Water Industry Worker Training Program
The Logan City Council Experience
2009 - 2018 (and on into the future)
Introduction :- Brad Milfull, Private Works Supervisor Water / Wastewater

- History :- worked in local Government for 24 years (Logan City Council Water / Wastewater department)
- Started as Leading hand Plumber progressed through Logan City Council’s Water branch to position of Supervisor in 14 years.
- The Assessment tools used to progress, various in-house training courses & a 65 page comprehensive QLD TAFE approved assessment document that had to be signed off by the relevant Supervisor when each page was completed & then assessed / approved by TAFE.
- Today the majority of this process has been replaced by the Water Industry Worker Program with qualifications that are recognised Nationally
In 2009, Logan City Council undertook a commitment to become part of a pilot Nationally Recognised, Water Industry Worker training program, facilitated by Qld Water Directorate. Logan City Council’s Water Business agreed to commit 2 field staff to undertake the training & 1 supervisor to gather the required evidence to assist the engaged RTO of the time.

This program was to be jointly run with participants from 3 Council utilities, Logan City Council, Redlands Shire Council & Gold Coast City Council, whom each supplied several participants of their own to the program.

The 2 staff from Logan were to undertake approximately 12 months of training within the water & wastewater sections of Council to become “multi-skilled” across both areas of the business at a Certificate II level.
• At the Pilot stage of the program the participants had to be encouraged by their supervisors to participate. The participants had the view “I don’t need to do this, I’ve been working here 10 – 15 years, I know what I’m doing”, never the less they participated & endured to complete the training & received their Certificate II Water Industry Worker qualification.

• 9 years on in 2018, Logan City Council have now trained 77 of a possible 84 outside water & wastewater employees in either Cert II, Cert III, Cert IV as well as Diploma of Water Operations. Some of these employees have progressed through all of the 3 Certificates & are now waiting to undertake the Diploma course.

• At present Logan City Council have a further 18 staff whom have “WILLINGLY” requested to undertake one of the 3 qualifications, within the next financial year.
Just some of the willing participants wanting to sign up to gain skills & knowledge
The Benefits to Logan City Council of participating in the Water Industry Worker Training Program.

- Having a “multi skilled” workforce that are deemed competent by an RTO, to work with either Water / Wastewater or both.
- Workers obtaining a better understanding of what work other sections as well as employees of the business undertake.
- The opportunity to share skills, knowledge & experience with others in their work group / department
- Workers utilising new found skills to achieve a better quality outcomes for the team & the business as a whole.
- The ability for workers to become more confident in being able to assist other teams perform their duties should the need arise.
Working together to gain skills & experience
repairing & replacing a household wastewater
connection
Gaining a better understanding of the work others do

(after 20 years with Council, first experience installing a domestic property water service connection)
Multi-skilling our workforce

Water Maintenance Crew working with wastewater replacing an existing wastewater road crossing in DICL pipe
Working With RTO’s

• Logan has found over the past 9 years of participation with the Water Industry Worker Training Program, that you must be prepared to work with the RTO, that you engage to facilitate your training program. The reason we have found this is that you will only get back what you put into the relationship.

• If you do not provide the RTO with clear direction on what you are trying to achieve from your program you will not or are very unlikely to get the result out of the training program that you were hoping for.

• Over the last 9 years Logan have engaged several RTO’s to provide this training package, some have been interesting & exhaustive experiences to say the least. Others have been beneficial to both the employees receiving the training as well as the Supervisor organising the training.
Logan has found that face to face training facilitated by the RTO, has been a lot more meaningful/successful for the participants, where possible rather than learning by correspondence or RPL. With the later style people seem to inevitably fall through the cracks or get left behind & don’t get the hands on experience that you get with the face to face aspect of the training.

The one thing that is paramount to remember when selecting an RTO to facilitate your training program, is that they will ultimately have the most influence on weather or not you will get employees wanting to sign up for the next course or even continuing their training progression, so it is my advise to select wisely.