

The Water Worker Case Study

Ian Lawrence
Director, SkillsTech Australia

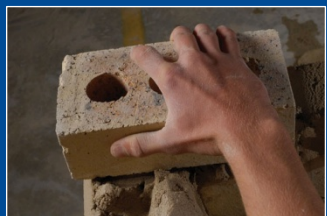
Rob Fearon
Director, Queensland Water

Background

- Water industry skills shortages
 - aging workforce
 - strong labour market
- Lack of industry/community and worker awareness
 - skills/qualification programs
- Lack of VET facilities/resources
 - STA and Wide Bay capacity and capability need to be increased
 - New delivery paradigms
- Workforce development strategy
 - SkillsTech Australia & Queensland Water



Background Continued...



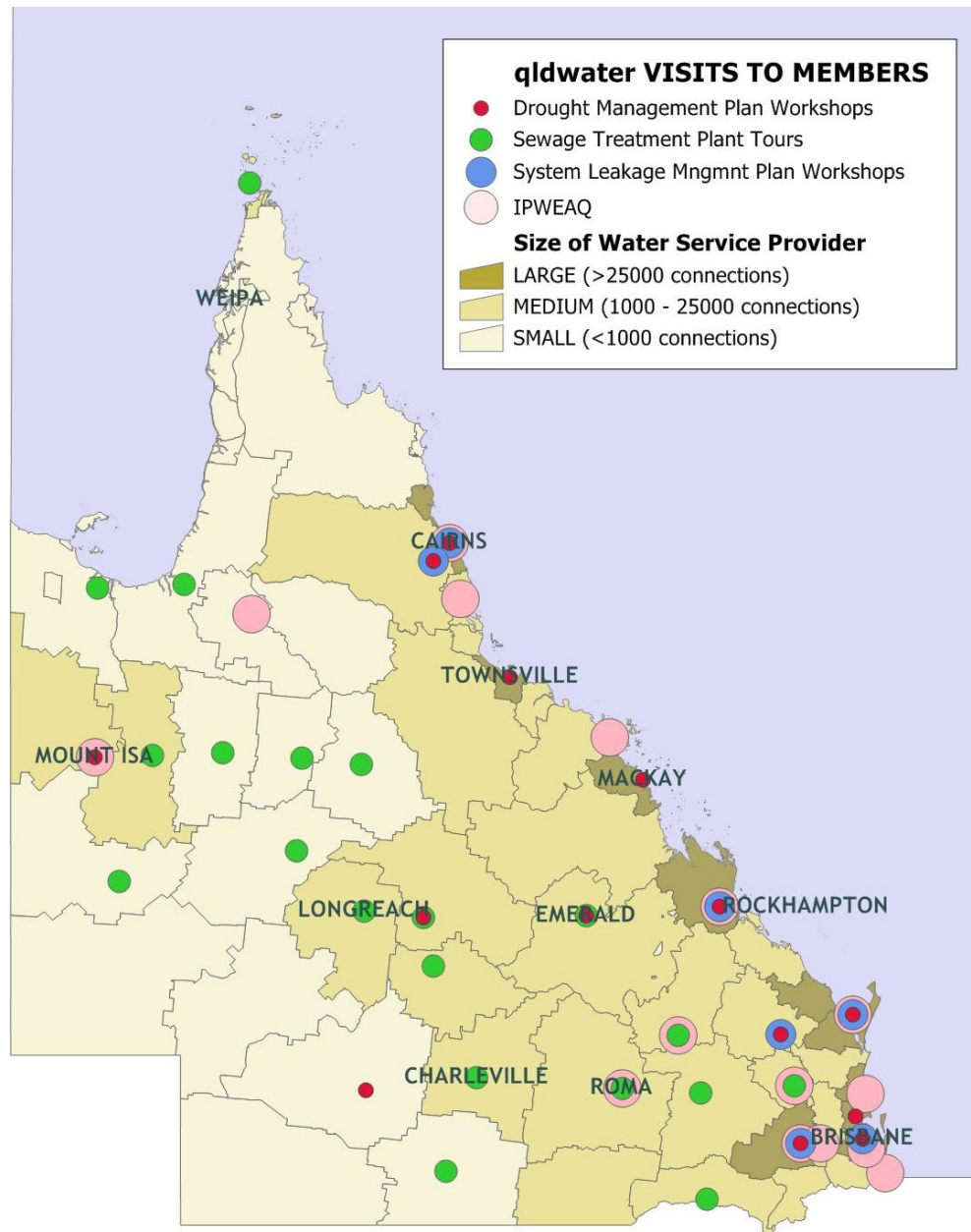
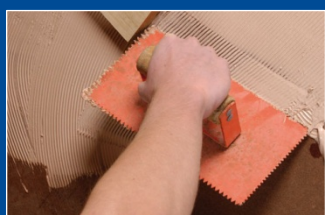
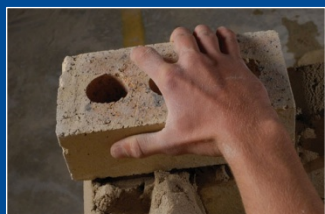
- For skills development industry relies on:
 - conferences
 - vendor sponsored training events
 - Formal training – RTO/public/private/enterprise
- No effective single industry peak body – but many associations – Qld Water Directorate, WITA etc
- Industry has 5 main areas
- Major COAG Review underway

Queensland Water

56 of 58 local government (non-indigenous) water service providers

10 of 15 aboriginal and TI councils

All SEQ Councils except Redland



qldwater VISITS TO MEMBERS

- Drought Management Plan Workshops
- Sewage Treatment Plant Tours
- System Leakage Mngmnt Plan Workshops
- IPWEAQ

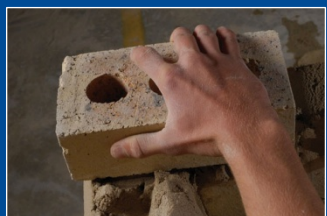
Size of Water Service Provider

- LARGE (>25000 connections)
- MEDIUM (1000 - 25000 connections)
- SMALL (<1000 connections)

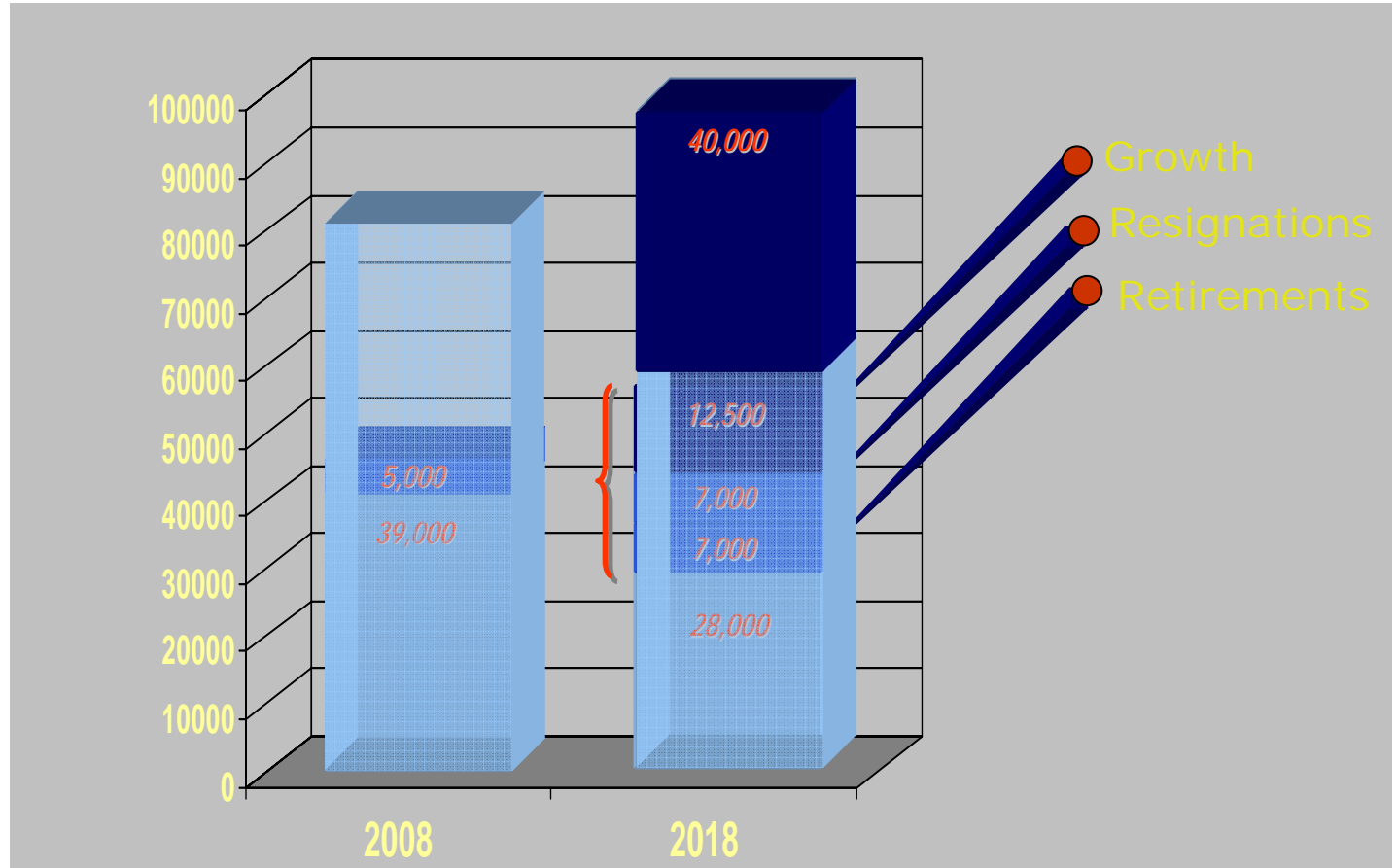
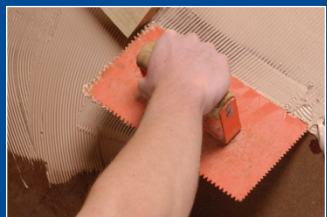
Water Industry Skills

Key issues for the industry.....

- Attracting and retaining Staff
- Need for skills development
- Appropriate quality assurance
- Career paths for staff
- Increasing liability for employers
- Lack of time for training
- Remoteness and dispersion of the industry

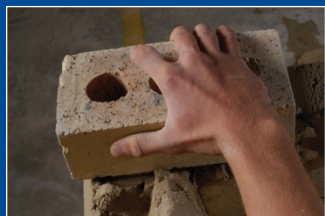


National Water Industry Skills Employment Forecasts 2008 - 2018



SOURCE: ICEWaRM National Water Skills Audit for DEWHA for COAG June 2008.

SEQ Water Industry Workers



COMPETENCY BASED

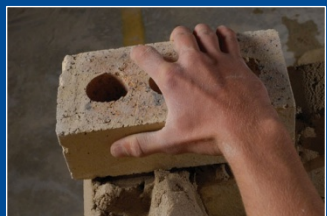
WIW Level	Qualifications Required	Completion Timeframe
WIW 3	Completion of Traineeship and/or Industry Experience Certificate 2 in Water Industry Operations "C" Licence	1 year or more
WIW 4	Team member competencies Worked in any two areas of Network for 6 months each. Practical competencies to LEVEL 1 Network Generic Skills LEVEL 1 Skill "LR" or "MR" licence and plant licences Forklift, End loader, Mini excavator, Vehicle Loading Crane	1 to 2 years
WIW 5	Team member competencies Worked in any four areas of Network for 6 months each. Practical competencies to LEVEL 1 Water and Wastewater Skills LEVEL 2 Skill "MR" licence and plant licences	1 to 2 years
WIW 6	Team leader competencies Worked in any six areas of Network for 6 months each. Practical competencies to LEVEL 2 Network Generic Skills Certificate 3 in Water Industry Operations Certificate 3 in Frontline Management Safety Leader Training	2 to 4 years
WIW 7	Team leader competencies Worked in any eight areas of Network for 6 months each. Practical competencies to LEVEL 2 Water and Wastewater Skills Leadership Training Performance Management Training Team Building Training	2 to 4 years
WIW 8	Team leader competencies Certificate 4 in Frontline Management Certificate 4 in Workplace Training and Assessment	2 to 4 years

Step 1
Learn
The
Job

Step 2
Learn
To
Lead

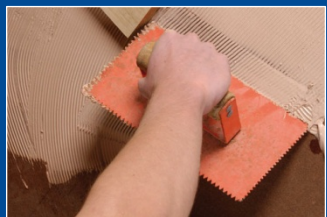
Queensland Water Desired Training Outcomes

- Industry Workforce Development Strategy ratified by industry
- Long term framework for industry training and career development
- Funding support
 - e-learning
 - Blended learning
- Co-operative partnering



Progress

- MOU Developed
 - SkillsTech Australia, DIP and Queensland Water
 - development and delivery of training for fluoridation
 - 60 in the first phase – 200 in total
- Wide Bay and STA project for 1st phase fluoridation
 - first delivery expected Nov 2008
- MOU support \$300k e-learning project
- SkillsTech Australia host VET workshop
 - develop delivery models and agreements for the water worker program
- Water Worker Skills Development Framework



What will be the impacts in VET Training?

- Embed issues, concepts and values
- Change driver
 - new technologies
 - new materials
- Merging of technologies and skill areas
- “Eco Measurement”
 - management of the environmental aspects
 - Commercial value of “free assets” - water
- Access “skills set” training to meet client demand

