



Information Package for the position of Certificate III in IT

(Preferred Pathway)

Other Certificate III Pathways Considered

2026/2027

Applications Close: 4.00pm Thursday, 12 March 2026

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1. Introduction

Thank you for your interest in the traineeship with the Denmark Community Resource Centre (Denmark CRC) www.denmarkcrc.com.au

The Denmark Community Resource Centre has been successful in securing funding to engage a trainee commencing in 2026.

The **preferred qualification pathway is Certificate III in Information Technology**, as this role will support our growing digital services, community technology programs, and IT support functions.

However, depending on the skills, strengths and career goals of the successful applicant, the following qualifications may also be considered:

- Certificate III in Community Services
- Certificate III or IV in Business
- Certificate III in Bookkeeping
- Certificate III in Events
- Certificate III in Marketing

The successful applicant shall be appointed to work at the Denmark Community Resource Centre for 26 hours a week. During this time the trainee will work four days at the Denmark Community Resource Centre.

2. Advertisement

Denmark Community Resource Centre

Traineeship Opportunity – Certificate III (Preferred: IT)

Applications are invited for a Trainee at the Denmark Community Resource Centre, ideally commencing Tuesday 1 April 2026.

The preferred qualification pathway is **Certificate III in Information Technology**. However, other Certificate III pathways may be considered, including Community Services, Business, Bookkeeping, Events or Marketing, depending on the applicant's interests and suitability.

This traineeship is offered for a period of approximately 18 months. During this time, the successful applicant will receive both on and off-the-job training while gaining practical experience in IT support, administration, community services and event support within a busy office environment.

The Denmark Community Resource Centre is seeking a person who is well presented, motivated and reliable, with a positive attitude and a genuine willingness to learn.

For further information please contact Petra, CRC Manager on 9848 2842.

Written applications addressing the selection criteria must be submitted by 4pm Thursday 12 March 2026 via:

Post: PO Box 293 Denmark WA 6333

Email: manager@denmarkcrc.com.au

Or delivered in person to the Centre at 2 Strickland Street, Denmark

Please mark your application:

Confidential – Attention Manager, Trainee Application

Petra Thompson

Manager

Denmark Community Resource Centre

3. Position Description

POSITION: Trainee – Certificate III (Preferred: IT)

SALARY: Award Rate

TENURE OF EMPLOYMENT: Until 30 November 2027

ORGANISATION: Denmark Community Resource Centre

RESPONSIBLE TO: Manager

Objectives of the Position

- To undertake on and off-the-job training to satisfy the requirements of a Certificate III qualification (preferred IT).
- To gain practical workplace experience in IT support, administration and community services.
- To provide staff supervised assistance across a range of CRC programs and services.

Duties of the Position

The extent of involvement in the following duties will depend on the qualification pathway and skills developed during the traineeship:

- Greeting customers in person and on the telephone and directing enquiries appropriately.
- Assisting with customer enquiries and front counter support.
- Assisting with start-of-day and end-of-day procedures.
- Supporting IT personnel with daily tasks and basic troubleshooting.
- Assisting in maintaining the network and equipment (IT pathway).
- Assisting with bookkeeping or financial administration tasks (where relevant).
- Assisting with event coordination and promotion (where relevant).
- Setting up meeting rooms and booking facilities.
- Supporting the maintenance of the records management system.
- Assisting in writing articles for the Denmark Community Guide.
- Planning approved posts for social media and website updates.
- Participating positively in a team environment.

Requirements of the Applicant

- Commitment to complete the traineeship and associated training.
- Basic communication skills.
- Basic computer and numeracy skills.
- Willingness to learn and take initiative.
- Friendly and confident manner when communicating with the public.
- Creative mindset and interest in contributing to the local community.

4. Selection Criteria

(Please ensure you provide written information on your skills, experience and/or qualifications in each of the following Selection Criteria areas)

ESSENTIAL:

- Basic communication skills.
- Basic computer or numeracy skills.
- Completion of Year 10 secondary schooling.
- Basic social media skills
- Basic IT skills
- Demonstrated interest in IT, administration, business, community services or events.

DESIRABLE:

- Previous cash handling.
- Previous telephone experience.
- Previous customer service experience.
- Previous IT or technical skills
- Volunteer or community involvement

5. Submitting an Application

Guidelines

The following guidelines have been developed to assist you in preparing your application and to ensure all documentation is submitted with your application.

Preparing your application

Applicants who meet the essential criteria and who from their application appear to be competitive will be short listed for interview. This decision will be based on the information that is relevant to the position that you provide in your application. Please research the Denmark Community Resource Centre by coming into the centre, attending an event and reviewing the website.

Your application should include the following information:

Covering letter

State the identifying details of the position together with any relevant information of your availability for an interview.

You may wish to summarise your application and emphasise your strongest points and achievements.

Curriculum Vitae (Résumé)

This is a summary of your work history (if any) and should start with the most recent or current position. You should include employment to and from dates, position title and brief details of duties.

Please ensure you include your personal details including name, current address and telephone number.

You should also include any qualifications and training achievements. Be sure to include any study you are currently undertaking or volunteer roles.

Addressed selection criteria

It is a requirement of your application that you address the selection criteria as outlined in the Position Description.

The selection criteria are the qualifications, experience, knowledge, skills and abilities considered necessary to perform the functions of the position.

Include examples of how you meet the selection criteria; provide details.

Referee

Referees should be contacted for approval prior to being listed in your curriculum vitae / resume. If possible, one referee should be your current or recent supervisor / manager or school.

Provide names, work/school addresses and current contact telephone numbers for each referee.

Only referees that can comment on your work experience (preferably against the selection criteria) should be included.

It is recommended that you advise your referees of your application as they may be contacted.

Only photocopies of your qualifications, certificates should be attached to your application – please do NOT send originals.

Applications will not be accepted after the closing date/time.

Deliver Denmark Community Resource Centre, 2 Strickland Street, DENMARK WA 6333

Or Post Denmark Community Resource Centre, PO Box 293, DENMARK WA 6333

Marked **Confidential Attention: Manager, Trainee Application**

Email manager@denmarkcrc.com.au

Subject title: **Confidential Attention: Manager, Trainee Application**

6. Salary, Employment Conditions & Other Benefits

Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (MA00100).

