Water Industry Worker Program

28th Feb 2018
Introduction

Kent Weeden

- Civil Works Supervisor
- 25 years service (Gold Coast Water, Allconex, Gold Coast Water and Waste)
- Started as a labourer back in the day, progress to a leading hand and truck driver (yep two tasks at the same time which was unheard of back then), team leader, now supervisor of 25 people.
- Been involved with the Water Industry program since its inception in 2009.
<table>
<thead>
<tr>
<th>Year</th>
<th>Cert II</th>
<th>Cert III</th>
<th>Cert IV</th>
<th>Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>4 participants</td>
<td></td>
<td></td>
<td>RTO- Sunshine Coast TAFE</td>
</tr>
<tr>
<td>2010</td>
<td>15 participants</td>
<td></td>
<td></td>
<td>RTO-Wide Bay TAFE</td>
</tr>
<tr>
<td>2011-12</td>
<td>15 participants</td>
<td>3 participants</td>
<td></td>
<td>RTO-Chisholm TAFE (Vic)</td>
</tr>
<tr>
<td>2013</td>
<td>12 participants</td>
<td>8 participants</td>
<td></td>
<td>9 participants</td>
</tr>
<tr>
<td></td>
<td>RTO-Chisholm TAFE (Vic)</td>
<td>RTO-Chisholm TAFE (Vic)</td>
<td>RTO-Chisholm</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td></td>
<td></td>
<td>11 participants</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>RTO -SkillsTech</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>6 participants</td>
<td>16 participants</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>RTO- Chisholm</td>
<td>RTO- Chisholm</td>
<td></td>
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</tr>
</tbody>
</table>
## Participation Continued

<table>
<thead>
<tr>
<th>Year</th>
<th>Cert 11</th>
<th>Cert 111</th>
<th>Cert IV</th>
<th>Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td></td>
<td></td>
<td>8 participants Construction Supervision</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td></td>
<td></td>
<td>also another 8 have just finished 2017contextualized to the Water Industry</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td></td>
<td>15 participants this year</td>
<td></td>
<td>??????</td>
</tr>
</tbody>
</table>
Cultural Journey/Attitude towards programme

- Key indicator from participants over time. Not more training verses- when do I get a chance!
- I work on the Council- I work for the Water board- I am a nationally recognised Water Industry Worker/Operator
- When those old worlds collided? Plumbers verses the rest?
- Union take up. Members getting valuable training and in some cases career development.
- Employer getting quality and upskilled work force
- Programme needs support from senior staff
Additional Benefits

Multi-skilling-Programme covers both Water and Wastewater to give the participant a broader view of the network

- On-call
- Business resourcing
- Fatigue Management
- Relationship development
- Confidence and opportunity
- Productivity
- All our vacant positions advertised require a cert in Water Operations
- All our maintenance contracts require the same.
RTO’s

Picking the right one??

- What they have in common?
- Their requirements verses your business needs?
- You must be involved till there is a point of understanding?
- Do not leave it all up to the RTO!!
- Contextualise the training to your business (use people from all over the business)
- Cert 11,111, and IV need to be blended learning approach's not just online!
- Informal co-provision works well.. Who’s your champion?
### Business purpose

- **Cert II**: To increase staff knowledge, skill and ability to carry out both water and sewerage network tasks.
- **Cert III**: To increase staff knowledge, skill and ability to carry out both water and sewerage network tasks independently.
- **Cert IV**: To increase staff ability to lead teams to undertake water and sewerage network operations with increasing levels of strategic thinking and development.
- **Diploma**: To increase staff ability to manage and lead teams to undertake water and sewerage operations in a planned and strategic manner.

### Core units

<table>
<thead>
<tr>
<th>Units</th>
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<th>Cert III</th>
<th>Cert IV</th>
<th>Diploma</th>
</tr>
</thead>
</table>
| 3 units | - Follow defined OHS procedures and regulatory requirements  
- Apply environmental and licencing procedures  
- Plan and organise personal work activities  | - Implement monitor and coordinate environmental procedures  
- Organise personal work priorities and development  
- Contribute to OHS hazard identification and risk assessment  | - Implement and monitor the organisation’s OH&S policies, procedures and programs within the work group  
- Coordinate and monitor the application of enviro plans and procedures  | - Participate in the coordination and maintenance of a systematic approach to managing OHS  
- Implement and monitor environmental management policies, plans, procedures and programs  |

### Electives

<table>
<thead>
<tr>
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<th>Cert IV</th>
<th>Diploma</th>
</tr>
</thead>
</table>
| 8 units | - Use maps, plans, drawing and specifications  
- Prepare and restore work site  
- Construct and install water distribution assets  
- Install and repair water services  
- Repair or insert water distribution assets  
- Construct and install wastewater pipelines  
- Maintain and repair wastewater collection assets  
- Locate, identify and protect utility services  | - Coordinate the work activities of a team  
- Manage a civil works project  
- Provide and promote customer service  
- Monitor and control maintenance of water and wastewater system assets  
- Monitor and operate water distribution systems  
- Monitor and operate wastewater collection and transfer systems  
- Perform odour and infiltration investigations  
- Perform leak detection  | - Coordinate and monitor the operation of wastewater collection systems  
- Coordinate and monitor asset construction and maintenance  
- Manage a civil works project  
- Manage a small team  
- Develop teams and individuals  
- Develop work priorities  
- Implement operational plan  | - Manage operational plan  
- Contribute to organisational development  
- Manage Risk  
- Implement and manage asset construction and maintenance  
- Develop and review potable water system management plan  
- Apply construction principles to civil engineering works  |

*GCW did 6*
My view on the future of our industry??

Its growing, best we grow with it.

Technology is changing the way we look at things in the water industry. Our responsibility will always be to provide safe drinking water and treat waste water to the best quality we can for reuse purposes.

However its those men and women out there that respond to unplanned water outages, and minimise environmental harm and are the true frontline customer service of your business. Lets make sure there well trained, plan for the future, value and recognise there skills.

THE BETTER THEY ARE THE BETTER YOU ARE!!
Conclusion

• Finally the program has been running for almost 8 years, we all have learnt a lot about how to deliver a rigorous and effective training experience which should assist both the business and its employees.

• Back at the start we pulled people in by the hair telling them they had do this program, they screamed please not more training!! Nowadays we have people asking to do this program and I have guys not happy if they miss out on the current intake and have to wait till the next one.

• This is a true gauge on how it has developed, finally a career path for the outdoor staff when you consider Cert II through to Diploma.

• The industry needs accredited people, its quality assurance.

• Would you let someone unqualified work on your potable water system?
Contact details

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