

Operator competency

Roadmap input

Dave Cameron

Operator Certification



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Assuming high awareness in this room, but in a page:

- From original Framework

“assurance to regulators, communities and consumers that operators are competent to manage drinking water quality, as well as being capable of identifying and responding to water quality risks and incidents.”

“a set of nationally consistent criteria that defines and recognises the minimum level of competency and capability required of operators who treat and/ or sample drinking water for human consumption to ensure that it is safe.”

- In practice – mapping of units of competence in the NWP to processes at a plant, commitment to CPD, independent validation
- It is a value-add to your operators’ VET qualifications.
- For operators, it is about recognition of significant skills, as well as portability of skills.

Operator Certification



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- It is a great example for the Roadmap process because we started advocating for consideration of a mandatory approach in Qld (in some form) around 2011, with arguably strong industry support.
- Don't wish to rehash the frustrating past, but:
 - Now, we have a pathway with a number of operators already certified, a bigger number on the way etc, all through a voluntary (but incentivized) mechanism. However look at the participating organisations, do they for example represent the areas of greatest risk?
 - We also have a body of work delivered through Water RA which demonstrates the value of operator competency, arguably the missing link in the business case for what should be a no brainer.
- If you believe the workforce research the industry and regulators need to consider a range of options to deal with a current and impending critical operator shortage.

Polls



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Go to PollEv.com/qldwater

or

SMS QLDWATER to 0429 883 481 to join the poll, then SMS your answer to each question

Polls



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Warm up Question - Major Issues

Considering Priority 8 “Building Jobs in a Changing Industry” (or whatever you’ve renamed it to but it’s about skills and stuff), which issues do you think are the biggest risks to your business?

e.g.

Workforce planning

Operator shortage

Safety

Ageing workforce

Outsourcing

https://www.polleverywhere.com/free_text_polls/qJOt9pAN1SWsW9pZSDHcG

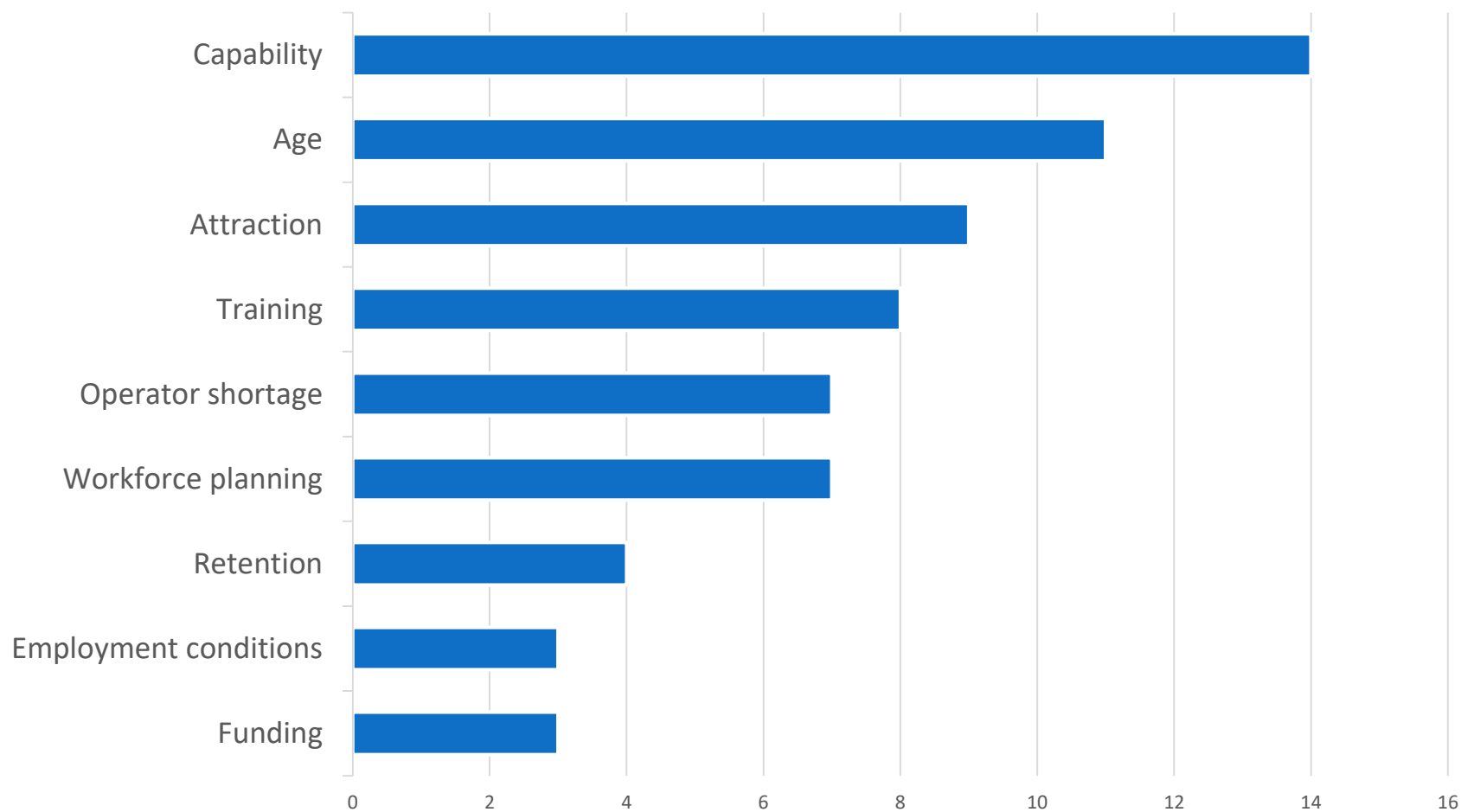
Workforce Risks

Considering Priority 8 "Building Jobs in a Changing Industry", which issues do think are the biggest risks to your business

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Workforce Risks



Severity of a Major Issue

In your experience is the **operator shortage**

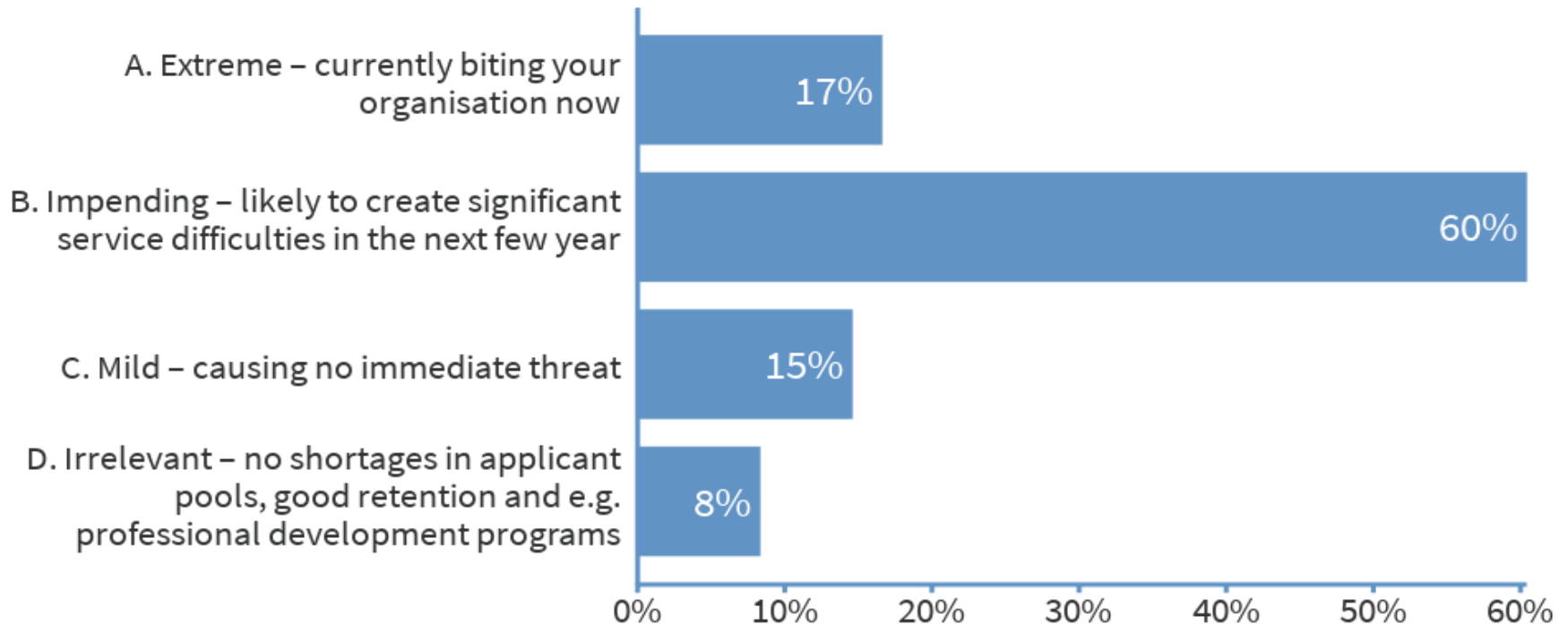
- A. Extreme – currently biting your organisation now
- B. Impending – likely to create significant service difficulties in the next few year
- C. Mild – causing no immediate threat
- D. Irrelevant – no shortages in applicant pools, good retention and e.g. professional development programs

https://www.polleverywhere.com/multiple_choice_polls/w9eFUKpB8tkcEXwAP1i82

Operator Shortage

In your experience is the operator shortage

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Possible solutions to a Major Issue

Assuming the last poll went well and the operator shortage is real, what do you believe has the greatest potential to positively address the issue?

e.g.

Better salaries

Operator Certification

More Traineeships

Mentoring/ Collaboration

Portability/ moving around

Industry reform/ Governance

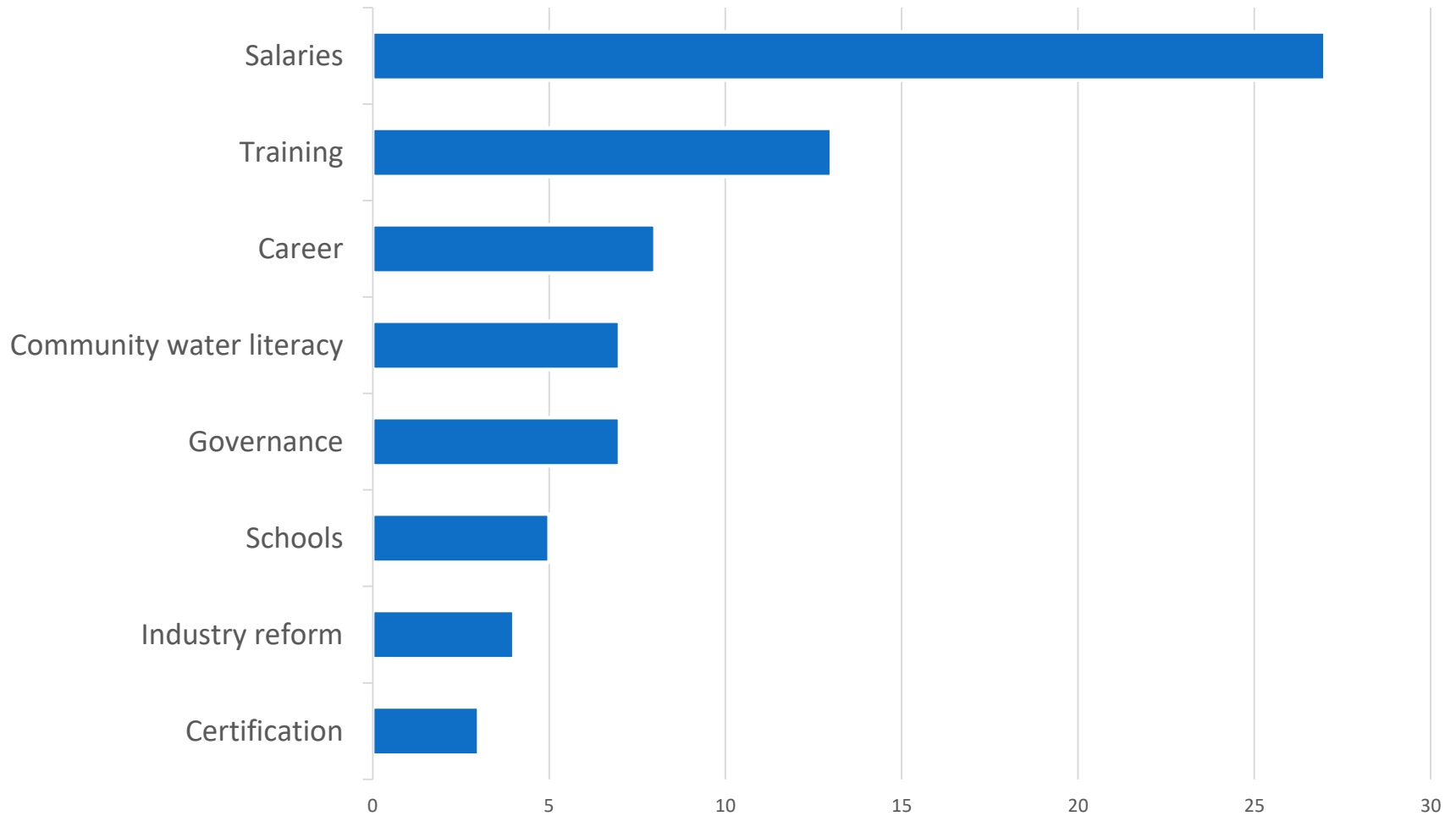
Operator Certification can't be expected to fix the whole problem, but could provide a focus for strategy and marketing?

https://www.polleverywhere.com/free_text_polls/OdXRsUHkiAYXFbDsKLWEX

Addressing the Shortage



Addressing the Shortage



Specific Regulatory/ Policy Considerations Note 2 parts

Should a minimum standard (e.g. Cert III for conventional plants) for **drinking water** operator qualifications be:

- A. Mandated across Queensland for all service providers
- B. Mandated in deemed high risk locations
- C. More strongly incentivised for all service providers (**financial/ other***)
- D. Focussed on service providers with reduced capacity to pay (**financial/ other***)
- E. Largely left alone with the current voluntary approach

Assumptions – that there would be a rational approach to rolling out such a requirement with suitable lead time.

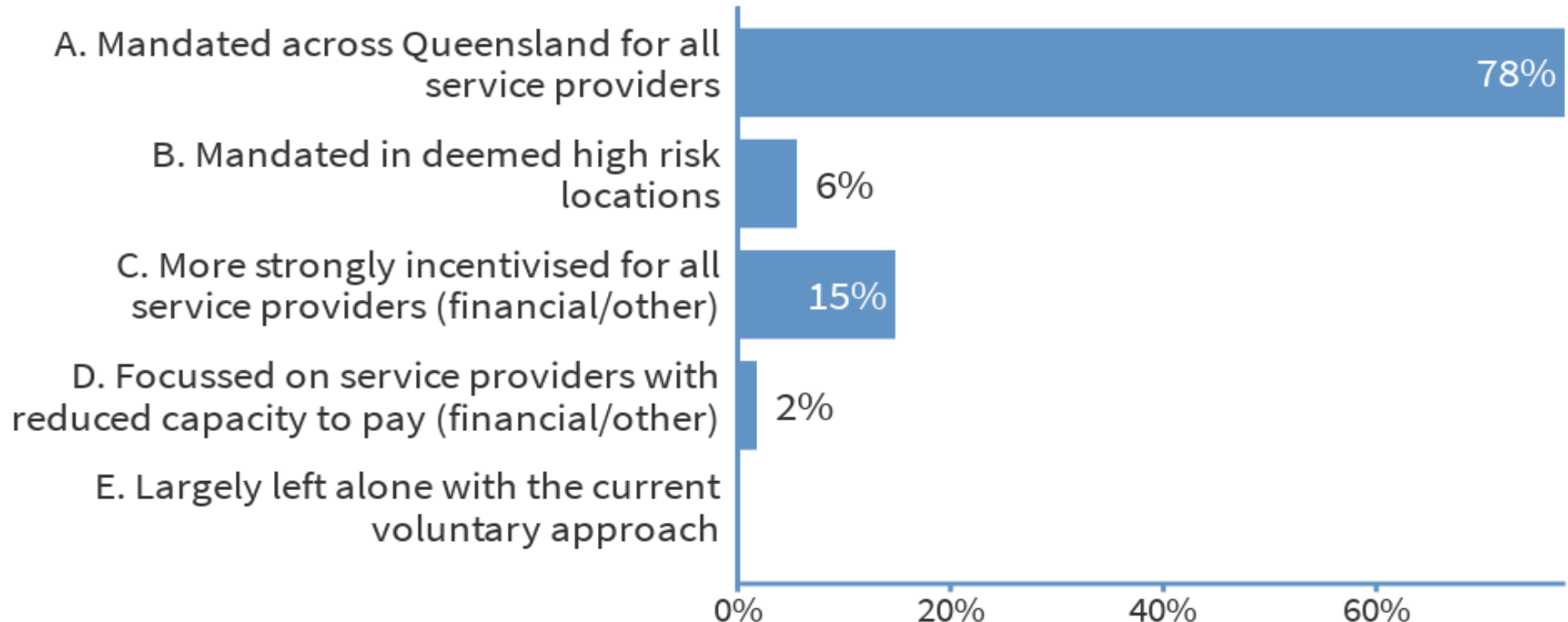
https://www.polleverywhere.com/multiple_choice_polls/qT5FPh7Fc2dwIFiv7RUvz

Minimum Qualifications

Should a minimum standard for drinking water operator qualifications be:

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Specific Regulatory/ Policy Considerations

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Minimum Qualifications

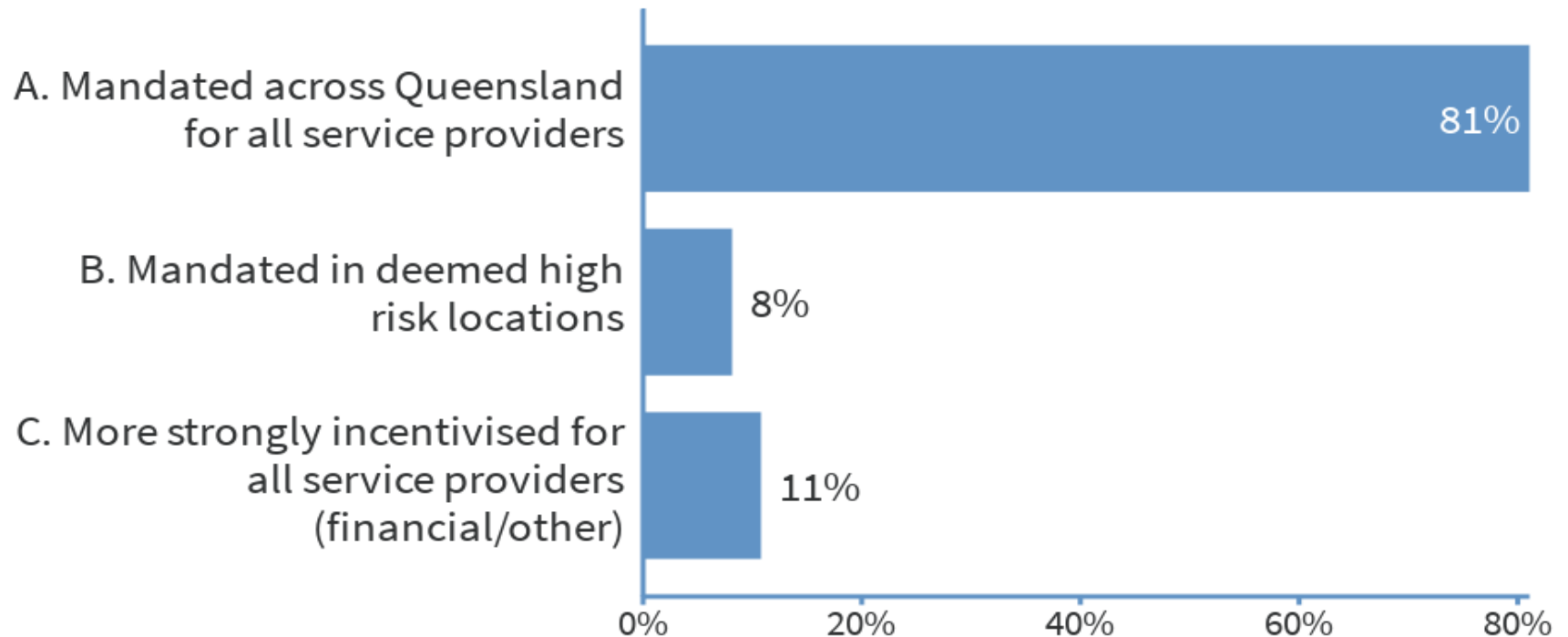
Should drinking water operator certification be:



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qldwater is a business unit of IPWEAQ and is an initiative of:



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