

SCHOOL BASED TRAINEE, CUSTOMER SERVICE

Aspire4Life is a leading provider of aged care assessment and planning services to ensure the health and wellbeing of Australians.

[Learn more about us here!](#)

We have a rare opportunity available for a First Nations year 10 or 11 high school student to join our Customer Service team.

This opportunity allows you to kickstart your career, learning a range of skills in business administration, customer service, business operations, technology and organisation systems.

HOW TO APPLY

- Submit your resume to talentpathways@feroscare.com.au
- Include a cover letter or email response, answering the following questions:
 - Tell us more about yourself, your interests and why you are interested in the Customer Service / Administration Traineeship position.
 - Tell us more about your experience, strengths and skills that you can bring to this position.
 - What are your career goals and ambitions?
- Shortlisted candidates will be asked to attend a 4-hour work experience trial.

SCHOOL BASED TRAINEE, CUSTOMER SERVICE

EMPLOYMENT INFORMATION

- **Role Objective:** Gain experience in the day-to-day coordination of the Aspire4Life customer service team and broader office-based teams.
 - Assist with activities and projects to support the day-to-day operations of the customer service team
 - Assist with office administration related to the broader Aspire4Life teams with day-to-day activities, as required
 - Learn and develop in conjunction with the traineeship and ensure commitment to the entirety of the program
- **Employment Location:** 44 Griffith Street, Coolangatta Queensland 4225
- **Employment Contract:** Paid part time employment. 12-month fixed term employment and training contract.
- **Award:** Miscellaneous Award 2010, School Based Trainee
- **Hours:** One day per week during school term and possibility of additional hours on school holidays.
- **Proposed Employment Start Date:** December 2024 or January 2025
- **RTO and Apprentice Provider:** ETC Training and Busy at Work
- **Qualification:** Certificate III Business
- **Eligibility Criteria:**
 - Approval and support from your parent/guardian and school
 - Aboriginal or Torres Strait Islander Year 10 and 11 high school student.
 - Must be eligible for a Certificate III Business Traineeship
 - You must meet standard Aspire4Life compliance requirements if successful. This includes completing an employment contract, providing a birth certificate or passport, photo identification, completing a police clearance (paid by Aspire4Life) and completion of a criminal history statutory declaration.



SCHOOL BASED TRAINEE, INFORMATION TECHNOLOGY

Feros Care is a leading aged care and disability provider in Australia. Our purpose is to help people live happier, healthier, and better-connected lives. [Learn more about us by clicking here!](#)

We have a rare opportunity available for a Year 10 high school student to join our corporate IT Service Desk team. Whilst working with us, complete a Certificate III in Information Technology at Tafe QLD and learn a range of skills in technology, communications and customer service.

We encourage First Nations students to apply.

HOW TO APPLY

- **Submit your resume** to talentpathways@feroscare.com.au
- In your submission include answers to the following questions:
 - Tell us more about yourself, your interests and why you are interested in the IT Traineeship position.
 - Tell us more about your experience, strengths and skills that you can bring to this position.
 - What are your career goals and ambitions?
- Shortlisted candidates will be asked to attend a **work experience trial** in early to mid-November.



SCHOOL BASED TRAINEE, INFORMATION TECHNOLOGY

EMPLOYMENT INFORMATION

- **Role Objective:** The IT Service Desk, School-Based Trainee, will learn to become a service desk analyst and support the service desk team and IT department in daily activities and projects. The primary objective of a service desk analyst is to be a central point of contact between the customer and the Information Technology department, to ensure that customers are able to resume their work as quickly as possible following a disruption to an IT Service, minimising adverse impacts to business operations.
- **Employment Location:** Level 3, The Strand, 72-80 Marine Parade, Coolangatta Queensland 4225
- **Employment Contract:** Paid part time employment. 24-month fixed term employment and training contract.
- **Award:** Miscellaneous Award 2010, School Based Trainee
- **Hours:** One day per week during school term and possibility of additional hours on school holidays.
- **Proposed Employment Start Date:** Mid-December 2024
- **RTO and Apprentice Provider:** Tafe QLD and Busy at Work
- **Qualification:** Certificate III Information Technology
- **Eligibility Criteria:**
 - Approval and support from your parent/guardian and school
 - Whilst the opportunity is open to all Year 10 high school students, the program and position has been designed to support a First Nations student.
 - Must be eligible for a Certificate III IT School Based Traineeship
 - You must meet Feros Care compliance requirements if successful. This includes completing an employment contract, providing a birth certificate or passport, photo identification, completing a police clearance (paid by Feros Care) and completion of a criminal history statutory declaration.



Scan QR code to
submit your resume

Certificate III Business (Hospitality Speciality)

Zarraffas Coffee – Reedy Creek

Positions Available – Monday, Tuesday, Thursday

(3x traineeships available)

Zarraffas Coffee – Ferry Road

Positions Available – Tuesday to Friday

(4x traineeships available)

Zarraffas Coffee – Hendra

Positions Available – Monday, Tuesday, Friday

(3x traineeships available)



Zarraffas have exciting positions available for enthusiastic trainees to be a part of their team. If you would like to learn how to deliver amazing customer service, have a passion for coffee and would love to learn barista skills, this could be perfect for you. In this traineeship you will have a chance to learn a variety of skills that can be used across all industries. Please apply today!

Certificate III Business (Hospitality Speciality)

Coffee at the Gardens – Benowa

Positions Available – Flexibility Monday to Friday

(2-3x traineeships available)

Located in the lovely Botanical Gardens in Benowa. This role would be a multi-faceted position including café duties such as food and beverage service and cashiering. A student who is social media savvy in assisting to develop their social media and business profile would be an advantage.

Shifts would be spread over two different days, for example 4.5 hours on a weekday release day and 3 or more hours on either a Saturday or Sunday. This is a great business in a lovely location and really convenient for students in the area! If this interests you, please email your resume today!



Please enquire with your Industry Liaison Officer for this fantastic opportunity!

Enterprise & Training Company Limited RTO6998 bec.collins@etcltd.com.au etcltd.com.au | 1800 007 400



School Based Traineeship Vacancies



Scan QR code to
submit your resume

The Oxley Village Grocer at Nobby Beach, is a boutique retail, dining and lifestyle village. They are on the lookout for extraordinary students to join their team!

Certificate III Hospitality

The Oxley Kitchen

Positions Available – Monday to Friday

(3x traineeships available)

The Oxley Village homes cafes and eatery atmospheres that beckons any food lover. However, the magic begins within the kitchens, and we are sourcing back of house (BOH) enthusiast who love to work in a team, a passion for cooking and a desire to explore hospitality as a potential career path. With an array of opportunity to learn to prepare delicious menu items and different elements of the back of house environment, I recommend you apply today!



Certificate III Business (Hospitality Speciality)

The Oxley Gelato Sandwich Bar

Position Available – Tuesday

(1x traineeship available)

The Oxley Village Gelato Bar allows for their customers to dive into a world of sweet indulgence, providing a haven for the taste buds. Be a part of this experience as you learn the art of hand churning gelato and embrace their passionate customer service excellence. If you have what it takes, scoop up this experience and apply today!



Certificate III Business

The Oxley Village Grocer

Position Available – Tuesday

(1x traineeship available)

The Oxley Village Grocer is more than shop, its where local farmers and regional agricultural richness thrives! This role is not limited to packing goods, cashier and customer service. You will embark on a learning journey of premium goods and inviting visitors to venture through a gourmet journey of the finest flavours! Be a part of this hands-on journey and apply today!



Please enquire with your Industry Liaison Officer for this fantastic opportunity!

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