



**Queensland Hotels Association**

***Vehicle Repair, Service and Retail Award 2020***  
**2021 Wage Rates Guide**

**Effective from first full pay period commencing on or after  
1 July 2021**

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**USING THIS GUIDE TO DETERMINE AN EMPLOYEE’S AWARD RATE**

**STEP 1:** Use the classification definitions contained in Part 2 to determine the level and grade of classification that applies.

**STEP 2:** Refer to the appropriate classification in the rates tables in Part 1.

**IMPORTANT INFORMATION ABOUT THIS GUIDE**

- *These are the minimum wage rates applicable to employees employed under the Vehicle Repair, Service and Retail Award 2020 (“Vehicle award”). That is, employers and their employees in the Vehicle Repair, Service and Retail industry employed in the classifications defined in Schedule A of the Vehicle award, to the exclusion of any other modern award.*
- *Please note that not all of the provisions of the Vehicle award are addressed in this Guide. For the details of all terms and conditions beyond those contained in this Guide, refer to a copy of the Vehicle award.*
- *Whilst due care has been taken in preparing this information, no responsibility is accepted by the Queensland Hotels Association (“QHA”) for the accuracy of the information. The QHA does not accept legal liability and is expressly disclaimed for any damage that may arise from any person acting on the information contained therein arising from or connected to the accuracy, reliability or completeness of the information.*

**PART 1: WAGE RATES**

**NOTE:** Not all of the provisions of the Vehicle award are listed in this Guide. For information on definitions, allowance, hours of work and overtime, apprentice payments and other employment conditions, please refer to the Vehicle award.

**CASUAL  
DRIVEWAY ATTENDANT**

	ADULT	19 YRS	18 YRS	17 YRS	16 YRS & UNDER
	100%	75%	62.50%	50%	47.50%
<b>Monday - Friday</b>	\$26.79	\$20.09	\$16.74	\$13.40	\$12.73
<b>Saturday, Sunday and Public Holidays</b>	\$34.94	\$26.21	\$21.84	\$17.47	\$16.60
<b>Overtime</b> <i>Paid in addition to the hourly rate on each hour worked in excess of:</i> •10 hours per day (excluding unpaid breaks), or; •An average of 38 hours per week	\$14.92	\$11.19	\$9.33	\$7.46	\$7.09

**ROADHOUSE ATTENDANT**

	ADULT	19 YRS	18 YRS	17 YRS	16 YRS & UNDER
	100%	75%	62.50%	50%	47.50%
<b>Monday - Friday</b>	\$27.56	\$20.67	\$17.23	\$13.78	\$13.09
<b>Saturday, Sunday and Public Holidays</b>	\$35.95	\$26.96	\$22.47	\$17.98	\$17.08
<b>Overtime</b> <i>Paid in addition to the hourly rate on each hour worked in excess of:</i> •10 hours per day (excluding unpaid breaks), or; •An average of 38 hours per week	\$15.35	\$11.51	\$9.59	\$7.68	\$7.29

**CONSOLE OPERATOR**

	ADULT	19 YRS	18 YRS	17 YRS	16 YRS & UNDER
	100%	75%	62.50%	50%	47.50%
<b>Monday - Friday</b>	\$29.60	\$22.20	\$18.50	\$14.80	\$14.06
<b>Saturday, Sunday and Public Holidays</b>	\$38.61	\$28.96	\$24.13	\$19.31	\$18.34
<b>Overtime</b> <i>Paid in addition to the hourly rate on each hour worked in excess of:</i> •10 hours per day (excluding unpaid breaks), or; •An average of 38 hours per week	\$16.49	\$12.37	\$10.31	\$8.25	\$7.83

## **PART 2: CLASSIFICATION DEFINITIONS**

**NOTE:** The below is an extract from Schedule A of the Vehicle award.

### **A.1 Vehicle industry RS&R—employee—Level 1 R1 (entry)**

An employee at Level 1 is an employee who has undertaken little or no formal or informal training. A Level 1 employee may be undertaking up to 38 hours of induction training. The induction training may include information on the enterprise, conditions of employment, introduction to supervisors and fellow workers, training and career path opportunities, plant layout, work and documentation procedures, work health and safety, equal employment opportunity and quality control/assurance.

An employee at this level would acquire/possess skills relevant to the performance of routine duties essentially of a manual nature and to the level of their training:

- performs general labouring and/or cleaning duties;
- has basic numeracy skills;
- exercises minimal judgment;
- works to defined procedures and under direct supervision; and
- may be undertaking structured training so as to enable the employee to progress to a higher level.

#### **Classifications contained within Level 1 R1**

- Car cleaner/washer
- Workshop cleaner
- Car polisher—by hand
- Detailer—other
- Driveway attendant
- Office cleaner
- Parking attendant
- Process worker
- Tradesperson's assistant (see also Level 2)
- Employee not elsewhere prescribed

### **A.1.1 Vehicle industry RS&R—employee—Level 2 R2**

An employee at Level 2 is an employee who has completed up to 3 months structured training to enable an employee to attain/possess job skills relevant to tasks performed at this level and to the level of their training:

- works under direct supervision either individually or in a team environment;
- has some oral and written communication skills;
- can distinguish where a minor fault/error is made and undertake basic quality control of own work;
- is responsible for the quality of own work subject to routine supervision;
- has some input to job planning;
- can work from simple instructions;
- has some basic customer service skills;
- performs basic maintenance tasks;
- has basic knowledge of the range of services offered by the business;
- has simple numerical equipment skills; and
- may use selected hand tools.

### **Classifications contained within Level 2 R2**

- Battery repairer
- Brake servicer—first 6 months
- Driver of courtesy car or vehicle in relation to sales or sales promotion or in the course of registration, collection from or delivery to customer—vehicles up to and including maker's capacity of 3 tonnes
- Exhaust repairers—first 6 months
- Grinder and/or buffer metal—using a portable machine
- Lubritorium attendant
- Operator on warming mill
- Operator detreading, buffing, gouging, etc.
- Roadhouse attendant, when required to cook take away meals only
- Spring service worker
- Tradesperson's assistant (see also Level 1)
- Tyre fitter

#### **A.1.2 Vehicle industry RS&R—employee—Level 3 R3**

An employee at this level has completed 8 modules of a nationally accredited RS&R Certificate or equivalent training and uses skills above that of an employee at Level R2.

A Level R3 employee would be expected to have the job skills relevant to the tasks performed and would work with only general supervision of daily duties and to the level of their training:

- where appropriate use a variety of power and hand tools and/or other equipment necessary to carry out the relevant tasks;
- possesses good oral and/or written communication skills;
- is responsible for quality of own work subject to routine supervision;
- plans own work in consultation with supervisor;
- requires only general job instruction;
- possesses customer service skills;
- performs basic maintenance tasks;
- acquires multiple manual skills;
- may use various materials handling equipment;
- has fault finding skills;
- maintains simple numerical records from computer equipment;
- can assist with on-the-job instruction in conjunction with general supervision;
- uses some basic negotiation skills in service areas;
- basic inventory controls; and
- receiving, despatching, distributing, sorting, checking, packing, (other than repetitive packing in a standard container or containers in which such goods are customarily sold), documenting and recording of goods, materials and components.

### **Classifications contained within Level 3 R3**

- Assembler—accessories
- Assembler—body shop
- Detailer (as defined)
- Machinist (metal)—2nd class
- Operator in charge of extruder
- Operator mainly engaged examining tyres prior to repairing, retreading, recapping or lugging

- Operator repairing and/or building up and/or retreading and/or recapping used in:
  - aeroplane tyres (for re-use on aeroplanes); and
  - tyres other than as referred to above
- Operator relugging earth mover and/or grader and/or tractor tyres by hand
- Operator engaged in moulding or curing of retreaded, rebuilt, recapped or relugged tyres in:
  - unit heaters
  - autoclaves
- Painter—brush and/or spray on mechanical chassis components
- Paint shop assistant
- Polisher/cutter using buff or wet and dry rubber
- Service receptionist—not being a tradesperson
- Steam cleaner and/or proof coater
- Storeperson—first 12 months
- Wheel aligner—not being a tradesperson but having up to 6 months experience
- Wheel builder and/or repairer—not being a tradesperson—first 6 months' experience
- Wrecker—automotive

### **A.1.3 Vehicle industry RS&R—employee—Level 4 R4**

An employee at this level performs work above and beyond the skills of an employee at Level R3 and would normally have completed 16 modules of a nationally accredited RS&R Certificate or equivalent training.

A retail employee will be qualified to perform work within the duties and functions of an automotive parts salesperson other; motor vehicle and/or agricultural vehicle salesperson with less than 6 months' experience; salesperson other; and a console operator.

An employee required to work to the level of their training:

- works under general supervision, either individually or in a team environment;
- exercises discretion within their level of skills and training;
- understands and is responsible for quality of own work;
- possesses competent communications and written skills;
- intermediate key board skills;
- licensed and certified for lift driving;
- customer relation skills;
- inventory and store control including: licensed operation of all appropriate materials handling equipment; use of tools and equipment within the scope (basic non-trades maintenance); computer operation at a higher level than that of a Level 3 employee;
- assists in the provision of on-the-job training in conjunction with supervisor or trainer;
- possesses sales skills appropriate to this level;
- has cash register and console operation skills; and
- where applicable computer operation at a higher level than that of a Level R3 employee.

#### **Classifications contained within Level 4 R4**

- Bodymaker—2nd class
- Brake servicer—after 6 months' experience
- Console Operator
- Driver of courtesy car or vehicle in relation to sales or sales promotion or in the course of registration, collection from or delivery to customer—vehicle with maker's capacity over 3 tonnes
- Exhaust repairer—after 6 months
- Motorcycle assembler

- Roadhouse attendant if engaged primarily to cook other than take away foods
- Radiator repairer—other
- Wheel aligner—other than a tradesperson, after 6 months
- Wheel builder, repairer—after 6 months
- Automotive parts salesperson—other
- Motor vehicle and/or agricultural vehicle salesperson—less than 6 months' experience
- Salesperson—other
- Storeperson—more than 12 months' experience
- Driveway attendant operating a console
- Storeperson and packer
- Windscreen fitter and/or repairer

#### **A.1.4 Vehicle industry RS&R—employee—Level 5 R5**

A repair and service employee at this level performs work above and beyond the skills of an employee at Level R4 and would have 20 modules of a nationally accredited RS&R Certificate or equivalent training. A Level R5 employee is required to work to the level of their training.

A retail employee at this level will be qualified to perform work of an experienced automotive spare parts salesperson:

- requires minimum supervision;
- possesses technical job skills within the level of their training;
- works from detailed instructions and procedures;
- co-ordinates work in a team environment or works individually under limited supervision;
- exercises discretion within their level of skills and training;
- assists in the provision of on-the-job training in conjunction with tradespersons and supervisor/trainers;
- may prepare reports and interpret written information relevant to tasks performed;
- understands and is responsible for quality of own work;
- possesses competent communications and written skills;
- possesses technical job skills within their level of training;
- possesses customer contact skills to perform tasks at this level;
- undertakes specialist troubleshooting, problem solving and maintenance skills at this level;
- has multiple manual skills;
- can use relevant tools and equipment;
- can operate numerical/computer equipment supplied in sales, distribution, repair, servicing and relevant to tasks at this level; and
- has adequate negotiating skills in sales and services to perform tasks at this level.

#### **Classifications contained within Level 5 R5**

- Automotive parts salesperson—experienced
- Automotive servicer or checker
- Radiator repairer—1st class

#### **A.1.5 Vehicle industry RS&R—tradesperson or equivalent Level I R6**

An employee at this level is an employee who holds a Trade Certificate, Tradesperson's Rights Certificate or equivalent, nationally accredited training achieved through Australian apprenticeship arrangements as prescribed by the National Quality Council in the Australian Qualifications Framework Qualifications Issuance Policy.

An employee at this level performs work above and beyond the skills of an employee at Level R5 and to the level of their training:

- assists in the provision of on-the-job training in conjunction with supervisors/trainers;
- works under limited supervision either individually or in a team environment;
- plans the work of others and solves the work planning problems;
- is responsible for the quality of their own work;
- exercises discretion within the scope of tasks performed at this level;
- possesses good communication skills;
- has keyboard skills relevant to the tasks performed at this level;
- understands and applies quality control techniques; and
- is able to inspect products and/or materials for conformity with established operational standards.

### **Classifications contained with Level I R6**

- Automotive electrician
- Automotive engine reconditioner
- Automotive parts interpreter
- Bodymaker—1st class
- Brake mechanic
- Electroplater—1st class
- Fitter and/or turner
- Instrument mechanic—automotive
- Machinist (metal)—1st class
- Motorcycle or motor scooter mechanic
- Motor mechanic/automotive technician
- Painter
- Panel beater
- Signwriter
- Trimmer
- Motor Vehicle and/or agricultural vehicle salesperson—more than 6 months experience
- Welder
- Wheel aligner
- Wheel builder and/or repairer

### **A.1.6 Vehicle Industry RS&R—tradesperson or equivalent Level II R7**

An employee at this level is an employee who holds a Trade Certificate, Tradesperson's Rights Certificate or equivalent, nationally accredited training at the Certificate III qualification (Level R6 at B.6) achieved through Australian apprenticeships arrangements as prescribed by the National Quality Council in the Australian Qualifications Framework Qualifications Issuance Policy.

In addition, the employee will hold a Certificate IV (AQF Level 4) automotive qualification from the National Automotive, Retail, Service and Repair Training Package qualifications:

- Automotive Mechanical Diagnosis
- Automotive Mechanical Overhauling
- Automotive Body Repair Technology
- Automotive Electrical Technology
- Automotive Motorsport Technology
- Automotive Performance Enhancement



An employee at this level is required by the employer, as the principal function of employment as determined by the employer, to perform technical duties above and beyond the skills of an employee at R6 to the level of their training, and will possess high level technical and theoretical knowledge and concepts of motor vehicle technology with in-depth knowledge and skill in some areas.

Typical tasks include but are not limited to:

- diagnosing and evaluating multiple complex vehicle faults;
- undertaking vehicle repair and fault finding actions to a defined standard;
- understanding, interpreting and communicating technical data;
- high level communications skills that enable effective communication across the business and externally;
- responsibility for own outputs and that of others where advice and direction is provided;
- assistance with coordinating work flows and resources allocations within a team environment;
- assistance in the mentoring of technical skills to service centre staff and apprentices; and
- providing a lead role in workforce training development.

**Classifications contained within Level II R7**

- Master Technician
- Automotive Technical Advisor
- Performance Technical Advisor
- Automotive Workshop Technical Advisor
- Automotive Master Diagnostic Technician
- Workshop Technical Advisor for Panel and Paint