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**TASMANIAN INDUSTRIAL COMMISSION**

Industrial Relations Act 1984  
s23 application for award or variation of award

**Tasmanian Chamber of Commerce and Industry Limited**  
(T8963 of 2000)

Australian Cement Holdings Enterprise Award  
Broadcasting and Television Award  
Butter and Cheesemakers Award  
Civil Construction and Maintenance Award  
Clerical and Administrative Employees (Private Sector) Award  
Dairy Processing Award  
Estate Agents Award  
Farming and Fruit Growing Award  
Fibreglass and Plastics Award  
Fish Aquaculture and Marine Products Award  
Fuel Merchants Award  
Furnishing Trades Award  
Horticulturists Award  
Hotels, Resorts, Hospitality and Motels Award  
Independent Schools (Non-Teaching Staff) Award  
Insurance Award  
Licensed Clubs Award  
Marine Boards Award  
Meat Processing Industry Award  
Medical Diagnostic Services (Private Sector) Award  
Medical Practitioners (Private Sector) Award  
Miscellaneous Workers Award  
Nursing Homes Award  
Optical Industries Award  
Photographic Industry Award  
Plant Nurseries Award  
Printers Award  
Produce Award  
Public Accountants Award  
Public Vehicles Award  
Restaurant Keepers Award  
Retail Trades Award  
Rubber Trades Award  
Shellfish Industry Award  
Textile Award  
Timber Merchants Award  
Totalizator Agency Award  
Wholesale Pharmaceutical Award  
Wholesale Trades Award

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FULL BENCH:  
DEPUTY PRESIDENT R J WATLING  
COMMISSIONER T J ABEY  
COMMISSIONER A W PEARCE

Award variation - nominated private sector awards - application amended - deletion of obsolete training provisions - application granted - operative ffpp 7 September 2000

## **INSURANCE AWARD**

**ORDER BY CONSENT -**

**No. 2 of 2000**

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THE **INSURANCE AWARD** IS VARIED IN THE FOLLOWING MANNER:

**1. By deleting Clause 3 - Arrangement and inserting in lieu thereof the following:**

**"3. ARRANGEMENT**

<u>Subject Matter</u>	<u>Clause No.</u>	<u>Page No.</u>
Title	1	
Scope	2	
Arrangement	3	
Date of Operation	4	
Supersession and Savings	5	
Parties and Persons Bound	6	
Definitions	7	
Wage Rates	8	
Division A - Fire and/or Life Insurance Society or Company, Accident, Marine and/or General Insurance Society or Company		
Division B - Medical Insurance Society or Company, Health Insurance Society or Company, Hospital Insurance Society or Company		
<b>Conditions for Employees in Division A - Fire and/or Life Insurance Society or Company, Accident, Marine and/or General Insurance Society or Company</b>		
Conditions of Employment	9	
<b>Conditions for Employees in Division B - Medical Insurance Society or Company, Health Insurance Society or Company, Hospitals Insurance Society or Company</b>		
Annual Leave	10	
Carer's Leave	11	
Casual Employees	12	
Clothing	13	
Compassionate Leave	14	
Contract of Employment	15	
Estimating Service	16	
Holidays with Pay	17	
Hours	18	
Meal Money	19	
Occupational Superannuation	20	
Overtime	21	
Parental Leave	22	
Part A - Maternity Leave		
Part B - Paternity Leave		
Part C - Adoption Leave		

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Part D - Part-Time Work	
Part-Time Employees	23
Payment of Wages	24
Preference of Employment	25
Rest Period	26
Right of Entry of Union Officials	27
Saving	28
Settlement of Disputes	29
Sick Leave	30
Stewards	31
Structural Efficiency and Award Modernisation	32"

**2. By deleting Clause 7 - Definitions and inserting in lieu thereof the following:**

**"7. DEFINITIONS**

**'Casual employee'** means any person who is employed on a casual basis and includes any person who is employed for a period not exceeding five days at any one time.

**'Show Day'** means not more than one local show day observed on an employee's ordinary working day, other than a Saturday or a Sunday, in the city, town or district in which the employee is employed; or such other day which, in the absence of such a local show day, is agreed on by the employee and the employer, therefore making a total of 11 paid public holidays per year.

**CLASSIFICATION STRUCTURE**

**'Clerical/Administrative Officer Grade 1 (C/A 1)'**

(a) Clerical and Administrative Stream

An employee entering the administrative workforce of a Health Insurance Company at a base level who will be provided with induction and training in the broad operations of the Company.

Duties

A C/A 1 who undertakes administrative tasks that require minimal training and are basic in nature.

Indicative of the tasks identified above would be:

- . photocopying
- . operation of facsimile
- . mailing, filing and collating
- . messenger work
- . reception duties
- . routine clerical work

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- . basic keyboard and data entry

#### Responsibilities

A C/A 1 should be closely supervised and have limited discretion in undertaking the duties at this level.

#### Qualification

The entry level requirement for the recruitment of C/A 1's will be established at the discretion of the employer. As a guide, C/A 1's will be required as a minimum, to have successfully completed Grade 10, Level II English and Mathematics in order to satisfy the literacy and numeracy requirements of clerical work.

#### Training

An employee will undertake induction training and be provided with a structured programme to develop skill relevant to work at this level.

The training programme for C/A 1's should also develop skill, over a period of time, to allow the employee to work competently at Grade C/A 3.

#### Progression

Progression to Grade C/A 3 will be on the basis of a C/A 1 having the required skill and competency standards and on being selected on merit for the position when a position at Grade C/A 3 becomes available.

### **'Clerical/Administrative Officer Grade 2 (C/A 2)'**

- (a) Assessor Stream

An employee entering the claims assessment section who will be provided with up to three months structured training in the assessor stream.

#### Duties

A C/A 2 will undertake basic duties within the assessment range whilst undertaking structured training in the following functions:

- . assessment of medical/paramedical claims
- . changes to member database
- . operation of receipting system
- . balancing and banking cash
- . customer enquiries
- . selling company products

#### Responsibility

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A C/A 2 should be closely supervised and have limited discretion in undertaking the duties performed at this level.

#### Qualifications

The entry level requirement for the recruitment of Trainee Assessor (C/A 2) will be established at the discretion of the employer. As a guide a trainee will be required as a minimum to have completed Grade 10, Level II English and Mathematics in order to satisfy the literacy and numeracy requirements of assessor work.

#### Training

A Trainee Assessor (C/A 2) will undertake a range of training as indicated above to develop the skills required in the assessor stream.

#### Progression

Progression to a higher position in the stream will be on the basis of the trainee acquiring the required skill and competency standards and on being selected on merit for a position when a position becomes available.

### **'Clerical/Administrative Officer Grade 3 (C/A 3)'**

#### (a) Clerical and Administrative Stream

An employee who undertakes a broad range of clerical and/or keyboard work at a level higher than that prescribed for a C/A 1.

#### Duties

An employee undertaking routine clerical and/or keyboard duties which require work methods that are well established and operate to clear procedures and methods.

Indicative of the tasks identified above would be:

- . reception/enquiries
- . information recording
- . mail handling
- . registry
- . routine calculation
- . keyboard work
- . basic data entry and manipulation
- . cash handling
- . banking/accounting records
- . basic record keeping
- . checking of simple transactions

#### Responsibilities

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A Grade C/A 3 Clerk will undertake the above duties as directed and in doing so, will exercise limited discretion whilst organising own workload.

#### Qualifications

A Grade C/A 3 Clerk will have the skill necessary to perform competently and/or all the duties required, given appropriate training as determined by the employer.

The qualifications required to perform the duties at this level to the employer's standard will be at the discretion of the employer.

#### Training

An employee will undertake a structured programme of training to develop the skill required to perform competently any of the duties required at this level.

The training programme of Grade C/A 3 Clerks may also develop, over time, skill to allow an employee to work competently at Grade C/A 4 (Clerical and Administrative Stream).

#### Progression

Progression to Grade C/A 4 will be on the basis of a Grade C/A 3 obtaining the required skill and competency standards and on being selected on merit for a position when a position at the higher level becomes available.

#### (b) Assessor Stream

An employee who undertakes a broad range of duties in the assessor stream, at a level below that required of a Clerical and Administrative Officer Grade 4 (Assessor Stream).

#### Duties

An employee undertaking the range of duties required within this definition.

Indicative of the tasks identified and required at this level are:

- . assessment of medical/paramedical claims
- . handle member enquiries and transactions
- . process member contributions
- . balancing of cash individual/Branch
- . sale of Company products
- . promotional activities

#### Responsibilities

A C/A 3 in the Assessor Stream will undertake the above duties under the supervision of Management or of a more highly classified Assessor and is expected to work autonomously and exercise appropriate personal discretion within their range of training and may provide guidance to a C/A 2.

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### Qualification

A C/A 3 in the Assessor Stream will have the skill necessary to perform competently, any and/or all of the duties required at this level and shall have completed the Assessor training.

### Training

An employee at this level will undertake a structured programme of training to develop all the required skills to perform the range of functions required at this level as determined by the employer.

A structured training programme may also be undertaken over time to allow acquisition of the skills required to work competently at higher level in the Assessor Stream.

### Progression

Progression to higher levels in this stream will be on the basis of an employee at this level obtaining the required skill and competency standards and on being selected on merit for a higher position upon such a position becoming available.

## **'Clerical and Administrative Officer Grade 4 (C/A 4)'**

### (a) Clerical and Administrative Stream

An employee who undertakes more complex clerical and/or keyboard work in a manner that reflects the administrative requirements of the employer.

Indicative of the tasks identified above would be:

- |                               |                                     |
|-------------------------------|-------------------------------------|
| . preparing correspondence    | . stock control                     |
| . meeting services            | . procedural accounting             |
| . travel arrangements         | . payroll                           |
| . complex word processing     | . purchasing/sales                  |
| . audio transcription         | . handles complex customer enquires |
| . data processing             | . research                          |
| . stenographic work           | . customer service                  |
| . computer operation          | . inventory control                 |
| . all cash handling functions | . training                          |
| . supervision                 |                                     |

### Responsibilities

An employee at this level will undertake the above duties either individually or in a team environment under limited supervision and in exercising discretion, to the level of their knowledge and competence, will be directly accountable for the standard of their work and may be required to provide supervision guidance and/or training for C/A 1 and Grade C/A 3 Clerks.

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#### Qualifications

A C/A 4 will be required to have the skill necessary to perform the duties of any position competently and to the employer's standards at this level.

#### Training

An employee will undertake a structured programme of training in order to develop the skill required to operate competently at this level.

The training programme of a C/A 4 may also include the development, over time, of the skills necessary to work at Grade C/A 5 (Clerical and Administrative Stream).

#### Progression

Progression to Grade C/A 5 will be on the basis of a Grade C/A 4 obtaining the required skill and competency standards and on being selected on merit for a position when a position at the higher level becomes available.

#### (b) Assessor Stream

An employee who undertakes a range of duties within the Assessor Stream and who predominantly undertakes the role of assessing Hospital claims.

#### Duties

A C/A 4 (Assessor Stream) undertakes all of the tasks described for a C/A 3 (Assessor Stream) along with some or all of the following indicative additional duties:

Either:

- . assessment of hospital claims
- . operation of a PC
- . provision of training

Or:

- . performance of the duties in C/A 3 (Assessor Stream) on a Branch roster.

#### Responsibilities

An employee at this level will undertake the above duties under minimal supervision and will exercise personal discretion in the performance of those duties under the guidance of management.

#### Qualifications

A C/A 4 (Assessor Stream) will have the skill and training necessary to competently perform the range of duties required at this level as determined by the employer.

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### Training

An employee at this level may be required to undertake structured training designed to allow a person to meet the technical and/or supervisory demands of the employer in working at this level.

An employee at this level may be provided with structured training which, over time, will qualify the employee to progress to a management position or to a position at C/A 5 (Assessor Stream).

### **'Clerical and Administrative Officer Grade 5 (C/A 5)'**

#### (a) Clerical and Administrative Stream

An employee at this level will undertake, at a senior level, specialised clerical functions at a level higher than a Grade C/A 4 (Clerical Stream).

### Duties

An employee who undertakes specialist clerical duties requiring technical expertise and knowledge.

Indicative of the tasks identified above are:

- |                                    |                         |
|------------------------------------|-------------------------|
| . research/investigation/reporting | . personnel             |
| . interviewing                     | . bookkeeping           |
| . presentation to groups           | . provision of training |
| . conduct of meetings              | . problem resolution    |
| . computer based accounting        | . data interpretation   |
| . liaison with clients             | . product sales         |
| . payroll management               |                         |

### Responsibilities

An employee at this level performs complex clerical work under limited indirect supervision and, in exercising discretion at the level of their knowledge and competence, will be accountable for the standard of their work and the work of those employees working with them.

A Grade C/A 5 will be responsible for assessing training needs in their area of expertise and, where appropriate, providing relevant structured training.

A Grade C/A 5 may supervise staff working in their functional area.

### Qualification

A Grade C/A 5 will be required to have the necessary technical and/or supervisory skill experience required by the employer in working at this level.

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#### Training

A Grade C/A 5 may undertake structured training designed to allow a person to meet the technical and/or supervisory demands of the employer in working at this level.

A Grade C/A 5 may be provided with training which, over time, will allow them to progress to a management position.

#### (b) Assessor Stream

An employee who undertakes a range of duties within the Assessor Stream and who predominantly undertakes the role of assessing hospital claims.

#### Duties

A C/A 5 (Assessor Stream) undertakes all of the tasks described for an employee classified at C/A 4 (Assessor Stream) and is required to undertake supervision in a Branch of other employees in the Assessor Stream.

#### Responsibilities

An employee at this level will undertake the above duties under minimal supervision and will exercise personal discretion in the performance of those duties under the guidance of management.

#### Qualifications

An employee at this level will have the skill and training necessary to competently perform the range of duties required at this level as determined by the employer.

#### Training

An employee at this level may be required to undertake structured training designed to allow a person to meet the technical and/or supervisory demands of the employer in working at this level.

An employee at this level may be provided with structured training which, over time, will qualify the employee to progress to a management position."

### **3. By deleting Clause 33 - Traineeships - Clerks (ATS)**

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**OPERATIVE DATE**

These variations shall come into operation from the first full pay period to commence on or after 7 September 2000.

A W Pearce  
**COMMISSIONER**

21 September 2000