# Purpose

The purpose of this standard is to provide a Wannon Water framework and guidance that ensures all employees are adequately trained, competent and informed to fulfill their duties and responsibilities. This reduces our risks to human health, the environment and drinking water, as far as reasonably practicable, and ensures compliance with legislative obligations.

We commit to providing growth and development opportunities for our people and recognise their professionalism and capabilities which are a key factor for supporting the delivery of our services. We must continue to manage this effectively to prevent any adverse impacts on our Strategic Direction and our **Zero Harm** aspirations.

# Scope

This framework applies to:

* All employees, contractors or other persons (e.g., volunteers) engaged in our activies who are under our direct supervision[[1]](#footnote-2).
* The lifecycle of training and competency from recruitment, onboarding, training and maintaining competency - including professional development activities.

**Out of scope:**

* When a principal contractor has been granted formal possession of a site whilst carrying out contracted work, it is the responsibility of the principal contractor to comply with the relevant training/competency regulations and consult with our Engaging Officer to determine if there are any relevant Wannon Water policy/procedures they must comply with (e.g., non-smoking policy, clothing requirements on operational sites etc.).

# Standard requirements

| **Requirements** | **Responsibility[[2]](#footnote-3)** | **Accountability[[3]](#footnote-4)** |
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| The **Training, Competency & Awareness Procedure** must define the process for the delivery and maintenance of awareness and/or competency-based training for the tasks and activities we undertake to manage risk and deliver our operational and strategic objectives. | **Executive People & Resilience** | GM People & Business Services |

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| Position descriptions must document:   * The roles, responsibilities, and duties * Any technical certification, registration, or licensing * Specific competency/skills and selection criteria (fitness for work) | **Executive People & Resilience**  People Managers | GM People & Business Services |
| The **Training Needs Analysis (TNA)** must be completed to identify and assess the training and competency requirements of an individual within our organisation. Where relevant may include guidance to support professional development (growth) opportunities. | **Executive People & Resilience**  People Managers | GM People & Business Services |
| The identified training and competency requirements must be documented in the **Training Needs Matrix (TNM)**. | **Executive People & Resilience** | GM People & Business Services |
| Training (including refresher training) must meet any legislative or government direction requirements to undertake the role’s duties. | **Executive People & Resilience**  Compliance Managers | GM People & Business Services |
| Role requirement training includes a combination of the following training types to:   * Meet legal and compliance obligations in relation to the subject matter[[4]](#footnote-5) * Educate on key internal policies, procedures, and responsibilities. * Ensure the responsibilities and behavioural expectations of employees and managers are consistent with the Victorian Public Sector Code of Conduct and our values | **Executive People & Resilience** | GM People & Business Services |
| The level of competency required will be based on the task's level of risk. | **Executive People & Resilience** | GM People & Business Services |
| The method of training must be adequate to ensure employees have the correct level of competency to complete their duties safely and to the required standards. | **Executive People & Resilience** | GM People & Business Services |
| Training must be provided in a manner suitable to ensure competency is achieved. Methods of learning may include:   * Face-to-Face * Online learning * On-the-job (supervised training) * Practical demonstrations * Self-paced learning * Information sharing or informational discussions | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Qualifications, skills and experience must be considered when determining competency and future training needs. | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Value for money and business continuity must be considered when requesting training and development (e.g., number of employees within a Department, Branch, Team requiring training). | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Training must include reference to our policies, procedures, and guidelines, where applicable. | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Records of completed training and development must be documented and recorded in accordance with the requirements of the **Training, Competency & Awareness Procedure**. | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Mandatory role requirement training must be completed by the nominated due date, as requested. | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Onboarding must be completed within the first six months of employment and include, at a minimum:   * Organisation induction * Business area induction * Role specific induction | **Executive People & Resilience**  People Managers | GM People & Business Services |
| A role specific induction must be completed for any internal changes in position. | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Training refreshers must occur periodically to ensure current competency and when:   * Significant systems of work or plant and equipment change. * New procedures, systems of work or plant and equipment are introduced. * Employee reintroduction to the workforce or task after a significant absence period * Required as per legislative requirements | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Supporting educational resources and information must be accessible to employees. | System Application Administrators | Chief Information Officer |
| Competency must be assessed periodically during an employee’s lifecycle, including at the:   * Selection process * Completion of minimum employment period * Annual review | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Mandatory licences and qualifications must be maintained to meet legislative requirements.  People and Wellbeing and the line manager must be notified of any loss of licence which is required to perform an activity related to a role. | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Training must be reviewed and updated, where relevant, in response to:   * Changes to applicable legislation * Changes to activities, processes, and procedures * Findings from incidents or audits * Changes to the national recognised training package * Business improvements * Change in business requirements | **Executive People & Resilience**  People Managers | GM People & Business Services |
| Any role requirement training needs to be identified and must be communicated to People and Wellbeing.  A **Hazard Report** must be raised where there is an identified gap in training or competencies. | **Executive People & Resilience**  People Managers | GM People & Business Services |

# Training, Competency and Awareness

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| **Awareness** | **Responsibility1** | **Accountability2** |
| All managers with Responsibilities & Accountabilities within this document must be made aware of this standard. | **Executive People & Resilience** | GM People & Business Services |

# Monitoring

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| **Standards** | **Responsibility2** | **Accountability3** |
| Compliance with and effectiveness of this standard  must be verified at least every four years by including periodic audits in the **Audit Program**. | **Executive People & Resilience** | GM People & Business Services |
| All records required by this standard must be maintained in our records management systems –(e.g., Content Manager, conquest, riskware, Maximo, Elevate etc.) | **Information Services Manager** | Chief Information Officer |

# Definitions

| Term | **Means** |
| --- | --- |
| Competence | Competence is the combination of skills, experience and knowledge required to undertake the responsibilities of a role and consistently perform activities to a recognised standard on a regular basis.  Describes the work-related skills and behaviour needed to effectively perform in a role. |

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| Contractor | A person or company engaged to provide materials or work (construction, maintenance, service, supply, or operation) on a particular project or activity. This includes:   * Consultant - A person or company that provides professional expert advice. * Supplier   Labour Hire Company Performs outsourced work on a temporary basis, under the direction and control of Wannon Water. |
| Compliance Manager | Wannon Water employees who are assigned responsibilities to undertake legislative compliance assessments and identify and record compliance risks and controls as per the legislative compliance procedure. |
| Engaging Officer | Employee who has engaged the contractor to provide us with goods or services and is responsible for the contractor regardless of where they are working |
| National Recognised Training Packages | An accredited program of study that leads to vocational qualifications and credentials that are recognised across Australia. |
| People Manager | Refers to individuals with an employee directly reporting to them |
| RTO | Registered Training Organisation |
| System Application Administrators | The nominated role responsible for maintaining our software applications (e.g., Elevate, waterSHED) |
| Training | Training is a key component of ensuring that competency and consistency are achieved and maintained. It updates existing knowledge and skills and provides people with new knowledge and skills. |
| Training Needs Analysis | Process to determine learning and development needs for the organisation |
| Training Needs Matrix | Tool used to document role skills, plan and track employee training content |
| Volunteers | A person who does something willingly and without being paid to do it. |

# Governance

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| **Parent policy/standard** | Zero Harm Policy |
| Associated procedures/standards | * Competency, Training & Awareness Procedure * Audit Program Procedure |
| **Legislation mandating compliance** | * OH&S, Environmental and Drinking Water Legislation * WorkSafe, EPA, DH compliance codes * Australian Standards * ISO 14001: Environmental Management Systems * ISO 45001: Occupational Health and Safety management systems * Codex Alimentarius Alinorm 97/13A (HACCP based Drinking Water Quality Management System) * Safe Drinking Water Act 2003 and Safe Drinking Water Regulations (SDWR) 2015 * ISO 31000: Risk Management * ISO 9001: Quality Management Systems – Requirements * Water Corporation best practice (equivalent size/scope) |
| **Approval** | Executive Committee |
| **Owner** | GM People & Business Services |
| **Content enquiries** | Manager People and Wellbeing |

# Document version history

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| --- | --- |
| Version | Changes made to document |
| 1 | New document created as part of the new IMS Standard Framework |
| 2 | Minor administrative changes. Section 4 title- reworded from “Training, Competence, and Awareness Training and assessment” to “Training, Competency and Awareness”.  No material changes made. |

COMPETENCY MATRIX BASED ON RISK LEVEL

The following matrix allows us to identify the level of competency an employee must have, based on the task’s risk level, and plan the respective level of training. *Note: the associated task risk level determines the jobsite training requirements.*

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| --- | --- | --- | --- | --- |
| **EXPERTISE LEVEL** | **TASK LEVEL** | **COMPETENCY LEVEL** | **METHODS OF TRAINING** | **REFRESHER METHOD** |
| **LEAD** | **ADVANCED**  *Competent person with relevant training and has demonstrated expertise implementing and maintaining work plans to address associated risks.*    *For High-Risk Tasks* | * Accredited training with assessment is required. * Non-accredited training by industry experts * Assessments for licenses/tickets | * Verification of competency by RTO, required to be maintained. * Renewal of license * Completion of refresher training |
| **Boundary line > employees will need to recognise, when work is *and is not*, within their skills AND when they meet a level of risk; needing a certified Competent Person to verify that appropriate control measures are evaluated are in place.** | | | | |
| **DO** | **INTERMEDIATE**  *Understands the task, the associated risks and how to apply controls within work plans to mitigate these risks.*  *For Moderate Risk tasks* | * Inductions * eLearning modules * Non-accredited training | * Workplace observation by supervisor (observed whilst doing job, set tasks, or demonstrations) * Recompletion of eLearning |
| **KNOW** | **FOUNDATIONAL**  *Understand the basics of the task and where to source information and further direction.*  *For Low-Risk Tasks* | * On the job training by advanced operators * Toolboxes and informal discussions * Procedural guidelines and/or instructions | * Internal communications via WaterShed, toolbox, team meetings or other internal meetings * May not be required in some instances |

1. Based on the activity, certain requirements in the Standard may apply. It is the Engaging Officer/supervising person’s responsibility to identify those applicable. Refer to Content Enquires for any assistance with interpretation. [↑](#footnote-ref-2)
2. The nominated person who is responsible for ensuring there is the system in place to meet a requirement or delivering a task to an acceptable level of performance. [↑](#footnote-ref-3)
3. The Executive are collectively accountable for the standard. The individual GM is the nominated person who will approve any capital/operating expense requests (within the Instrument of Delegation) and any material changes to current work practices to meet requirements of the standard. [↑](#footnote-ref-4)
4. Training required by obligations must always be included as a requirement for relevant roles. [↑](#footnote-ref-5)