

Attachment 9

ACTPS Classification Review

Work Value Summary Report

CIT Student Counsellors



ACT
Government

1. OVERVIEW

Canberra Institute of Technology (CIT) Student Counsellors are a specific group of employees that provide student counselling services at CIT.

CIT Student Counsellors are employed as Professional Officer 2 and Senior Professional Officer C classifications under the CIT Enterprise Agreement 2018-2021. There are a small number of Student Counsellor positions at CIT, with 5 employees operating as a Professional Officer 2 and 1 as a Senior Professional Officer C.

It is important to note that while CIT Counsellors are employed within the Professional Officer classifications the following analysis does not look at the Professional Officer classification as a whole, just the CIT Counsellors. Therefore, the following analysis should not be applied to the Professional Officer classification more broadly.

Figure 1: Overview of the CIT Student Counsellor priority group.

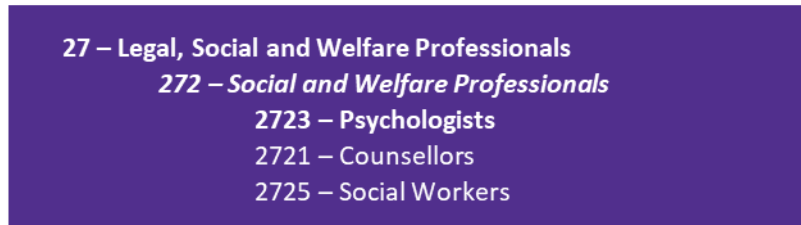


The CIT Student Counsellors are highly specialized, and their work is almost wholly focused on providing counselling services to CIT students and staff. Similar classification groups within the ACTPS include the School Psychologist classifications listed in the Education Directorate (Teaching Staff) Enterprise Agreement 2018-2022.

The cross-section of roles reviewed in this analysis were categorised into a *Social and Welfare Professionals* job family based on the Australian and New Zealand Standard Classification of

Occupations (ANZSCO) model¹ (see *Figure 2*). The roles reviewed as part of this analysis all fell under the *Psychologists* occupational category, noting that occupants of CIT Student Counsellor positions (PO 2) require tertiary qualifications in Psychology/Social Work, whereas the Head of Counselling (SPO C) requires tertiary qualifications in Psychology. There may be some roles in the CIT Student Counsellor unit that could be categorised as *Counsellors* or *Social Workers*.

Figure 2: ANZSCO model mapping



¹ ANZSCO is a skills-based classification model used to classify all occupations and jobs in the Australian and New Zealand labour markets. It provides a basis for the standardised collection, analysis, and dissemination of occupation data.

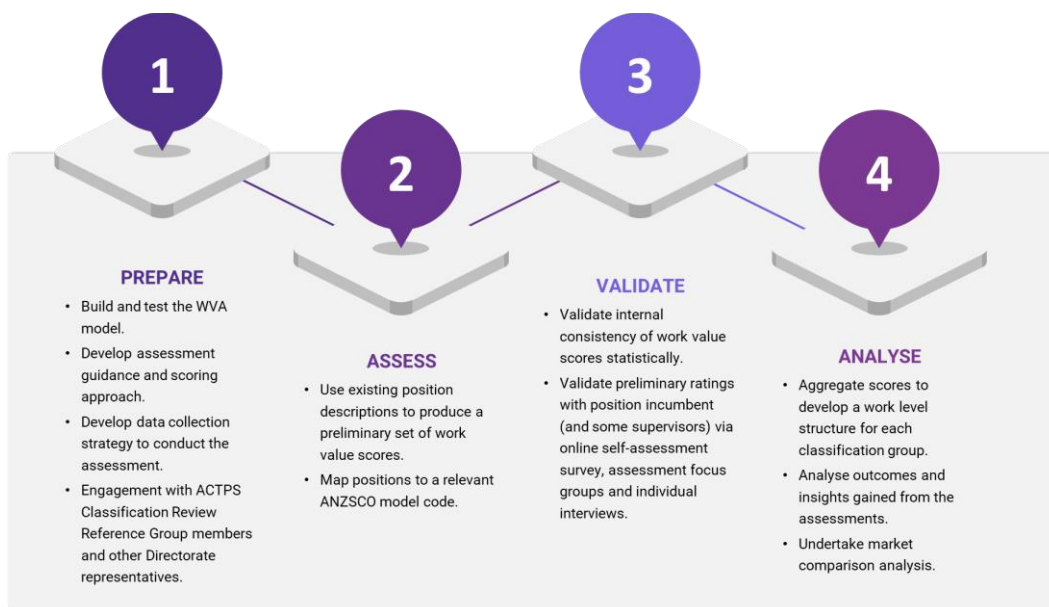
2. RESEARCH APPROACH

2.1. Methodology

An overview of the methodology applied to undertake the work value analysis is summarised in *Figure 3*. Further details on this methodology and the work value model used for the review are provided in *Section 4* of the *ACTPS Classification Review Report*.

Limitations and assumptions related to the methodology are also provided in *Section 4.3* of the main *ACTPS Classification Review Report*. Any additional limitations and assumptions specifically related to the analysis for this priority group have been included as footnotes in this summary report.

Figure 3: Overview of work value analysis methodology



Four work value assessments (two position description and two role incumbent interviews) were conducted for the two Student Counsellor positions (within the Professional Officer classification group):

- Psychologist/Social Worker (Professional Officer 2)
- Head of Counselling (Senior Professional Officer C)

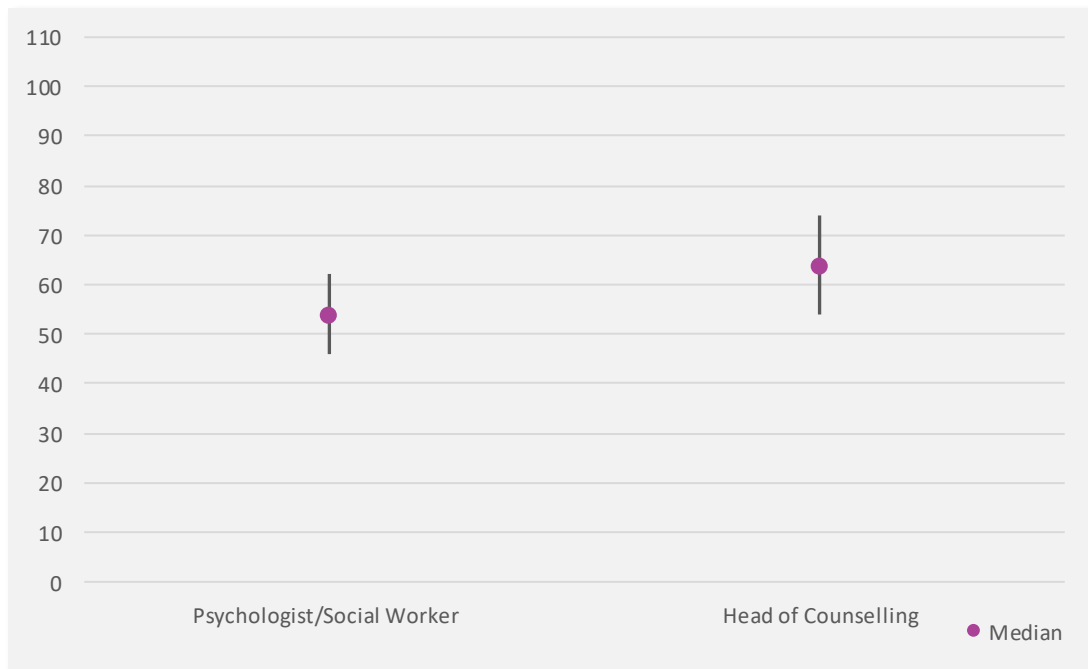
3. FINDINGS, INTERPRETATION, AND ANALYSIS

3.1. Work value assessment

A set of recommended work value scores for this priority group is provided in *Section 4.4* of the main *ACTPS Classification Review Report*.

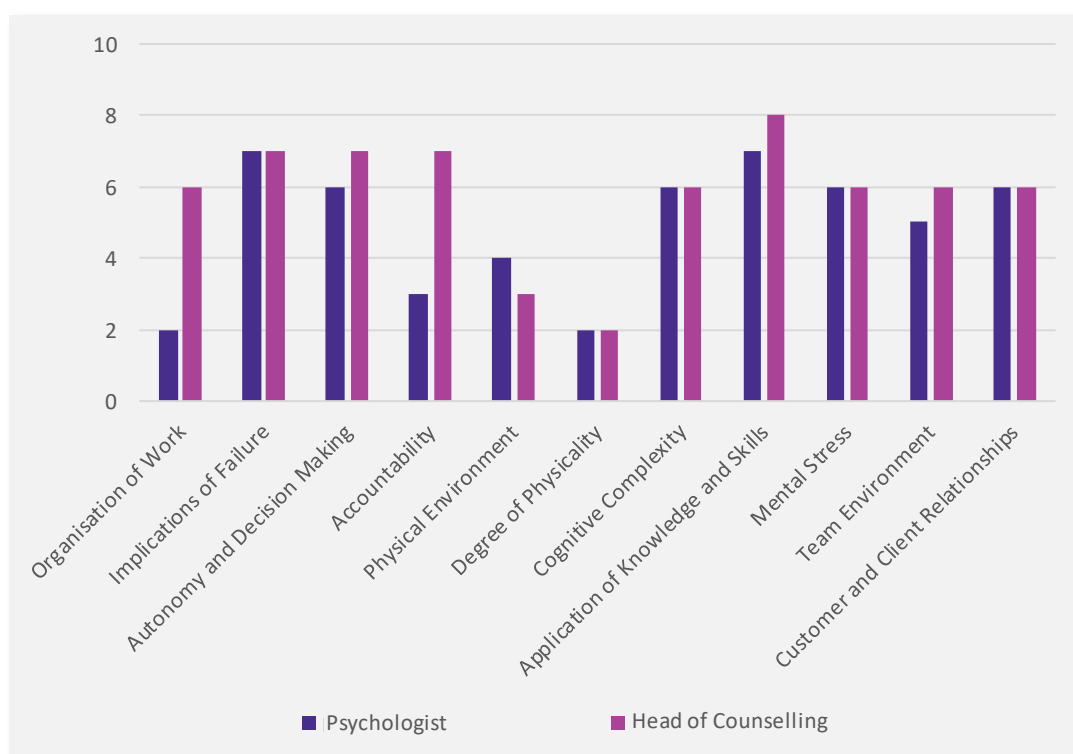
As shown in *Figure 4*, the results show a fairly typical spread of work values across the two levels of Counsellor roles, with work values increasing alongside classification level

Figure 4: Spread of work value scores for each CIT Counsellor role



As shown in *Figure 5*, there is a linear increase in work value for each work value evaluation factor (with five factors scoring equally) except for the *Physical Environment* in which the Psychologist/Social Worker role scores slightly higher than the Head of Counselling. This may be due to the fact that the Psychologist/Social Worker role is required to work in and travel between multiple locations to provide their services.

Figure 5: Spread of work value scores for each work value evaluation factor for each CIT Counsellor role.



Additional insights

In engaging with employees, managers, and Directorate representatives on the role of CIT Counsellors, some additional insights regarding the classification structure were noted by the research team.

CIT currently classifies Counsellor roles as Professional Officers, with the Professional Officer classification group being a broad ‘catch-all’ group (like General Service Officers and Technical Officers). Similarly, Canberra Health Services employs its Alcohol and Drug Counsellors under the Health Professional (HP) classification group. The Education Directorate has created a specialist classification group for School Psychologists employed under the *Education Directorate (Teaching Staff) Enterprise Agreement 2018-22*.

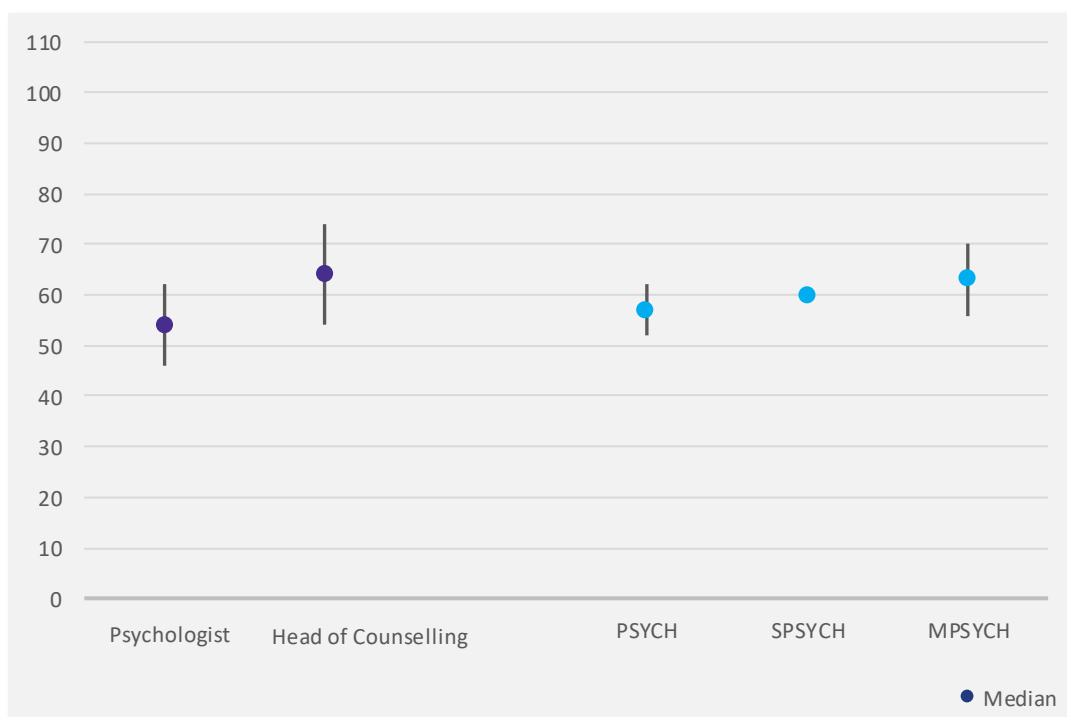
There is a perception that the work undertaken, and capabilities and qualifications required is similar between CIT Counsellors and School Psychologists. However, pay rates for School Psychologist roles are higher (see *Section 3.2 on Remuneration*). Remuneration for CIT Counsellor roles is also currently supplemented by Attraction and Retention Incentives (ARIs) to cover the costs of maintaining professional qualifications and to retain staff with the required experience and capability. The ARIs range from an additional \$1,200 to \$2,000 per annum.

As part of the work value assessment exercise, the research team undertook an assessment of the School Psychologist classifications within the Education Directorate:

- School Psychologist (PSYCH)
- Senior Psychologist (SPSYCH)
- Manager Psychologist (MPSYCH)

The results of the assessment are displayed in *Figure 6* below.

Figure 6: Spread of work value scores for each CIT Counsellor role and School Psychologist classifications



The results showed similarities in work value between the CIT Counsellor (PO2) role and the School Psychologist (PSYCH) classification, and between the Head of Counselling (SPO C) and Manager Psychologist (MPSYCH) classification:

- The work value scores for the CIT Counsellor (PO2) role ranged between 46-62, with a median score of 54.
- The work value scores for the School Psychologist (PSYCH) classification ranged between 52-62, with a median score of 57.
- The work value scores for the Head of Counselling (SPO C) role ranged between 54-74, with a median score of 64.
- The work value scores for the Manager Psychologist (MPSYCH) classification ranged between 56-70, with a median score of 63.

3.2. Remuneration

For the purposes of the market comparison, the primary data source used was Australian Bureau of Statistics (ABS) census data mapped to ANZSCO. Further details on the methodology are available in *Section 4.3* of the main *ACTPS Classification Review Report*.

For the CIT Counsellors priority group one ANZSCO 4-digit code was identified within the sample group:

- 2723 - Psychologists

Utilising ABS census data, an average wage for individuals who work in this ANZSCO code was calculated for the NSW State Government, ACT private sector and ACT Federal Government markets. They were compared to the ACTPSEA data which contained the wages for the two levels of Professional Officers that are used by the CIT Counsellors. *Table 1* below shows the variance in the market comparison². The comparison shows a general trend of being on par with the comparison markets with the Head of Counselling role leading the market.

For the purposes of additional analyses, salary ranges (as opposed to average salary) have also been provided. Noting these should be viewed with caution as the range includes outliers and therefore in some cases shows a significantly large salary range when analysing market comparators.

Table 1: Market comparison based on ABS census data.

Level	ACTPS EA Average Wage	ANZSCO Code	ACT Private Sector	ACT Federal Gov	NSW State Gov
PO2	\$ 92,334.80	2723 - Psychologists	\$ 100,744.01	\$ 92,729.38	\$ 97,125.75
SPOC	\$ 113,087.50	2723 - Psychologists	\$ 100,744.01	\$ 92,729.38	\$ 97,125.75

KEY Lag Market Lead

Level	ACTPS EA Wage Range	ANZSCO Code	ACT Private Sector	ACT Federal Gov	NSW State Gov
PO2	\$ 86,547.00 - \$ 99,051.00	2723 - Psychologists	\$ 62,672.91 - \$199,288.10	\$ 64,825.51 - \$123,892.98	\$ 53,076.84 - \$184,421.15
SPOC	\$ 108,926.00 - \$ 117,249.00	2723 - Psychologists	\$ 62,672.91 - \$199,288.10	\$ 64,825.51 - \$123,892.98	\$ 53,076.84 - \$184,421.15

² Within market defined as within 10% of the average wage designated for the ANZSCO code

Despite the CIT Counsellors being either on par or leading the local market, when compared to the School Psychologists classification discussed previously, the results is somewhat different as shown in *Table*.

Table 2: Internal ACTPS Market Comparison

ACTPS Classification	Average Wage	School Psychologists Classification	Average Wage
PO2	\$ 92,334.80	Psychologist	\$ 103,294.67
PO2	\$ 92,334.80	Senior Psychologist	\$ 132,952.00
SPOC	\$ 113,087.50	Manager Psychologist	\$ 153,143.00

KEY Lag Market Lead

As shown in *Table 2* above, the CIT Counsellors lag well behind their colleagues in the ACTPS that are classified under the School Psychologist classification. It should be noted that the CIT Counsellors utilise ARInS for retention purposes, however existing ARInS are no greater than an additional \$2,000 per annum. Even with this addition to base salary the CIT Counsellors lag behind average School Psychologist classification wages. The large disparity between the School Psychologists and CIT Counsellors may lead to greater turnover in the latter who, despite being on par with the local market, are not competitive internally within the ACTPS. Staff mobility is considered more fully in the main ACTPS Classification Review Report at *Section 5.6*.

4. FUTURE CONSIDERATIONS

In terms of average salary against external market value, it appears there is a logical fit between the two Professional Officer classification levels that are used for CIT Counsellor roles. Work value between the two CIT Counsellor levels seems appropriate however whether they align to the work value of other roles within the same levels of the Professional Officer classification has not been determined as part of this analysis. This would need to be considered as part of a wider review of the Professional Officer classification itself.

Regarding the internal market across CIT Counsellors and School Psychologists, further analysis of this market would be beneficial to understand the extent of the impact this has on attracting and retaining CIT Counsellors. Understanding the impact would include understanding historically how many CIT Counsellors have moved into School Psychologist roles and career motivators such as whether School Psychologists considered becoming counsellors in a vocational or tertiary education environment and what were the motivations for not choosing this career pathway. If further analysis deems the internal market competition as a major retention issue for CIT Counsellor roles, then re-classifying either within the Professional Officer classification or by creating an occupationally-based classification to support a salary uplift may be a consideration.