



**Queensland Hotels Association**

***Registered and Licensed Clubs Award 2010***  
**2020 Wage Rates & Allowances Guide**

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

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## **REGISTERED AND LICENSED CLUBS AWARD 2020**

These are the minimum wage rates and allowances applicable to employees employed under the *Registered and Licensed Clubs Award 2020* ("the RLCA"). That is, employees of an employer that is a club registered or recognised under State, Territory or Commonwealth Legislation employed in the classifications defined in Schedule A of the RLCA, to the exclusion of any other modern award e.g. hotels, restaurants.

If you require the details of all terms and conditions, beyond those provided in this document, it is recommended that you access a full version of the RLCA.

### **WAGE RATES AND ALLOWANCES EFFECTIVE FROM THE FIRST FULL PAY**

### **PERIOD COMMENCING ON OR AFTER 1 FEBRUARY 2021**

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## PART 1: ADULT WAGE RATES AND ALLOWANCES

### ALLOWANCES/PENALTIES

#### NOTE

**Not all provisions of the Award are listed in this section. For more detail on definitions, allowances, hours of work and overtime and other employment conditions, please refer to the Award.**

#### CLAUSE 2 DEFINITIONS

**Standard weekly rate** means the minimum weekly wage for a level 4 rate in clause 18.3 currently **\$877.60**.

**Standard hourly rate** means the minimum hourly wage for a level 4 classification in clause 18.3 currently **\$23.09**.

#### CLAUSE 19 ALLOWANCES

**Clause 19.3 (a) Meal Allowance \$13.79 per eligible occasion**

**Clause 19.3 (c) (i) Tool Allowance**

Where a cook is required to use their own tools, the employer must pay an allowance of **\$1.82 per day** or part thereof up to a maximum of **\$8.92 per week**.

**Clause 19.3 (d) Uniforms - Club Managers \$10.00 per week**

**Clause 19.2 (b) First Aid Allowance \$10.53 per week**

**Clause 19.2 (c) Broken Periods of Work**

Employees other than casuals who work any of their ordinary hours on one day in more than one period of employment (ie. a split shift) other than for prescribed meal breaks shall receive an additional allowance of **\$3.51** (representing 0.4% of the standard weekly rate) per day.

#### CLAUSE 24 PENALTY RATES

**Clause 24.1 Penalty Rates – Employees other than Maintenance and Horticultural Employees**

	Mon - Fri	Saturday	Sunday	Pub Hols
<b>FT/PT</b>	100%	150%	175%	250%
<b>Casual</b>	125%	150%	175%	250%

The percentages set out in the table above reflect the applicable penalties for work performed by permanent and casual employees on particular days. The actual hourly rates have been calculated and are contained in this guide.

The casual percentages are inclusive of the 25% casual loading.

**Clause 24.2 Penalty Rates - Maintenance and Horticultural Employees**

<b>Mon-Fri and Saturday before Noon</b>	<b>Saturday After Noon – first 2 hours</b>	<b>Saturday After Noon – after first 2 hours</b>	<b>Sunday</b>	<b>Pub Hols</b>
100%	150%	200%	200%	250%

**Clause 24.4 Late night/early morning penalties (Monday to Friday only):**

Work performed between the hours of **7.00pm and midnight** shall be paid an additional **\$2.31 per hour or part hour worked in the penalty period** (representing 10% of the standard hourly rate).

Work performed between **midnight and 7.00am** shall be paid an additional **\$3.46 per hour or part hour worked in the penalty period** (representing 15% of the standard hourly rate).

Please note that this allowance applies to employees **except** for maintenance and horticulture employees. The figures provided on pages 6-10, 12 and 13 do not include this allowance. If an eligible employee works between 7.00pm and 7.00am on Monday to Friday the allowance will be applicable in addition to the wages provided.

REGISTERED AND LICENSED CLUBS AWARD 2020 WAGE RATES

FULL TIME AND PART TIME EMPLOYEES						Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on an RDO										
Classifications	Weekly Rate (Full-time)	Mon-Fri (100%)	Sat (150%)	Sun (175%)	Public Hols (250%)	For the first two hours (150%)	Time Thereafter (200%)	For the first two hours (175%)	Time Thereafter (200%)	All Time Worked (200%)										
	(\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)										
Introductory	753.80	19.84	29.76	34.72	49.60	29.76	39.68	34.72	39.68	39.68										
<b>Level 1</b>																				
Food and beverage attendant grade 1	775.40	20.41	30.62	35.72	51.03	30.62	40.82	35.72	40.82	40.82										
Guest service grade 1																				
Golf trainee year 1																				
Kitchen attendant grade 1																				
<b>Level 2</b>																				
Child care worker grade 1	805.10	21.19	31.79	37.08	52.98	31.79	42.38	37.08	42.38	42.38										
Clerical grade 1																				
Cook grade 1																				
Doorperson/security officer grade 1																				
Golf trainee years 2 and 3																				
Food and beverage attendant grade 2																				
Front office grade 1																				
Guest service grade 2																				
Kitchen attendant grade 2																				
Leisure attendant grade 1																				
Storeperson grade 1																				
<b>Level 3</b>																				
Clerical grade 2	832.80	21.92	32.88	38.36	54.80	32.88	43.84	38.36	43.84	43.84										
Cook grade 2																				
Food and beverage and gaming attendant grade 3																				
Forklift driver																				
Front office grade 2																				
Guest service grade 3																				
Handyperson																				
Kitchen attendant grade 3																				
Leisure attendant grade 2																				
Storeperson grade 2																				
Timekeeper/Security officer grade 2																				
<b>Level 4</b>																				
Clerical grade 3											877.60	23.09	34.64	40.41	57.73	34.64	46.18	40.41	46.18	46.18
Cook grade 3																				
Food and beverage attendant grade 4																				
Front office grade 3																				
Guest service grade 4																				
Leisure attendant grade 3																				
Storeperson grade 3																				
<b>Level 5</b>																				
Child care worker grade 2	932.60	24.54	36.81	42.95	61.35	36.81	49.08	42.95	49.08	49.08										
Clerical supervisor																				
Cook grade 4																				
Food and beverage and gaming attendant grade 5																				
Assistant or Teaching Professional																				
Front office supervisor																				
Guest service supervisor																				
<b>Level 6</b>																				
Cook grade 5	957.60	25.20	37.80	44.10	63.00	37.80	50.40	44.10	50.40	50.40										
Club manager of a club with a gross annual revenue of less than \$500,000																				
Child care worker grade 3																				
Level 7-Level A Manager	981.70	25.83	38.75	45.20	64.58	38.75	51.66	45.20	51.66	51.66										
Level 8-Level B Manager	1023.20	26.93	40.40	47.13	67.33	40.40	53.86	47.13	53.86	53.86										
Level 9-Level C Manager	1036.80	27.28	40.92	47.74	68.20	40.92	54.56	47.74	54.56	54.56										
Level 10-Level D Manager	1074.90	28.29	42.44	49.51	70.73	42.44	56.58	49.51	56.58	56.58										
Level 11-Level E Manager	1114.10	29.32	43.98	51.31	73.30	43.98	58.64	51.31	58.64	58.64										
Level 12-Level F Manager	1184.60	31.17	46.76	54.55	77.93	46.76	62.34	54.55	62.34	62.34										
Lead Golf Professional	1207.80	31.78	47.67	55.62	79.45	47.67	63.56	55.62	63.56	63.56										
Level 13-Level G Manager																				

**NOTE:**

**Clause 18.4 provides for an option to remove the application of particular clauses to managerial classifications (levels 6-13) through payment of a prescribed salary.**

**Clause 18.10 outlines the minimum rates of pay for Management Trainees.**

**For information and applicable rates of pay in relation to either of these provisions please contact the QHA.**

FULL TIME AND PART TIME MAINTENANCE AND HORTICULTURE EMPLOYEES							Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on an RDO
Classifications	Weekly Rate (Full-time)	Mon-Fri, and Sat before 12pm (100%)	Sat after 12pm First two hours (150%)	Sat after 12pm After first two hours (200%)	Sun (200%)	Public Hols (250%)	For the first two hours (150%)	Time Thereafter (200%)	For the first two hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
	(\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
Maintenance and horticultural employee level 1	805.10	21.19	31.79	42.38	42.38	52.98	31.79	42.38	37.08	42.38	42.38
Maintenance and horticultural employee level 2	832.80	21.92	32.88	43.84	43.84	54.80	32.88	43.84	38.36	43.84	43.84
Maintenance and horticultural employee level 3	877.60	23.09	34.64	46.18	46.18	57.73	34.64	46.18	40.41	46.18	46.18
Maintenance and horticultural employee level 4	932.80	24.54	36.81	49.08	49.08	61.35	36.81	49.08	42.95	49.08	49.08
Maintenance and horticultural management level 1	1023.20	26.93	40.40	53.86	53.86	67.33	40.40	53.86	47.13	53.86	53.86
Maintenance and horticultural management level 2	1114.00	29.32	43.98	58.64	58.64	73.30	43.98	58.64	51.31	58.64	58.64

REGISTERED AND LICENSED CLUBS AWARD 2020 WAGE RATES

CASUAL EMPLOYEES					Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on an RDO
Classifications	Mon-Fri (125%)	Sat (150%)	Sun (175%)	Public Hols (250%)	For the first two hours (150%)	Time Thereafter (200%)	For the first two hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
<b>Introductory</b>	24.80	29.76	34.72	49.60	29.76	39.68	34.72	39.68	39.68
<b>Level 1</b>									
Food and beverage attendant grade 1	25.51	30.62	35.72	51.03	30.62	40.82	35.72	40.82	40.82
Golf trainee year 1									
Guest service grade 1									
Kitchen attendant grade 1									
<b>Level 2</b>									
Child care worker grade 1	26.49	31.79	37.08	52.98	31.79	42.38	37.08	42.38	42.38
Clerical grade 1									
Cook grade 1									
Dooperson/security officer grade 1									
Food and beverage attendant grade 2									
Golf trainee years 2 and 3									
Front office grade 1									
Guest service grade 2									
Kitchen attendant grade 2									
Leisure attendant grade 1									
Storeperson grade 1									
<b>Level 3</b>									
Clerical grade 2	27.40	32.88	38.36	54.80	32.88	43.84	38.36	43.84	43.84
Cook grade 2									
Food and beverage and gaming attendant grade 3									
Forklift driver									
Front office grade 2									
Guest service grade 3									
Handyperson									
Kitchen attendant grade 3									
Leisure attendant grade 2									
Storeperson grade 2									
Timekeeper/Security officer grade 2									
<b>Level 4</b>									
Clerical grade 3	28.86	34.64	40.41	57.73	34.64	46.18	40.41	46.18	46.18
Cook grade 3									
Food and beverage attendant grade 4									
Front office grade 3									
Guest service grade 4									
Leisure attendant grade 3									
Storeperson grade 3									
<b>Level 5</b>									
Child care worker grade 2	30.68	36.81	42.95	61.35	36.81	49.08	42.95	49.08	49.08
Clerical supervisor									
Cook grade 4									
Food and beverage and gaming attendant grade 5									
Assistant or Teaching Professional									
Front office supervisor									
Guest service supervisor									
<b>Level 6</b>									
Cook grade 5	31.50	37.80	44.10	63.00	37.80	50.40	44.10	50.40	50.40
Club manager of a club with a gross annual revenue of less than \$500,000									
Child care worker grade 3									
<b>Level 7-Level A Manager</b>	32.29	38.75	45.20	64.58	38.75	51.66	45.20	51.66	51.66
<b>Level 8-Level B Manager</b>	33.66	40.40	47.13	67.33	40.40	53.86	47.13	53.86	53.86
<b>Level 9-Level C Manager</b>	34.10	40.92	47.74	68.20	40.92	54.56	47.74	54.56	54.56
<b>Level 10-Level D Manager</b>	35.36	42.44	49.51	70.73	42.44	56.58	49.51	56.58	56.58
<b>Level 11-Level E Manager</b>	36.65	43.98	51.31	73.30	43.98	58.64	51.31	58.64	58.64
<b>Level 12-Level F Manager</b>	38.96	46.76	54.55	77.93	46.76	62.34	54.55	62.34	62.34
Lead golf professional									
<b>Level 13-Level G Manager</b>	39.73	47.67	55.62	79.45	47.67	63.56	55.62	63.56	63.56



REGISTERED AND LICENSED CLUBS AWARD 2020 WAGE RATES

CASUAL MAINTENANCE AND HORTICULTURE EMPLOYEES						Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on an RDO
Classifications	Mon-Fri, and Sat before 12pm (125%)	Sat after 12pm First two hours (150%)	Sat after 12pm After first two hours (200%)	Sun (200%)	Public Hols (250%)	For the first two hours (150%)	Time Thereafter (200%)	For the first two hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
Maintenance and horticultural employee level 1	26.49	31.79	42.38	42.38	52.98	31.79	42.38	37.08	42.38	42.38
Maintenance and horticultural employee level 2	27.40	32.88	43.84	43.84	54.80	32.88	43.84	38.36	43.84	43.84
Maintenance and horticultural employee level 3	28.86	34.64	46.18	46.18	57.73	34.64	46.18	40.41	46.18	46.18
Maintenance and horticultural employee level 4	30.68	36.81	49.08	49.08	61.35	36.81	49.08	42.95	49.08	49.08
Maintenance and horticultural management level 1	33.66	40.40	53.86	53.86	67.33	40.40	53.86	47.13	53.86	53.86
Maintenance and horticultural management level 2	36.65	43.98	58.64	58.64	73.30	43.98	58.64	51.31	58.64	58.64

## PART 2: JUNIOR WAGE RATES

The Levels in this Part of this Guide reflects the WAGE level as per clause 18 of the RLCA, not the Grade of a particular classification. Refer to the Award for the wage level and classification match.

FULL TIME AND PART TIME JUNIORS						Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on a RDO
Age	Weekly (Full-Time)	Mon-Fri (100%)	Sat (150%)	Sun (175%)	Public Hols (250%)	For the first two hours (150%)	Time Thereafter (200%)	For the first two hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
	(\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
<b>17 years and under (60%)</b>										
Introductory	452.20	11.90	17.85	20.83	29.75	17.85	23.80	20.83	23.80	23.80
Level 1	465.50	12.25	18.38	21.44	30.63	18.38	24.50	21.44	24.50	24.50
Level 2	482.98	12.71	19.07	22.24	31.78	19.07	25.42	22.24	25.42	25.42
Level 3	499.70	13.15	19.73	23.01	32.88	19.73	26.30	23.01	26.30	26.30
Level 4	526.30	13.85	20.78	24.24	34.63	20.78	27.70	24.24	27.70	27.70
<b>18 years (70%)</b>										
Introductory	527.82	13.89	20.84	24.31	34.73	20.84	27.78	24.31	27.78	27.78
Level 1	543.02	14.29	21.44	25.01	35.73	21.44	28.58	25.01	28.58	28.58
Level 2	563.54	14.83	22.25	25.95	37.08	22.25	29.66	25.95	29.66	29.66
Level 3	582.92	15.34	23.01	26.85	38.35	23.01	30.68	26.85	30.68	30.68
Level 4	614.08	16.16	24.24	28.28	40.40	24.24	32.32	28.28	32.32	32.32
<b>19 years (85%)</b>										
Introductory	640.68	16.86	25.29	29.51	42.15	25.29	33.72	29.51	33.72	33.72
Level 1	659.30	17.35	26.03	30.36	43.38	26.03	34.70	30.36	34.70	34.70
Level 2	684.38	18.01	27.02	31.52	45.03	27.02	36.02	31.52	36.02	36.02
Level 3	707.94	18.63	27.95	32.60	46.58	27.95	37.26	32.60	37.26	37.26
Level 4	745.94	19.63	29.45	34.35	49.08	29.45	39.26	34.35	39.26	39.26
Level 5	792.68	20.86	31.29	36.51	52.15	31.29	41.72	36.51	41.72	41.72

FULL TIME AND PART TIME MAINTENANCE AND HORTICULTURE JUNIORS						Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on a RDO	
Age	Weekly (Full-Time)	Mon-Fri, and Sat before 12pm (100%)	Sat after 12pm First two hours (150%)	Sat after 12pm After first two hours (200%)	Sun (200%)	Public Hols (250%)	For the first two hours (150%)	Time Thereafter (200%)	For the first two hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
	(\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
<b>17 years and under (60%)</b>											
Grade 1	482.98	12.71	19.07	25.42	25.42	31.78	19.07	25.42	22.24	25.42	25.42
Grade 2	499.70	13.15	19.73	26.30	26.30	32.88	19.73	26.30	23.01	26.30	26.30
Grade 3	526.68	13.86	20.79	27.72	27.72	34.65	20.79	27.72	24.26	27.72	27.72
<b>18 years (70%)</b>											
Grade 1	563.54	14.83	22.25	29.66	29.66	37.08	22.25	29.66	25.95	29.66	29.66
Grade 2	582.92	15.34	23.01	30.68	30.68	38.35	23.01	30.68	26.85	30.68	30.68
Grade 3	614.46	16.17	24.26	32.34	32.34	40.43	24.26	32.34	28.30	32.34	32.34
<b>19 years (85%)</b>											
Grade 1	684.38	18.01	27.02	36.02	36.02	45.03	27.02	36.02	31.52	36.02	36.02
Grade 2	707.94	18.63	27.95	37.26	37.26	46.58	27.95	37.26	32.60	37.26	37.26
Grade 3	745.94	19.63	29.45	39.26	39.26	49.08	29.45	39.26	34.35	39.26	39.26
Grade 4	792.68	20.86	31.29	41.72	41.72	52.15	31.29	41.72	36.51	41.72	41.72

REGISTERED AND LICENSED CLUBS AWARD 2020 WAGE RATES

JUNIOR CASUAL EMPLOYEES					Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on a RDO
Age	Mon-Fri (125%)	Sat (150%)	Sun (175%)	Public Hols (250%)	For the first two hours (150%)	Time Thereafter (200%)	For the first two hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
<b>17 years and under (60%)</b>									
Introductory	14.88	17.85	20.83	29.75	17.85	23.80	20.83	23.80	23.80
Level 1	15.31	18.38	21.44	30.63	18.38	24.50	21.44	24.50	24.50
Level 2	15.89	19.07	22.24	31.78	19.07	25.42	22.24	25.42	25.42
Level 3	16.44	19.73	23.01	32.88	19.73	26.30	23.01	26.30	26.30
Level 4	17.31	20.78	24.24	34.63	20.78	27.70	24.24	27.70	27.70
<b>18 years (70%)</b>									
Introductory	17.36	20.84	24.31	34.73	20.84	27.78	24.31	27.78	27.78
Level 1	17.86	21.44	25.01	35.73	21.44	28.58	25.01	28.58	28.58
Level 2	18.54	22.25	25.95	37.08	22.25	29.66	25.95	29.66	29.66
Level 3	19.18	23.01	26.85	38.35	23.01	30.68	26.85	30.68	30.68
Level 4	20.20	24.24	28.28	40.40	24.24	32.32	28.28	32.32	32.32
<b>19 years (85%)</b>									
Introductory	21.08	25.29	29.51	42.15	25.29	33.72	29.51	33.72	33.72
Level 1	21.69	26.03	30.36	43.38	26.03	34.70	30.36	34.70	34.70
Level 2	22.51	27.02	31.52	45.03	27.02	36.02	31.52	36.02	36.02
Level 3	23.29	27.95	32.60	46.58	27.95	37.26	32.60	37.26	37.26
Level 4	24.54	29.45	34.35	49.08	29.45	39.26	34.35	39.26	39.26
Level 5	26.08	31.29	36.51	52.15	31.29	41.72	36.51	41.72	41.72

CASUAL MAINTENANCE AND HORTICULTURE JUNIOR EMPLOYEES						Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on a RDO
Age	Mon-Fri & Sat before 12pm (100%)	Sat after 12pm- First two hours (150%)	Sat after 12pm- After first two hours (200%)	Sun (200%)	Public Hols (250%)	For the first two hours (150%)	Time Thereafter (200%)	For the first two hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
<b>17 years and under (60%)</b>										
Grade 1	15.89	19.07	25.42	25.42	31.78	19.07	25.42	22.24	25.42	25.42
Grade 2	16.44	19.73	26.30	26.30	32.88	19.73	26.30	23.01	26.30	26.30
Grade 3	17.33	20.79	27.72	27.72	34.65	20.79	27.72	24.26	27.72	27.72
<b>18 years (70%)</b>										
Grade 1	18.54	22.25	29.66	29.66	37.08	22.25	29.66	25.95	29.66	29.66
Grade 2	19.18	23.01	30.68	30.68	38.35	23.01	30.68	26.85	30.68	30.68
Grade 3	20.21	24.26	32.34	32.34	40.43	24.26	32.34	28.30	32.34	32.34
<b>19 years (85%)</b>										
Grade 1	22.51	27.02	36.02	36.02	45.03	27.02	36.02	31.52	36.02	36.02
Grade 2	23.29	27.95	37.26	37.26	46.58	27.95	37.26	32.60	37.26	37.26
Grade 3	24.54	29.45	39.26	39.26	49.08	29.45	39.26	34.35	39.26	39.26
Grade 4	26.08	31.29	41.72	41.72	52.15	31.29	41.72	36.51	41.72	41.72

## **PART 3: APPRENTICE AND TRAINEE WAGE RATES**

For Apprentice and Trainee wage rates members are encouraged to contact the QHA Employment Relations Department for further information.

## PART 4: CLASSIFICATION DEFINITIONS

Schedule A: Classification Definitions of the *Registered and Licensed Clubs Award 2020* provides a description of the duties of each award classification which assists in determining an employee's applicable rate of pay.

Below is an extract of Schedule A: Classification Definitions from the *Registered and Licensed Clubs Award 2020*.

### Schedule A —CLASSIFICATION DEFINITIONS

#### A.1 General definitions

**A.1.1 Introductory level** means the level of an employee who enters the industry and who has not demonstrated the competency requirements of Level 1. Such an employee will remain at this level for up to 3 months while the appropriate training for Level 1 is undertaken and assessment made to move from the introductory level to Level 1. At the end of 3 months from entry, an employee will move to Level 1 other than where agreement has been reached and recorded between the employee and the employer that further training of up to 3 months is required for the employee to achieve competence for movement to Level 1.

**A.1.2 Management trainee** means an employee appointed as such by the club's Board of Directors or Committee of Management or by a person, including the club manager, authorised to make such appointment and engaged in management training.

**A.1.3 Appropriate level of training when** used in this Schedule means that an employee:

- (a) has completed an appropriate training program that meets the training and assessment requirements of a qualification or one or more designated units of competency from a Training Package; and/or
- (b) has been assessed by a qualified skills assessor to have skills at least equivalent to those attained in an appropriate training course; and/or
- (c) at 31 December 2009, has been doing the work of a particular classification for a period of at least 3 months.

NOTE: The minimum classification level for an employee who has completed AQF Certificate III qualifications relevant to the classification in which they are employed is the Level 4 rate prescribed in clause 18.3. Any dispute concerning an employee's entitlement to be paid at Level 4 may be referred to the Fair Work Commission for determination. The Fair Work Commission may require an employee to demonstrate to its satisfaction that the employee utilises skills and knowledge derived from Certificate III competencies, and that these are relevant to the work the employee is doing.

#### A.2 Food and beverage and gaming

**A.2.1 Food and beverage attendant grade 1** means an employee who is engaged in any of the following:

- (a) picking up glasses;
- (b) emptying ashtrays;
- (c) general assistance to food and beverage attendants of a higher grade not including service to customers;

- (d) removing food plates;
- (e) setting and/or wiping down tables;
- (f) cleaning and tidying of associated areas.

**A.2.2 Food and beverage attendant grade 2** means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:

- (a) supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department;
- (b) assisting in the cellar or bottle department;
- (c) undertaking general waiting duties of both food and/or beverage including cleaning of tables;
- (d) receipt of monies;
- (e) attending a snack bar;
- (f) engaged on delivery duties.

**A.2.3 Food and beverage and gaming attendant grade 3** means an employee who has the appropriate level of training and is engaged in any of the following:

- (a) assisting in the cellar or bottle department, where duties could include working up to 4 hours per day (averaged over the relevant work cycle) in the cellar without supervision;
- (b) receipt and dispensing of monies;
- (c) the operation of a mechanical lifting device;
- (d) attending a wagering (e.g. TAB) terminal, electronic gaming terminal or similar terminal;
- (e) full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area);
- (f) mixing a range of sophisticated drinks;
- (g) supervising food and beverage attendants of a lower grade;
- (h) training food and beverage attendants of a lower grade.

**A.2.4 Food and beverage attendant (tradesperson) grade 4** means an employee who has completed an apprenticeship in waiting or who has passed the appropriate trade test and as such carries out specialised skilled duties in a fine dining room or restaurant.

**A.2.5 Food and beverage and gaming attendant grade 5** means:

- (a) an employee responsible for locking and securing the Club premises; and/or
- (b) an employee responsible and accountable for the whole operation of a safe or counting room from which change is issued to bars and poker machine change areas, rather than the mere physical movement of monies only, and including the responsibility and accountability for the safe balance and for checking the balances reported by operators of tills, change cages, TABs, Keno operations, etc; and/or

(c) an employee who has the appropriate level of training including a supervisory course and who has the responsibility for:

(i) supervision, training and co-ordination of food and beverage and/or gaming staff; or

(ii) stock control for a bar or series of bars.

### **A.3 Golf Professionals**

**A.3.1 Golf Trainee Year 1** means a first year Golf Trainee with the Professional Golfers of Australia.

**A.3.2 Golf Trainee Level 2** means an employee who has satisfactorily completed the appropriate level of training to be considered a Year 2 or 3 Trainee by the Professional Golfers Association of Australia.

**A.3.3 Assistant or Teaching Professional Level 5** means an employee who has completed the appropriate level of training and is engaged in the following activities:

(a) Assist in the operation of a golf professional shop including retail sales, service, stock-control and club-repair.

(b) Deliver golf coaching and club-fitting programs.

(c) Assist in the operation and delivery of club events, time sheets and competition fields.

(d) Assist in the operation of cart fleets.

**A.3.4 Lead Golf Professional Level 12** means an employee who has completed the appropriate level or training and is engaged in the following activities:

(a) Manage an appropriately stocked golf professional shop, providing retail sales and advice, customer service and golf club repair.

(b) Manage, develop and deliver golf coaching and club-fitting programs to club members and guests.

(c) Manage golf professional shop staff including recruitment and rostering, while ensuring club procedures and employee relations policies and implemented.

(d) Establish and maintain a safe working environment, ensuring WH&S procedures comply with up to date legislation.

(e) Manage time sheets, competition fields and the handicap system, including the calculation and processing of competition results.

(f) Manage and maintain the cart fleet and other rental equipment.

(g) Attend scheduled management meetings and other club meetings as required.

### **A.4 Kitchen**

**A.4.1 Kitchen attendant grade 1** means an employee engaged in any of the following:

(a) general cleaning duties within a kitchen or food preparation area and scullery, including the cleaning of cooking and general utensils used in a kitchen and restaurant;

(b) assisting employees who are cooking;

(c) assembly and preparation of ingredients for cooking; or

(d) general pantry duties.

**A.4.2 Kitchen attendant grade 2** means an employee who has the appropriate level of training and who is engaged in specialised non-cooking duties in a kitchen or food preparation area, or supervision of kitchen attendants.

**A.4.3 Kitchen attendant grade 3** means an employee who has the appropriate level of training, including a supervisory course, and has the responsibility for the supervision, training and co-ordination of kitchen attendants of a lower grade.

**A.4.4 Cook grade 1** means an employee who carries out cooking of breakfasts and snacks, baking, pastry cooking or butchering.

**A.4.5 Cook grade 2** means an employee who has the appropriate level of training and who performs cooking duties including baking, pastry cooking or butchering.

**A.4.6 Cook (tradesperson) grade 3** means a commi chef or equivalent who has completed an apprenticeship or who has passed the appropriate trade test, and who is engaged in cooking, baking, pastry cooking or butchering duties.

**A.4.7 Cook (tradesperson) grade 4** means a demi chef or equivalent who has completed an apprenticeship or has passed the appropriate trade test and who is engaged to perform general or specialised cooking, butchering, baking or pastry cooking duties and/or supervises and trains other cooks and kitchen employees.

**A.4.8 Cook (tradesperson) grade 5** means a chef de partie or equivalent who has completed an apprenticeship or has passed the appropriate trade test in cooking, butchering, baking or pastry cooking and has completed additional appropriate training and who performs any of the following:

(a) general and specialised duties including supervision or training of other kitchen staff;

(b) ordering and stock control; or

(c) solely responsible for other cooks and other kitchen employees in a single kitchen establishment.

## **A.5 Guest service**

**A.5.1 Guest service grade 1** means an employee who performs any of the following:

(a) laundry and/or linen duties which may include minor repairs to linen or clothing such as buttons, zips, seams, and working with flat materials;

(b) the collection and delivery of guests' personal dry cleaning and laundry, linen and associated materials to and from accommodation areas;

(c) performs general cleaning duties; or

(d) parking guest cars.

**A.5.2 Guest service grade 2** means an employee who has the appropriate level of training and who is engaged in any of the following:

(a) servicing accommodation areas and cleaning thereof;

(b) receiving and assisting guests at the entrance to the establishment;



- (c) driving a passenger vehicle or courtesy bus;
- (d) transferring guests' baggage to and from rooms;
- (e) assisting in the dry cleaning process;
- (f) cleaning duties using specialised equipment and chemicals; or
- (g) providing butler services such as food, beverage and personalised guest service.

**A.5.3 Guest service grade 3** means an employee who has the appropriate level of training and who is engaged in any of the following:

- (a) supervising guest service employees of a lower grade;
- (b) providing butler services such as food, beverage and personalised guest service;
- (c) major repair of linen and/or clothing including basic tailoring and major alterations and refitting; or
- (d) dry cleaning.

**A.5.4 Guest service grade 4** means an employee who has completed an apprenticeship or who has passed the appropriate trade test or otherwise has the appropriate level of training to perform the work of a tradesperson in dry cleaning, tailoring or as a butler.

**A.5.5 Guest service supervisor** means an employee who has the appropriate level of training including a supervisory course, who supervises, trains and co-ordinates the work of employees engaged in a housekeeping department.

**A.5.6 Front office grade 1** means an employee who is engaged as an assistant in front office duties including night auditing, telephonist, receptionist, cashier, information services or reservations.

**A.5.7 Front office grade 2** means an employee who has the appropriate level of training and is in the front office engaged in duties including telephonist, receptionist, cashier, information services or reservations.

**A.5.8 Front office grade 3** means an employee who has the appropriate level of training and is in the front office engaged in duties including assisting in training and supervision of front office employees of a lower grade.

**A.5.9 Front office supervisor** means an employee who has the appropriate level of training including a supervisory course and who supervises, trains and co-ordinates the work of front office employees.

**A.5.10 Child care worker grade 1** means an unqualified child care worker who is engaged in a role that requires some previous relevant experience or qualifications, detailed on-the-job training for the specific employers requirements and work under supervision.

**A.5.11 Child care worker grade 2** means a child care worker who has completed as a minimum an AQF Certificate 3 or 4 in Children's Services (or equivalent).

**A.5.12 Child care worker grade 3** means a child care worker who is engaged as a supervisor and who has completed as a minimum an AQF Diploma in Children's Services.

## **A.6 Administration**

**A.6.1 Clerical grade 1** means an employee who is required to perform basic clerical and routine office duties such as collating, filing, photocopying and delivering messages.

**A.6.2 Clerical grade 2** means an employee who is engaged in general clerical or office duties, such as typing, filing, basic data entry and calculating functions.

**A.6.3 Clerical grade 3** means an employee who has the appropriate level of training and who performs any of the following:

- (a) operates adding machines, switchboard, paging system, telex machine, typewriter or calculator;
- (b) uses knowledge of keyboard and function keys to enter and retrieve data through computer terminal;
- (c) copy types at 25 words per minute with **98%** accuracy;
- (d) maintains mail register and records;
- (e) maintains established paper-based filing/records systems in accordance with set procedures including creating and indexing new files, distributing files within the organisation as requested, monitoring file locations;
- (f) transcribes information into records, completes forms, takes telephone messages;
- (g) acquires and applies a working knowledge of office or sectional operating procedures and requirements;
- (h) acquires and applies a working knowledge of the organisation's structure and personnel in order to deal with inquiries at first instance, locates appropriate staff in different sections, relays internal information, responds to or redirects inquiries, greets visitors;
- (i) keeps appropriate records;
- (j) sorts, processes and records original source financial documents (e.g. invoices, cheques, correspondence) on a daily basis; maintains and records petty cash; prepares bank deposits and withdrawals and does banking;

and who has the appropriate level of training and also performs any of the following:

- (k) operates computerised radio telephone equipment, micro/personal computer, printing devices attached to personal computers, dictaphone equipment, typewriters;
- (l) produces documents and correspondence using knowledge of standard formats, touch types at 40 words per minute with **98%** accuracy, audio types;
- (m) uses one or more software application package(s) developed for a micro/personal computer to operate and populate a database, spreadsheet/worksheet to achieve a desired result; graph previously prepared spreadsheet; use simple menu utilities of personal computer;
- (n) follows standard procedures or templates for the preceding functions using existing models/fields of information and creates, maintains and generates simple reports;
- (o) uses a central computer resource to an equivalent standard;
- (p) uses one or more software packages to create, format, edit, proofread, spell check, correct, print and save text documents, e.g. standard correspondence and business documents;
- (q) takes shorthand notes at 70 words per minute and transcribes with **95%** accuracy;

(r) arranges travel bookings and itineraries, makes appointments, screens telephone calls, follows visitor protocol procedures, establishes telephone contact on behalf of executive;

(s) applies a working knowledge of the organisation's products/services, functions, locations and clients;

(t) responds to and acts upon most internal/external inquiries in own function area;

(u) uses and maintains a computer-based record management system to identify, access and extract information from internal sources; maintains circulation, indexing and filing systems for publications, reviews files, closes files, archives files;

(v) maintains financial records and journals, collects and prepares time and wage records; prepares accounts queries from debtors; posts transactions to ledger.

**A.6.4 Clerical supervisor** means an employee who has the appropriate level of training including a supervisory course and who co-ordinates other clerical staff.

## **A.7 Security**

**A.7.1 Doorperson/security officer grade 1** means a person who assists in maintenance of dress standards and good order at an establishment.

**A.7.2 Timekeeper/security officer grade 2** means a person who is responsible for timekeeping of staff, for the security of keys, for the checking in and out of delivery vehicles and/or for the supervision of doorperson/security officer grade 1 personnel.

## **A.8 Leisure activities**

**A.8.1 Leisure attendant grade 1** means a person who:

(a) attends a shop associated with the club's activities; or

(b) acts as an assistant instructor, pool attendant and/or can be responsible for the setting up, distribution and care of equipment, and the taking of bookings.

**A.8.2 Leisure attendant grade 2** means a person who has the appropriate level of training and takes classes and/or directs leisure activities such as sporting areas, health clubs and swimming pools. This classification includes an assistant bingo caller.

**A.8.3 Leisure attendant grade 3** means a person who has the appropriate level of training, and who plans and coordinates leisure activities for guests, and may supervise other leisure activities. This classification includes a bingo caller (being a person engaged to present, host or comper the games of Bingo, Alphy and Housie, or games of a like nature).

**A.8.4 Fitness instructor** means an employee engaged in instructing people in either aqua aerobics, aerobics, pump, step aerobics, boxing circuits, circuits, walking, cardiac class, yoga or similar disciplines.

## **A.9 Stores and other activities**

**A.9.1 Storeperson grade 1** means an employee who receives and stores general and perishable goods and cleans the store area.

**A.9.2 Storeperson grade 2** means an employee who, in addition to the duties for a storeperson grade 1, may also operate mechanical lifting equipment such as a fork-lift and/or who may perform duties of a more complex nature.

**A.9.3 Storeperson grade 3** means an employee who has the appropriate level of training and who:

- (a) implements quality control techniques and procedures;
- (b) understands and is responsible for a stores/warehouse area or a large section of such an area;
- (c) has a highly developed level of interpersonal and communications skills;
- (d) is able to supervise and provide direction and guidance to other employees including the ability to assist in the provision of on-the-job training and induction;
- (e) exercises discretion within the scope of this grade; and who may exercise skills attained through the successful completion of an appropriate warehousing certificate; and may perform indicative tasks at this level such as:
  - (i) liaising with management, suppliers and customers with respect to stores operations;
  - (ii) detailing and co-ordinating activities of other storepersons and acting in a leading hand capacity for in excess of 10 storepersons;
- (f) maintaining control registers including inventory control and being responsible for preparation and reconciliation of regular reports or stock movements, dispatches, etc; and
- (g) supervises the receipt and delivery of goods, records, outgoing goods, responsible for the contents of a store.

## **A.10 Ground maintenance**

**A.10.1 Maintenance and horticultural employee level 1** means an employee primarily engaged in the following activities:

- (a) keeping areas clean and tidy;
- (b) weeding and watering;
- (c) trimming, mowing of surrounds, etc., with hand implements;
- (d) assistance in preparing areas for play;
- (e) assistance in course or green maintenance and construction;
- (f) operation of a limited range of vehicles, including motor vehicles;
- (g) performs non-trade tasks incidental to the employee's work.

Employees of this level will normally have undergone structured training at the introductory level and are appropriately assessed during the first 3 months of work; provided that employees graded at level 1 will be promoted to level 2 not later than at the expiration of 3 months' service.

**A.10.2 Maintenance and horticultural employee level 2** means an employee who has satisfactorily attained the appropriate level of training (at level 2) and is engaged in the following activities in addition to the work of level 1:

- (a) operation and minor maintenance of motorised equipment under supervision, other than machinery or equipment requiring the holding of specialised licences;
- (b) assistance in the maintenance, renovation and reconstruction of greens and fairways, and/or maintenance of playing surfaces, including mowing, rolling, top dressing, seeding, turfing and sprigging, fertilising under supervision, planting and maintenance of trees, pruning under supervision;
- (c) applies fertilisers, fungicides, herbicides and insecticides under general supervision;
- (d) gardening duties including the planting and trimming of trees, sowing, planting and cutting of grass, and the watering of plants, gardens, trees, lawns and displays;
- (e) performs routine maintenance of turf, synthetic, artificial and other play surfaces;
- (f) completion of basic records;
- (g) assistance in the construction and installation of facilities and systems;
- (h) performs tasks incidental to the employee's work.

**A.10.3 Maintenance and horticultural employee level 3 (tradesperson)** means an employee who has completed trade or equivalent qualifications and undertakes one or more of the following duties (including non-trade tasks incidental to the employee's work):

- (a) operates, maintains and adjusts turf machinery as appropriate;
- (b) cleans machinery and inspects machinery after each use, reporting any problems to a management employee;
- (c) applies fertilisers, fungicides, herbicides and insecticides as directed by a management employee;
- (d) prepares turf, synthetic, artificial and other surfaces for play;
- (e) maintenance and repair of vehicles and/or motor engines;
- (f) repair and minor renovation work involving carpentry and/or painting and/or welding;
- (g) formation and maintenance of all gardens, lawns and greens;
- (h) the planting, maintenance and care of trees;
- (i) training and supervision of employees of a lower grade, including apprentices.

**A.10.4 Maintenance and horticultural employee level 4 (tradesperson)** means an employee who has satisfactorily attained the appropriate level of training at trade or the equivalent level, together with the additional requirements in supervision or other appropriate specialist modules. In addition to the duties of levels 1 to 3, the employee is also engaged in the following activities:

- (a) supervision and training of subordinate staff, including tradespersons;
- (b) presentation of written and or verbal reports including budgets;
- (c) general liaison with management;
- (d) activities requiring application of specialist skills.

**A.10.5 Maintenance and horticultural management level 1** means an employee appointed to this level who reports directly to either the Committee of Management or Management employee level 2 as appropriate and undertakes 3 or more of the following duties:

- (a) responsible for supervision of all staff involved in daily course maintenance;
- (b) responsible for planning, scheduling and supervision of all aspects of turf maintenance;
- (c) supervises and participates in the operation and maintenance of pumps, irrigation equipment and drainage systems;
- (d) instructs operators in the safe and efficient operation of all equipment associated with turf maintenance;
- (e) supervises the majority of chemical and fertiliser applications and undertakes the appropriate training of operators in this field;
- (f) allocates specific daily duties having regard to the club's work program.

**A.10.6 Maintenance and horticultural management level 2** means employee appointed to this level who reports directly to the Committee of Management and undertakes 3 or more of the following duties:

- (a) responsible for implementation of all major turf projects for the facility according to Course Architect's design;
- (b) responsible for the development of an annual work program for all outdoor staff that incorporates both further development and continued maintenance;
- (c) responsible for supervision of all outdoor staff;
- (d) responsible for the operation and maintenance of all turf equipment;
- (e) responsible for all Work Health and Safety management in outdoor areas;
- (f) responsible for purchasing within the limits imposed by the club policy and the definition of the budget;
- (g) responsible for ensuring that all administrative systems are complied with by the staff under the employee's direction.

## **A.11 Miscellaneous**

**Handyperson** means a person who is not a tradesperson and whose duties include the performance of routine repair work and maintenance in and about the employer's premises.

## **A.12 Club managers—duties and responsibilities**

### **A.12.1 Administration**

#### **(a) Policy**

- (i) The implementation of club policy as laid down by the Board of Directors;
- (ii) the implementation of Board of Directors' instructions;
- (iii) reporting to the Board of Directors, including a written report to the Board, on the running of the club since the last monthly report was written;
- (iv) recommending courses of action to the Board of Directors.

**(b) Secretarial**

- (i) Organisation and control of office staff activities;
- (ii) supervision of wages preparation, and verification, where necessary, of employee's entitlements;
- (iii) supervision of preparation of up-to-date membership lists and registers;
- (iv) preparation of statutory returns relating to:
  - poker machines;
  - financial performance;
  - taxation;
  - licensing requirements;
  - maintenance of proper records, including preparation of accurate minutes.

**(c) Legal**

Interpretation and application of the relevant Statutes and Acts of parliament and regulations made thereunder, in so far as each of these affects the club, including but not limited to the regulation of the following issues:

- (i) industrial relations;
- (ii) corporations and associations;
- (iii) taxation;
- (iv) trade practices;
- (v) liquor, gaming and food;
- (vi) workplace health and safety;
- (vii) discrimination;
- (viii) accommodation;
- (ix) security;
- (x) registered clubs.

**(d) Accounting**

- (i) Supervision of accounting procedures and, where appropriate, preparation of accounts, and accounting procedures and maintenance;
- (ii) preparation of annual accounts and annual reports;
- (iii) interpretation of financial results;
- (iv) preparation of budgets and treasury returns.

**(e) Personnel/human resources**

- (i) Establish procedures and policies in relation to matters pertaining to positive employment practices;
- (ii) delegation of authority and responsibility to staff;
- (iii) explanation to, and general supervision of duties of subordinate managerial staff members;
- (iv) the engagement of staff, except where the Board reserves the right to make the appointment, and the termination of staff in appropriate circumstances;

(v) interpretation and application of the relevant Statutes and Acts of parliament and regulations made thereunder, in so far as each of these affects the club, including but not limited to the regulation of the following issues:

- industrial relations;
- income taxation;
- occupational superannuation;
- vocational education and training;
- affirmative action;
- discrimination;
- workplace health and safety;
- annual and long service leave;
- workers compensation;
- negotiations with staff and/or unions, and problem resolution;
- training and development of staff;
- staff motivation (otherwise than by over-award payments and/or conditions, without prior Board approval);
- maintenance of effective employer/employee relations.

**(f) Bar operations**

- (i) Responsibility for supervision of activities of bar staff (in conjunction with the beverage manager, where applicable);
- (ii) supervision of liquor purchasing;
- (iii) supervision of stock control procedures;
- (iv) supervision of security of bar areas;
- (v) responsibility for security of cash takings;
- (vi) general control of effective and economical staff rostering;
- (vii) analysis and interpretation of bar trading results;
- (viii) responsibility for hygiene in bar areas;
- (ix) responsibility for standard of liquor service; and
- (x) implementation of Responsible Service of Alcohol practices and procedures.

**(g) Catering operations**

- (i) Responsibility for supervision of activities of catering staff (in conjunction with the catering manager, where applicable):
  - menu planning;
  - dish costing;
  - food preparation;
  - food service techniques;
  - billing procedures;
- (ii) responsibility for supervision of food purchasing;



- (iii) responsibility for supervision of stock control procedures;
- (iv) responsibility for security of cash takings;
- (v) general control of effective and economical staff rostering;
- (vi) analysis and interpretation of food trading results;
- (vii) responsibility for hygiene in food service areas; and
- (viii) maintenance of up-to-date knowledge of new products, services and equipment.

**(h) Poker machine/gaming and wagering operations**

- (i) Responsibility for supervision of activities of poker machine staff (in conjunction with the gaming manager, where applicable);
- (ii) maintaining up-to-date knowledge of models and their operations;
- (iii) arranging for maintenance and repairs;
- (iv) compilation of returns to statutory authorities;
- (v) prevention of frauds;
- (vi) responsibility for supervision of cash takings procedures;
- (vii) analysis and interpretation of trading results;
- (viii) responsibility for all other forms of gaming within the club, including but not limited to TAB facilities and Keno; and
- (ix) implementation of practice and procedures for the Responsible Conduct of Gaming.

**(i) Premises operations**

- (i) Responsibility for supervision, upkeep and maintenance of club property buildings and capital equipment in all club areas (in conjunction with the maintenance manager, where applicable);
- (ii) responsibility for supervising cleaning operations in all club areas;
- (iii) responsibility for checking of need and arranging for maintenance and repairs;
- (iv) responsibility for arranging for overall club major maintenance and repairs, in accordance with expressed policy of the Board;
- (v) planning and co-ordinating of activities in connection with renovations or extensions, in accordance with expressed policy of the Board;
- (vi) submission of samples and/or tenders for selection by the Board of furniture and fittings;
- (vii) responsibility for security for all stocks and monies in the club; and
- (viii) responsibility for security and safety of premises.

**(j) Club promotion**

- (i) Responsibility for supervision of activities of promotional staff (in conjunction with the marketing and promotions manager, where applicable);
- (ii) by personal conduct and bearing, the maintenance of good relations with members; exemplified by prompt:
  - handling of members' complaints;
  - dealing with intoxicated members and guests;

- (iii) social activities with members;
- (iv) production of members' newsletters and journals;
- (v) creation, production and implementation of strategic marketing plans.

**(k) Club entertainment/function**

- (i) Responsibility for club entertainment (in conjunction with entertainment manager, where applicable);
- (ii) determine programmes and schedules for functions/entertainment;
- (iii) engagement of artists, in accordance with Board policy; and
- (iv) arranging and publicising club entertainment and functions.

**(l) Club sporting/greens and course operations**

Responsibility for supervision upkeep and maintenance of club sporting facilities and capital equipment (in conjunction with the designated sports manager, greenkeeper or course superintendent where applicable).

**(m) Club information and technology operations**

Responsibility for supervision establishment, upkeep and maintenance of club information and technology systems and capital equipment including but not limited to, club website and computer hardware and software systems (in conjunction with the designated IT manager where applicable).

**(n) Club commitment and involvement with sporting, charity, and community activities**

- (i) Responsibility for club sporting activities:
  - liaison with club sports associations;
  - publicising club sporting activities;
  - provision of club sporting equipment and facilities, as approved by the Board, in response to requests by internal sports committees;
- (ii) organisation, planning and promotion of club functions;
- (iii) maintenance or establishment of club's community activities, in accordance with the expressed policy of the Board;
- (iv) facilitating support to charities;
- (v) establishing alternative areas of community involvement.

**(o) Club external relations**

- (i) Maintenance or establishment of relations with organisations and Government departments;
- (ii) employers' associations;
- (iii) industrial unions;
- (iv) liquor licensing division;
- (v) treasury/gaming.

**A.12.2 Classifications**

Club managers will be classified as:

- Club manager of a club with a gross annual revenue of less than **\$500,000** (level 6 in the classification structure in clause 18.3); or
- A manager level A to G, in respect of which the Management Committee of an employing club will establish an appropriate management classification level for management positions at their respective club. From the commencement date of this award and subject to clause A.12.2 a management employee will be classified in accordance with the nature of the job being performed, into any of the following classification levels.

**(a) Level A manager**

**(i)** Directly supervises the work of other employees and is supervised by more senior management;

**(ii)** has completed the prescribed standard of training;

**(iii)** indicative tasks of a level A manager include:

- supervision of staff in one or more sections of the club, including allocation of duties, preparation of rosters, approval of overtime, employee counselling, discipline and performance appraisal;
- plan and implement improved work procedures;
- make recommendations to senior management or the Management Committee on staff including training requirements and staffing levels;
- decides in consultation with senior management or the Management Committee on the engagement, termination and promotion of non-managerial staff;
- trains non-managerial staff;
- supervises clerical work, maintains records including the use of computers;
- supervision of stock control and stocktaking;
- contributes ideas for long term planning, including the areas of new equipment, maintenance, human resources, marketing;
- checks and supervises quality of services, hygiene and safety arrangements;
- checks equipment and facilities for maintenance, replacement and upgrading;
- checks, organises and implements security procedures;
- places supply orders and authorises payments within set procedures.

**(b) Level B manager**

**(i)** Directly supervises the work of other employees and is supervised by more senior management;

**(ii)** has completed the prescribed standard of training; and

**(iii)** works at a level above and beyond the skills required of a level A manager;

**(iv)** Indicative tasks of a level B manager include duties of a lower level plus:

- establishes stock control levels, checks accuracy of stocktaking, evaluates suppliers, negotiates pricing and/or terms;
- sets quality standards for facilities, service, etc.;
- more complex checking than for a level A manager, including the economical use of old plant and equipment or the need for new plant and equipment;
- implements and checks emergency procedures;
- organises training, evaluates training materials for non-managerial employees;
- consults with union delegates, requiring an accurate knowledge of industrial awards;
- collects statistics; analyses income; reads and understands computer system and user materials;
- authorises payments or expenditure according to club procedures;
- updates security procedures.

**(c) Level C manager**

**(i)** Directly supervises the work of other employees which may include other managers and is supervised by more senior management;

**(ii)** has completed the prescribed standard of training; and

**(iii)** works at a level above and beyond the skills required of a level B manager.

**(iv)** Indicative tasks of a level C manager include duties of a lower level plus:

- supervision of other managerial employees, including discipline, analysis of training needs, allocation of duties, performance appraisal;
- determines suitability of training courses and/or methods;
- negotiates about industrial issues with union delegates and other employees;
- designs information collection systems; consults with computer suppliers/advisers;
- plans emergency procedures;
- interprets and applies specific Board policy in the running of the club;
- assesses tenders and quotations; inspects works done on property; liaises with outside businesses;
- provides ideas for longer term financial planning;
- analyses income and expenditure for a number of the club's operations; calculates costs and/or value of stock and sales;
- investigates financial irregularities.

**(d) Level D manager**

(i) Assumes a higher level of management responsibility than an level A, B or C manager; or

(ii) where the manager is responsible for the general management of a club and may be supported by another manager. The manager's duties are clearly within the scope of this level;

(iii) has completed the prescribed standard of training or has experience equivalent to the prescribed level of training; and

(iv) works at a level above and beyond the skills of a level C manager.

(v) Indicative tasks of a level D manager include duties of a lower level plus:

- ensures legal requirements are met, prepares statutory returns, required to interpret relevant Acts and Statutes;
- organises safety procedures, keeps abreast of developments in safety and is responsible for maintenance of safety equipment;
- implements marketing programs and activities;
- determines long-term planning priorities, including how and which information is to be collected; contributes ideas for long-term forward planning of property;
- supervises financial reports and calculation of finances, establishes stocktaking procedures, is involved in the identification of financial risks and evaluation of financial options; may supervise preparation of wages; calculates costs of services;
- evaluates computer hardware;
- prepares agendas and proposals for consideration by the Board;
- establishes procedures that apply to the whole club.

#### **(e) Level E manager**

(i) Is a manager responsible for the general management of a club and is supported by another manager/managers; and whose duties are clearly within the scope of this level;

(ii) has completed the prescribed standard of training; and

(iii) works at a level above and beyond the skills of a level D manager.

(iv) Indicative tasks of a Level E manager include duties of a lower level plus:

- consults/negotiates with employer and employee organisations about industrial problems, laws, regulations, etc.;
- negotiates legal requirements;
- prepares policy recommendations for the Board and assists the Board to decide policy; makes recommendations to the Board on management staffing matters;
- prepares financial reports; co-ordinates annual reports;

- establishes financial procedures including authorisation for routine or regular payments;
- negotiates sales contracts/agreements;
- prepares marketing/promotional materials;
- evaluates computer software;
- represents the club at speaking engagements, including annual meetings/club meetings.

**(f) Level F manager**

(i) Is a manager responsible for the general management of a club and is supported by other managers; and whose duties are clearly within the scope of this level;

(ii) has completed the prescribed standard of training; and

(iii) works at a level above and beyond the skills of a level E manager.

(iv) Indicative tasks of a level F manager include duties of a lower level plus:

- defines industrial relations policy, negotiate about problems with Union officials and implement procedures for resolution;
- designs staff appraisal systems;
- liaises with media, government, chairs meetings of outside groups (e.g. community groups);
- manages property maintenance and development contracts; negotiates with potential property developers.

**(g) Level G manager**

(i) Is a manager responsible for the general management of a club and is supported by other managers; and whose duties are clearly within the scope of this level;

(ii) has completed the prescribed standard of training; and

(iii) works at a level above and beyond the skills of a level F manager.

(iv) Indicative tasks of a level G manager include duties of a lower level plus:

- the characteristics of the clubs in which managers at this level work require them to engage in more complex planning and design, and to have increased levels of accountability and responsibility.

**(h) Prescribed level of training**

For the purpose of clause [A.12.2](#), **prescribed level of training** means:

(i) Satisfactory completion of a training course in accordance with the guidelines listed in [A.13—Qualifications Framework](#); or

(ii) that the employee's skills have been assessed to be at least the equivalent of those attained through the suitable course described in [A.13—Qualifications Framework](#).