form part of an agency's core services (eg positions that deliver community awareness/education programs) are coded 91.
- Code 72 is for Procurement functions, unless the nature of work means that one of the asset codes identified in codes 21-23 is more appropriate.
- The codes 21, 22 or 23 are used for positions that procure transport/fleet, accommodation/properties or information technology assets.
- Many positions in agencies perform some clerical, administrative or secretarial tasks as part of their role. However, performing these tasks does not always mean that they receive codes 71, 72, 73 (the Office services & procurement function). These are only used where clerical, administrative or secretarial tasks are the main function of a position.
- There may be some positions in the agency that work across more than two of the areas listed. For these positions, generic codes are applied.

- The codes 11 (Planning) and 12 (Reporting) are used only for corporate level planning and reporting. They are not used for unit level business planning.

### **5.3 Occupation Code (ANZSCO)**

- The ANZSCO code is used to describe the broad type of job performed by positions.
- Where positions are not specifically catered for in ANZSCO (eg policy and administrative positions), the Position Coding Guidelines provide a detailed explanation of how to code these positions consistently.
- The first digit reflects the skill level of the occupation. Codes beginning with a smaller number usually represent higher skill levels than codes beginning with a larger number.
- Codes for 'managers' are only used for higher level management positions that carry out their role at a corporate and/or whole functional area level.
- Managing/supervising staff and/or functions within a smaller unit will not usually result in a 'manager' code. Grade alone does not signify a management position.
- Positions at different grades within the same occupational area can be coded with the same occupation code.
- Senior Officers and SES are not always coded as managers. Where the duties are of a specific occupational or professional nature they are coded accordingly.
- Apprentices and trainees are usually assigned the same code as the occupation they are training towards.
- Policy positions do have a specific code but they are classified, as far as possible, into functional areas.
- Executive Officer positions can vary dramatically. It is essential to look beyond the job title to understand the code.