



TRAINEESHIPS  
Investing in a better future



## Roads and Traffic Authority

The information in this brochure is intended as a guide only and is subject to change at any time without notice. It does not replace the relevant legislation.

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For further enquiries

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June 2009  
RTA/Pub. 09.211

# Traineeship scheme

A traineeship with the RTA offers you an opportunity to gain formal qualifications while you learn on-the-job.

Trainees achieve a Certificate III qualification from TAFE or an equivalent training organisation in:

- Business.
- Civil Construction.
- Customer Contact.
- Government.

## How traineeships work

- Trainees are offered paid employment under an appropriate industrial agreement.
- The employer and the trainee sign a training agreement which is registered with the Department of Education and Training (DET).
- Your formal program of training leads to a nationally recognised qualification.
- Your employer provides access to a range of work tasks that develop your knowledge and skills.
- You attend workplace and structured training sessions, learn new skills and apply them at work.
- Traineeships are available in both Sydney and regional areas.

## Future employment

When you near completion of your course, you will be able to apply for advertised RTA positions. Your training will also include job seeking skills for the public sector.

## Types of traineeships

As a **Business** Certificate III trainee, you will work in a team environment while you learn about business communication, reporting requirements, records and document handling, organisational and information management systems, and delivering customer service.

As a **Business** (Motor Registries) Certificate III trainee you will be based in RTA Motor Registries working as part of a supportive team. You will process driver licences and vehicle registrations, input data and provide quality customer service.

As a **Civil Construction** Certificate III trainee you will learn how to safely and competently operate a variety of tools and plant equipment. You will also learn the practical aspects of road and bridge maintenance and construction.

As a **Customer Contact** Certificate III trainee you will learn how to provide a polite, informative and efficient telephone service for registration and licensing public inquiries. You will deliver quality, team-based customer service from our Newcastle Contact Centre.

As a **Government** Certificate III trainee you will gain the skills and knowledge required to work in the public sector. Working in a team environment you will learn how to interact with internal and external customers, identify and comply with legislative requirements and ethical standards, organise information and compose workplace documents.

## Traineeship applications

The RTA encourages applications from people with disabilities and those of Aboriginal or Torres Strait Islander descent. Traineeships are advertised each year in local and regional newspapers, the *National Indigenous Times* and *Koori Mail*, and online career websites.

## Further information

Visit our website on [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au) for more information about the range of career development programs available at the RTA.