



## *Expression of Interest Form – ANZ School Based Traineeship*

Guidelines  
Eligibility Criteria  
Application Details



## Traineeship information

### About ANZ

- ANZ is a leading bank and financial services organisation
- ANZ employs about 30,000 people worldwide
- ANZ is committed to employing, developing and promoting Indigenous people to establish a team that is representative of the communities in which we live, work and operate

### The trainee role

If your application is successful, you will start your traineeship at ANZ working as a Service Consultant. A Service Consultant:

- Works on the telling counter at the branch
- Serves customers face-to-face
- Needs to be able to spot and refer business opportunities and sales to other specialist staff
- Assists customers with their general day-to-day banking needs i.e. cash/cheque deposits and withdrawals
- Is the first point of contact for the customer, so must be able to make the customer feel welcome and valued
- Works in a team environment

You may get a chance to complete work experience at ANZ before starting a traineeship, if it's possible to arrange this with your school.

### Training

You will learn how to do your job through comprehensive training and ongoing development and support from your manager and team members.

You need to commit to completing induction training at the start of your traineeship. In most cases induction training will be completed during January. (Dates may vary depending on the availability of trainers and facilities) You will complete induction training over approximately 10 days. Induction training sessions will run for up to 7 hours a day in classroom style training. Some of the induction training will be conducted in the branch where you'll be working so you can get some hands on practice of what you've learnt. You may attend induction training at a training centre or if there is not a training centre close to you training may be completed in the branch where you'll be working over the phone or via a videoconference.

### Benefits of a traineeship

- Provides a pathway from school to work
- It's an opportunity to combine training and employment (you can earn money and gain experience and qualifications)
- You are supported by a work place provider, ANZ and a training provider to succeed with the program
- It can be a pathway to a career with ANZ

### ANZ is looking for candidates who:

- Are motivated to work in a customer service role
- Like to work as part of a team
- Enjoy learning and doing new things, meeting new people
- Can manage lots of different tasks i.e. work and study
- Can manage their time

### Guidelines

Please submit this form if you are interested in completing a School Based Traineeship at ANZ.

School Based Traineeships are completed over 2 years. Trainees will complete a Certificate II qualification in either Financial Services or Business. Trainees are also required to complete their year 11 and 12 studies whilst completing the traineeship. Trainees must complete at least 800 hours work at ANZ during the 2 year traineeship (this may vary in some States). Trainees work at least 8 hours a week at ANZ and are required to work more hours during school holidays.

ANZ will review expression of interest forms and pass on your details to a local work place provider.

The work place provider will interview candidates and will be the employer of successful candidates throughout their traineeship. ANZ is the host employer for trainees.

### Eligibility

- Applicants must achieve pass marks in both English and Maths.
- Applicants will need to be commencing year 11 next year.

## PART A – Applicant Declaration

I identify as Aboriginal and/or Torres Strait Islander Yes ☐ No ☐

I understand that the School Based Traineeship runs for 2 years Yes ☐ No ☐

I understand that, if my application is successful, I may be required to complete work experience between September and December as part of the application for a traineeship Yes ☐ No ☐

I can commit to attending all required induction training at the start of the traineeship Yes ☐ No ☐

I understand that I will work 8 hours a week in an ANZ branch during school terms Yes ☐ No ☐

I understand that I will be expected to work more hours during school holidays Yes ☐ No ☐

I understand that I will need to complete Certificate II course requirements in Financial Services or Business as part of the traineeship and complete year 11 and 12 studies Yes ☐ No ☐

### General Questions

I understand that I may be requested to participate in promotional activities (newspapers/photos) involving ANZ trainees Yes ☐ No ☐

I heard about ANZ School Based Traineeships from:

My school (careers advisor/other) Yes ☐ No ☐

My parent/guardian Yes ☐ No ☐

My friends Yes ☐ No ☐

A previous Trainee Yes ☐ No ☐

(if yes please provide Trainee name): \_\_\_\_\_

Work Place Provider Yes ☐ No ☐

(if yes please provide WPP name): \_\_\_\_\_

**The information provided in this expression of interest form is true and correct.**

Signed Student: \_\_\_\_\_

Date   /   /

I give my permission for \_\_\_\_\_ to apply for a School Based Traineeship with ANZ.

Signed Parent/Guardian: \_\_\_\_\_

Date   /   /

On behalf of \_\_\_\_\_, I give my permission for \_\_\_\_\_ to apply for a School Based Traineeship with ANZ.

Signed School Contact: \_\_\_\_\_

Date   /   /

School Contact Name: \_\_\_\_\_

PART B – Applicant Questions

Why you would like to complete an ANZ Traineeship? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tell us about any activities you are involved in at school or in the community (for example sports, school achievements):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tell us about any work experience you have (you do not need to have previous work experience to be eligible for an ANZ Traineeship): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Previous Employer Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

When you worked there: \_\_\_\_\_

Please attach a copy of your latest school report/results.

## PART C – Applicant Details

First Name: \_\_\_\_\_

Surname: \_\_\_\_\_

DOB:   /   /     Male ☐ Female ☐

Address: \_\_\_\_\_

Telephone Number/s: \_\_\_\_\_ Daytime: \_\_\_\_\_ After Hours: \_\_\_\_\_

What year level will you be in next year? (or TAFE equivalent): \_\_\_\_\_

Parent/s or Guardian/s names: \_\_\_\_\_

Parent/s or Guardian/s Telephone numbers: \_\_\_\_\_ Daytime: \_\_\_\_\_ After Hours: \_\_\_\_\_

### School Details

Name of school: \_\_\_\_\_

Postal address: \_\_\_\_\_

Telephone Number \_\_\_\_\_

Name of Principal: \_\_\_\_\_

Name of Careers Counsellor: \_\_\_\_\_

Telephone Number/s: \_\_\_\_\_ Daytime: \_\_\_\_\_ After Hours: \_\_\_\_\_

### Check your form

- Please make sure you have completed all the questions
- Please ask your parent/guardian and school to sign the applicant declaration in PART A.
- Please attach a copy of your latest school report/results

### Closing date for expression of interest:

Please submit your expression of interest before 30 June

### Submit your expression of interest form via:

**Email:** indigenousemployment@anz.com

**Post:** ANZ Indigenous Employment and Training, 2/324 Queen Street, Brisbane QLD 4000

## What happens next?

We will pass your expression of interest form on to a work place provider in your area. If we have traineeship positions available in your area the work place provider will contact you to arrange an interview.

Interviews will be held during July and August.

Applicants may be offered the opportunity to complete work experience at ANZ between September and December (depending on arrangements with your school).

Successful applicants will be offered an ANZ School Based Traineeship by the end of November

Thank you for your expression of interest



## Frequently asked questions

### Q: What skills do I need to be a Service Consultant?

A: You will be able to acquire most of the skills you need throughout the course of the traineeship, whether it is through formal training or by gaining hands-on experience. However, having a good work ethic, experience and/or desire to work in a customer service role, an understanding of basic mathematics and wanting to be part of a team will be helpful.

### Q: Is it really hard to combine work, school and certificate studies?

A: It can be hard to juggle everything. You need to be really well organised to keep on top of all the work that needs to be done. You will be supported to succeed in the traineeship by your ANZ manager, your team, ANZ's Career Development Managers and a mentor through your work place provider.

### Q: How will I learn everything I need to know about the Service Consultant role?

A: You will receive formal induction training as well as on the job training to help you learn the role. You will also have ongoing support from your manager and the rest of your team at ANZ.

### Q: How much school will I miss?

A: Depending on the opening hours of the branch you work at, you may have to miss one day of school a week. If your branch trades on Saturdays, you may be able to work on Saturdays to avoid missing school. If you do miss school to work, you will have to make arrangements with your school to catch up on the work you miss. It is possible to arrange for time off if you need to attend a special class or school event. It may also be possible to arrange to work two half days instead of one full day, if this suits your branch.

### Q: Do I have to work all through my schools holidays or do I get some time off?

A: Most school holidays you will be required to work. It may be full time or part time depending on the needs of the branch. If you want to take leave you will need to talk to your manager about this when you start (and then at the beginning of each year).

### Q: What support will I get?

A: You will get support from the work place provider, your school and the training provider for your certificate studies. Apart from your manager and your team, ANZ will buddy you up with another person to help you, a mentor will be allocated to you (you can talk to them about anything related to the program) and the ANZ Career Development Managers will work with you to help you achieve your career goals.

### Q: What happens if I decide the traineeship isn't what I want?

A: You will need to talk with your work place provider about your options and things to consider in relation to continuing with the traineeship or not. Your work place provider will talk through any concerns you may have and may suggest you talk with your manager and ANZ buddy before making any decisions. At the end of the day, no one will force you to continue with the traineeship if it is not what you want to do.

### Q: Do I automatically work for ANZ when I complete the traineeship?

A: Whilst permanent employment with ANZ is not guaranteed, ANZ's intent is to retain trainees who have successfully completed their traineeship where possible. Permanent placement is subject to: The trainee's performance during the traineeship, availability of a suitable position and the trainee's mobility.

### Q: Do I have flexible hours during exam periods?

A: Time off for exams and study will be accommodated wherever possible. This needs to be discussed with your manager as soon as you know your exam timetable

### Q: Is there any way to contact other trainees?

A: ANZ has a trainee community website which lets you chat to other trainees online as well as to people who have graduated from a traineeship and are now working in permanent roles with ANZ.

## More information

- Read the frequently asked questions section of this form
- Visit the Indigenous Employment Website at [www.anz.com/careers](http://www.anz.com/careers)
- Read the Indigenous Employment at ANZ Brochure, which is available at [www.anz.com/careers](http://www.anz.com/careers)
- Email the ANZ Indigenous Employment and Training Team at [indigenousemployment@anz.com](mailto:indigenousemployment@anz.com)