VETASSESS

Information sheet

Liaison Officer

ANZSCO: 224912 | **Group B**

About this document

- The following Information Sheet is for your reference only and should be used as a guide to assist with your Skills Assessment application to VETASSESS. This information is subject to change.
- Please note that a Skills Assessment of the qualification involves assessment of both the qualification level and content. Qualifications are assessed according to the guidelines published by the Australian Government Department of Education.
- The employment assessment involves determining the skill level and relevance of the tasks undertaken.
- Integrity checks may be conducted to verify the qualification and employment claims made in an application.

Job description

Liaison Officers establish and facilitate communication between different community groups, organizations and governments.

Occupations considered suitable under this ANZSCO code:

- Aboriginal Liaison Officer
- Business Liaison Officer
- Community Liaison Officer
- Disability Liaison Officer
- Maori Liaison Adviser
- Police Liaison Officer

Occupations not considered under this ANZSCO code:

- Migration Agent/Immigration Consultant
- Information and Organisation Professionals nec
- Customer Service Manager
- Sales and Marketing/Business Development/ Advertising/Public Relations Manager
- Public Relations Professional
- Welfare Support Workers (Community Worker, Disabilities Services Officer, Family Support Worker, Parole or Probation Officer, Residential Care Officer, Youth Worker)
- Welfare, Recreation and Community Arts Workers (Community Arts Worker, Recreation Officer / Recreation Coordinator, Welfare Worker)
- Social Worker

These occupations are classified elsewhere in ANZSCO or are not at the required skill level.

Liaison Officer is a VETASSESS Group B occupation

This occupation requires a qualification assessed as comparable to the educational level of an Australian Qualifications Framework (AQF) Bachelor degree or higher.

Applicants can fulfil the assessment criteria for this occupation in four different ways.

*If employment is prior to the completion of the qualification at the required level, an applicant must have at least one year of highly relevant employment at an appropriate skill level within the last five years. The remaining five years of pre-qualifying period may be within the last ten years.

A positive assessment of both qualification level and employment duration is required for a positive Skills Assessment outcome.

GROUP B	Criteria for a suitable Skills Assessment			
	Minimum comparable Bachelor or higher degree AQF level	With highly relevant major field of study	Additional highly relevant qualifications	Highly relevant employment duration
1	AQF +	+	N/A +	1 YEAR minimum
2	AQF +	No highly relevant major +	Minimum AQF Diploma level with highly relevant major +	2 YEARS minimum
3	AQF +	No highly relevant major +	No additional highly relevant qualifications +	3 YEARS minimum
Pre-qualification methodology can apply to Group B occupations				
	Highly relevant employment duration	With or without highly relevant major field of study	Additional highly relevant qualifications	Comparable Bachelor degree AQF level
4	5 YEARS minimum + 1 YEAR minimum (Within last 5 years) +	N/A +	N/A +	AQF

Description of Pathways

The information below describes the available pathways for a Skills Assessment under **Group B**. Please note that in order to achieve a suitable Skills Assessment Outcome, a positive assessment for both qualifications and employment is required.

Pathway 1

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Bachelor degree or higher degree and in a field highly relevant to the nominated occupation.

Bachelor degree or higher degree includes AQF Master Degree or AQF Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 2

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Bachelor degree or higher degree and in a field not highly relevant to the nominated occupation.

Bachelor degree or higher degree includes AQF Master Degree or AQF Doctoral Degree.

An additional qualification in a highly relevant field of study at a minimum AQF Diploma level is required. Additional qualifications in a highly relevant field of study include those comparable to the AQF Diploma or AQF Advanced Diploma or AQF Associate Degree or AQF Graduate Diploma.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **two** years of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

For example, an applicant for the occupation Quality Assurance Manager completed a non-relevant AQF Bachelor qualification in April 2024 and later completed an AQF Diploma in Quality Management in May 2026. The applicant commenced employment with the organisation in May 2024 and remains employed there.

Under Pathway 2, the applicant satisfies the minimum educational requirement for a Group B occupation through the AQF Bachelor qualification. Accordingly, employment is counted from the completion date of the Bachelor qualification, meaning employment from May 2024 onwards may be considered toward both the required Qualifying Period (QP) and any remaining eligible period for the points test.

As the later Diploma qualification is highly relevant to the occupation, the applicant may access the reduced employment requirement applicable under Pathway 2. In this case, only two years of QP are required, and that employment may be counted from the post-Bachelor period rather than from the Diploma qualification completion date.

Pathway 3

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Bachelor degree or higher degree and in a field not highly relevant to the nominated occupation.

Bachelor degree or higher degree includes AQF Master Degree or AQF Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **three** years of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 4

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Bachelor degree or higher degree with or without a highly relevant major field of study to the nominated occupation.

Bachelor degree or higher degree includes AQF Master Degree or AQF Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **six** years of employment at an appropriate skill level that includes at least **one** year of highly relevant employment within the last five years before applying,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Qualification

Other examples are provided below:

Aboriginal Liaison Officer

- Indigenous Studies
- Indigenous Policy and Development
- Social Science
- Social Work
- Aboriginal and Torres Strait Islander Advocacy

Business Liaison Officer

- Business Management
- Communication
- Business
- Policy Studies

Community Liaison Officer

- Social Science
- Social Work
- Community Studies

Disability Liaison Officer

- Disability Studies
- Nursing
- Health Administration
- Social Work

Police Liaison Officer

- Criminal Justice

*This includes qualifications assessed at AQF Bachelor, Master and Doctoral level.

Highly relevant major fields of study include:

- Public Relations
- Communications

Alternatively, a qualification which is relevant to subsequent highly relevant employment.

Employment

Highly relevant tasks include, but are not limited to:

- Establishing and facilitating communication between different community groups, organizations and governments;
- Helping to solve issues and negotiate agreements between parties;
- Advising and educating parties about the other organization or issue;
- Advising on potential issues and suggesting solutions;
- Building a solid foundation of trust and respect, improving understanding, and building a strategic link between communities and authorities;
- Providing advice on cultural issues;
- Providing leadership for special events aimed at promoting awareness and strengthening relations;
- Researching and preparing reports, briefing notes, memoranda, correspondence and other documents to help facilitate communication;
- Maintaining confidential files and documents;
- Attending meetings and maintaining records.

Employment information

Liaison Officers generally require excellent communication and negotiation skills.

The role of a Liaison Officer has a purpose beyond establishing and facilitating communication. They represent the employer by interacting directly with other organisations, community groups and individual members of the community by two-way communication to facilitate mutual understanding and/or negotiate agreement in order to achieve some action or purpose of the employer organisation.

The Liaison Officer has both an external role (reaching out and relating to others) and an internal role (relating to and reporting back to different sections of the employer organisation).

Whilst the description for this occupation focuses on community roles and governmental areas, VETASSESS would not necessarily require that this role be restricted to those areas. This role could be performed in a range of workplace settings, including the private sector.

A business liaison role is primarily to interact with other organisations to service the business interests of the organisation with the aim to foster the long-term success of the business. This differs from a Business Development role that has the primary purpose of coordinating sales and marketing activities.

A Customer Service role that is only required to provide support and advice to the business' customers would not be considered as highly relevant to Business Liaison Officer or at the required skill level.

A liaison officer in the community and welfare sector may work directly with individuals to determine their concerns or needs and take action to facilitate service delivery to them on one hand and provide feedback to the employer organisation about how its services and service delivery might be improved on the other.

Supporting Material for Assessment

When applying for a Skills Assessment, please ensure you submit sufficient evidence supporting proof of identity, qualification and employment claims. A full list of the documents required can be found on the VETASSESS website under Eligibility Criteria.