

Organisational Learning and Development Manual 2005



For our staff to develop and grow...

Development

A gradual unfolding, to bring out all that is contained

To cause to grow

To change the form of, but not the value

To bring forth a latent condition

To grow from within

Grow

To manifest vigorous life

To put forth foliage, to flourish

To spring up, to arise

To increase in some specified quality

To advance, to stretch forward



DEPARTMENT OF
Conservation
AND LAND MANAGEMENT
Conserving the nature of WA

Contents

Part A – Introduction	3
Part B – Department of Conservation and Land Management – A Registered Training Organisation	5
□ Registered Training Organisation	6
□ Role of the Dwellingup Training Centre	6
□ Australian Quality Training Framework	6
Part C – Course Enrolment Procedures	8
□ Nomination, Travel and Accommodation Costs	9
□ CLM 90 – Course Nomination Form	11
Part D – Short Courses	12
□ Introduction to Short Courses	
• National Training Packages	13
• Qualifications and Statements of Attainment	13
• Note to Course Custodians	14
□ Courses in Field Operations	15
□ Courses in Safety and Health	34
□ Courses in Nature Conservation	42
□ Courses in Marine Qualifications	52
□ Courses in Fire Management	55
□ Courses in Corporate Training	87
Part E – Courses in Management and Leadership	103
□ Business Services Training Package	104
□ Certificate III in Business	106
□ Diploma of Business	108
□ Leading Teams – A Professional Development Program for Overseers and Supervisors	109
□ Leadership and Organisational Development Program	111
Part F – Accessing the Australian Training Register	113

Part G – Undergraduate and Postgraduate Courses	115
□ Undergraduate Courses	116
□ Certificate II, III, and IV in Conservation and Land Management	116
□ Postgraduate Courses	116
Part H – Scholarships	118
Part I – Experiential Learning	121
□ Exchange and Placement Programs	122
Part J – Self-directed Education and Training (Video Training Programs)	123
□ Videos and Workbooks	124
□ On-line Learning	124
Part K – Registered Training Organisation Procedures	126
□ Client support	127
□ Mutual Recognition	128
□ Skills Recognition	128
□ Grievances and Complaints	131
□ Assessment Appeals and Reassessment	132
□ Assessment Appeals Application Form	135
□ Training Records	136
Part L – Departmental Staff Feedback	137
□ Departmental Staff Feedback Form	139
Part M – Index	140

Introduction

Part A

Introduction

The Organisational Learning and Development Manual is intended to serve as a reference to assist all personnel seeking to improve their performance and develop their careers. The courses outlined in this manual should not be considered as exhaustive. There are many additional courses available to personnel wanting training and development. The Training Centre at Dwellingup now has an electronic register, called the Australian Training Register (ATR), which lists over 70,000 public access training programs, courses, conferences and seminars. On the job training, job rotation, transfers, and acting positions are all also additional ways of achieving training and development. The need to successfully train and develop personnel is recognised within the Department and is aimed at achieving the most efficient use of people while maximising the economic and administrative efficiency of the Department.

All personnel should consult regularly with their supervisors in establishing a development plan and seek out training courses, which allow development to occur. The IDAPES system forms an important, integral part of the process of establishing a developmental plan and should be used to ensure training needs are met.

Should any member of this Department require further assistance with establishing a development plan, attending training courses, or clarification of the material in this manual, they should contact the training staff at the Department's Training Centre, Dwellingup.

It will be necessary to update information about courses throughout the year; as this becomes available. Electronic broadcasts will provide the necessary updates.

To maintain an accurate training register it is imperative that ALL training completed by all Departmental people is recorded and entered into CONCEPT. When completing courses external to the Department it is the responsibility of the individual to forward their details and course information for entry into CONCEPT to Peter Hill, Learning Programs Consultant C/o Training Centre, Dwellingup or peterhi@calm.wa.gov.au. Contact Peter Hill for details of required course information.

Department of
Conservation
and Land
Management – A
Registered
Training
Organisation

Part B

Department of Conservation and Land Management - a Registered Training Organisation

Registered Training Organisation

The Department of Conservation and Land Management has chosen to be a Registered Training Organisation in order to provide Departmental staff with the opportunity to attain nationally recognised Qualifications and Statements of Attainment. The Registered Training Organisation operates within the Vocational Education and Training (VET) system.

Role of the Dwellingup Training Centre

The role of the Dwellingup Training Centre (DTC) is to manage and maintain the Registered Training Organisation status. The DTC responsibilities include the development, implementation, evaluation and continuous improvement of a quality training and assessment system, which meets the twelve Australian Quality Training Framework (AQTF) standards and the operational needs of the Department.

This system is being implemented across all training and assessment activities, and all Departmental divisions.

The DTC's objective is to provide quality training and assessment products and services to all Departmental employees resulting in either the issuance of nationally recognised training qualifications or Departmental-specific recognition.

Australian Quality Training Framework (AQTF)

The AQTF was developed by the National Training Quality Council of the Australian National Training Authority Board in conjunction with States and Territories.

The key objectives of the AQTF are to provide the basis for a nationally consistent, high quality vocational education and training system.

The Department must be registered and compliant against the twelve AQTF standards if it wants to issue nationally recognised qualifications or

"Statements of Attainment". The Department must meet all the twelve standards of the AQTF to maintain registration as a Registered Training Organisation. If these standards are not met, the Department risks losing its Registered Training Organisation status.

For more information on the AQTF and nationally recognised training, refer to the Training Procedures Manual, People Services, CALM intranet or contact The Dwellingup Training Centre
Acacia Rd, Dwellingup 6213
Ph: 95381200
Fax: 95381244

Course Enrolment Procedures

Part C

Course Enrolment Procedures

All personnel are encouraged to seek out training courses consistent with the goals set within the context of the IDAPES appraisal. When agreement has been reached with the supervisor as to a proposed training course for the year, the following procedures should be followed:

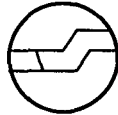
1. Training budgets are to be prepared in accordance with budget preparation guidelines. It is necessary to distinguish between training for development and training to overcome a performance gap.
 - 1.1. ***It will be the responsibility of District, Branch and Section managers to prepare and monitor their own training budgets with respect to fees, travelling and accommodation. Expenses associated with 'performance gap' training will be the responsibility of workcentres, and travel and accommodation expenses associated with 'development' training will be the responsibility of the Dwellingup Training Centre.***
 - 1.2. When preparing budget flexfields the activity code 682 must be used for all training expenditure.
2. Nomination (via a CLM 90 Nomination form) to attend a training course should only be made after careful consideration of the training need and the development plan. A copy of the CLM 90 form is located on page 11.
 - 2.1. There must be a clearly identified need for training.
 - 2.2. The purpose of the training must be clearly identified, ie. to solve a performance gap or for development, as this impacts on the budget allocation.
 - 2.3. As some training courses are offered more than once during the year, the specific dates for attendance must be included in the nomination.
 - 2.4. Supervisors must ensure that leave program, the number of training courses attended by the nominee, the work priorities and program, cost to the Department, benefit to the person/Department are all duly considered prior to nominating any personnel.

- 2.5. All CLM 90 Nomination forms should be forwarded to the Manager, Learning and Development, Alan Byrne through the Regional/Branch Managers who will review the nomination relative to Regional/Branch priorities.
- 2.6. When a number of nominations are made for the same course, they should be given a priority by the Regional/Branch manager before forwarding to the Manager, Learning and Development.
- 2.7. Nominations must reach the Manager, Learning and Development six weeks prior to commencement of the course.
3. The Manager, Learning and Development, will then forward nomination details to the relevant training course co-ordinating officer, or the external agency involved.
4. Following approval to attend a course, the supervisor responsible and the person attending will be notified of the success of the application along with any further information about attendance.
5. It is the responsibility of the supervisor to authorise and arrange travel. The course facilitator will usually make accommodation arrangements notifying participants accordingly. Costs incurred in travel and accommodation will be paid from District, Section or Branch budgets as appropriate.
6. There is a requirement for all course participants to complete the course evaluation form - included in this manual, at the completion of the course.
The aims of this process are as follows:
 - (a) to ensure satisfactory course standards are maintained.
 - (b) to ensure course material is relevant.
 - (c) to monitor attendance at courses.

For external courses, it is the **responsibility of all course participants** to complete and forward this information to the Manager, Learning and Development.

It will often be possible for the **Course Custodian** to ensure that the course evaluation forms are completed in the final segment of a course.

Officers conducting courses will have access to this information for their own evaluation of course effectiveness and modification as necessary.



CLM 90 3/04

**DEPARTMENT OF CONSERVATION AND LAND MANAGEMENT
NOMINATION TO ATTEND PERSONAL DEVELOPMENT ACTIVITY**

APPLICANT'S NAME: _____ EMPLOYEE NUMBER _____

POSITION: _____

LOCATION: _____

NAME OF COURSE: _____

CONTACT NUMBER: _____

E-MAIL ADDRESS: _____

COURSE CONDUCTED BY: _____

DATE: _____ VENUE: _____ FEE: _____

REASON FOR ATTENDANCE: *Performance Gap Y / N Development Y / N Other Y / N*

Please read the following statement before signing this nomination.

I am aware of and understand the Skills Recognition and Mutual Recognition process explained on page 115 of the Organisational Learning and Development Manual.

SIGNATURE _____ DATE: _____

ENDORSED DIST/SECT. MGR: _____ DATE: _____

REG/BRANCH MGR: _____ DATE: _____

Complete the following information where payment is required in advance of the course

COURSE FEES A/C NO: _____

ACCOMMODATION A/C NO: _____

TRAVELLING A/C NO: _____

Forward the completed nomination to: Coordinator Organisational Learning and Development,
Dwellingup or FAX:08 95381244

Dwellingup Training Centre Administration Only	
<input type="checkbox"/> Approved	
<input type="checkbox"/> Not Approved	
SIGNATURE: CALM People Services: _____	DATE: _____
Forward to Course Custodian: _____	

Short Courses

Part D

Introduction to Short Courses

National Training Packages

National Training Packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. A Training Package describes the skills and knowledge that are needed to perform effectively in the workplace. They do not prescribe how an individual should be trained.

Training Packages are developed by industry through National Industry Training Advisory Bodies, Recognised Bodies or by enterprises to meet the identified training needs of specific industries or industry sectors.

Qualifications and Statements of Attainment

Every participant will receive a non-nationally accredited certificate from the Department upon successful completion of all the short courses listed in this manual.

However, if a **component** of a course completed is nationally accredited, it is then nationally recognised as a **Unit of Competency**, and a **Statement of Attainment** will be issued with the above non-accredited certificate upon successful assessment of that component.

Training Packages specify the combination of Units of Competency required to achieve a particular Qualification. Staff who complete some, but not all, Units of Competency for a Qualification are awarded a Statement of Attainment. When they are assessed as competent in the remaining Units of Competency, they attain the Qualification.

Each Unit of Competency will be working towards completion of a:

- Diploma, Advanced Diploma, or Certificate II, III, or IV in Public Safety;
- Certificate I, II, III, or IV in Conservation and Land Management;
- Certificate I, II, III, or IV in Conservation and Land Management (Specialising in Lands, Parks and Wildlife);
- Certificate II or IV in Government; or
- Diploma of Business

For more information on Units of Competency relating to each of the Qualifications mentioned above, log on to the CALM intranet, People Services, Manuals and Guides and view the Certificate Packaging for

Statements of Attainment document. Alternatively, use the following web address:
<http://calmweb.calm.wa.gov.au/drb/csd/hrb/docs/certificate-packaging-for-oldm.pdf>

Note to Course Custodians

Note to Course Custodians

The Department of Conservation and Land Management is committed to ensuring the provision of effective and efficient training throughout the organisation.

Consequently, the course custodian is responsible for minimising disturbance to the environment and the health and safety of course participants during training and assessment activities.

The sensitivities of the training environment and people working or living in the vicinity of the training need to be taken into account. These can be best gauged by talking with the person responsible for the site.

Custodians are also responsible for ensuring areas and facilities used for training are always returned to a safe, secure and tidy condition after use and that resources are returned to the appropriate storage location.

Minimising disturbances to people attending courses.

In order to ensure that training has a minimal impact of work loads of attendees, course custodians are encouraged to liaise with the managers of the staff attending the course to, where possible;

- Deliver a training program in combination with other Departmental short courses being conducted in the same location around the same time.
- Provide staff who are working outside of the metropolitan area with on-site training as opposed to central delivery, or utilise other techniques for delivery such as computer based packages or video conferencing.
- Take into account availability of staff by being prepared to repeat courses over a reasonable time frame.
- Co-ordinate the delivery of training with other events such as during major seminars, staff meetings and workshops. i.e. Administration Seminars, RM/DM meetings, PVS workshops.

Training sites should be selected to assist the course custodian in conducting and delivering training under realistic conditions so that course participants are trained to the level of competency and expertise required operationally. The delivery sites must provide the appropriate indoor and outdoor training facilities whilst adhering to occupational health and safety requirements applicable to the type of training being conducted.

Courses in Field Operations

Chainsaw Maintenance and Handling

10003

Course Description

This unit describes the work involved in trimming, pruning, ripping and crosscutting with a chainsaw.

Restricted to the falling of standing material (culling) no more than 10cm diameter and/or 2 metres in height.

NOTE: The falling of standing material greater than 10cms in diameter and 2 metres in height requires a Tree-Felling qualification.

Format

1 day version

2 day version

Methodology

Theory session takes 2-3 hours in a classroom situation, followed by demonstration, controlled learning and assessments in the field.

All gear, equipment and PPE is supplied.

Key Subject Areas

- Occupational Health, Safety regulation and codes.
- Chainsaw components.
- Saw sharpening.
- General maintenance.
- Approved techniques, cutting, ripping and boring.

Who Should Attend

Anyone intending to use a chainsaw needs to have these qualifications.

Course Custodian

Brian Smith

Ph: 9538 1078

Fax: 9538 1203

Mobile: 0427 195 463

Dates

No dates have been scheduled. Courses will be conducted on request (minimum of 2 people required).

Cost

\$245 / person for 2 day version

\$225 / person for 1 day version

Modules/ Units of Competency

- RTC2304A Operate and maintain chainsaws



Nationally Recognised Training

Driver Training (light vehicles 4x4)

10587

Course Description

This program is designed to provide participants with the knowledge and skills to understand the capabilities of both themselves

and the vehicle to negotiate rough terrain.

Format

A 4½ day live-in course presented at the Department of Conservation and Land Management Training Centre, Dwellingup, or at other agreed locations.

Methodology

The program is both practically and theoretically based. However, course emphasis is on field work and participants receive tuition and practical driving experience in a wide range of four wheel driving conditions, from steep ascents and descents, river crossings, mud and sand driving to the safe and efficient use of recovery equipment.

Key Subject Areas

- 4WD components and capabilities
- Power flow, transmission, transfer case, free wheeling hubs, transmission windup, tyre pressures, driver approach to 4wding
- Vehicle recovery equipment. Knowledge and safe use of high lift jacks, airbags, winches and snatch straps. Recovery of a vehicle from a bogged position
- Cab drill and POWER Checks
- 4WD Techniques. Drivers approach, stallout procedure, steep ascents, steep descents, sand driving, mud driving, river crossings, 4WD general principles

Who Should Attend

All Departmental people who are required to use a 4WD for off road driving.

Course Custodian

Peter Hill
Learning Programs Consultant
Department of Conservation and Land Management Training Centre
Dwellingup, 6213
Ph: 9538 1200 Fax: 9538 1244
Email: peterhi@calm.wa.gov.au

Dates

Delivered on a needs basis.

Cost

The cost of the course, meals, and accommodation will be met jointly by the central training budget and the participant's workcentre.

Work centres will be responsible for supplying participants with a manual four-wheel drive vehicle (dual cab or station wagon).

Modules/ Units of Competency

- RTC2306A Operate Vehicles
- FPIFGM139A Operate 4x4 vehicle in off-road conditions
- FPIFGM140A Perform water crossing and recovery of 4x4 vehicles



Nationally Recognised Training

Driver Training (heavy duty 4x4)

10581

This is a nationally recognised course delivered by an external provider.

Course Description

This course is designed to provide students with the knowledge and skills to understand the capabilities

of both themselves and the vehicle to negotiate rough terrain.

Format

A 4½ day live-in course presented at the Department's Training Centre, Dwellingup, or at other agreed locations.

Methodology

The course is based on presentation of theory and interactive discussion before the theory is put into practice in the field. The course emphasis is on field work and participants receive tuition and practical driving experience in a wide range of four wheel driving conditions, from steep ascents and descents, river crossings, mud and sand driving to the safe and efficient use of recovery equipment.

Key subject areas

- 4WD components and capabilities. Power flow, transmission, transfer case, free wheeling hubs, transmission windup, tyre pressures, driver approach to 4 wheel driving
- Vehicle recovery equipment. Knowledge and safe use of high lift jacks, airbags, winches and snatch straps
- 4WD techniques. Drivers approach, stallout procedure, steep ascents, steep descents, sand driving, mud driving, river crossings, 4WD general principles
- Recovery of a vehicle from a bogged position
- Cab drill and POWER checks

Who should attend

All Departmental people who are required to use 4WD heavy vehicles for off road driving.

Course Custodian

External training providers are used for this course. Enquiries should be directed to:

Peter Hill
Learning Programs Consultant
Department of Conservation and
Land Management Training Centre
Dwellingup, 6213
Ph: 9538 1200 Fax: 9538 1244
E-mail: peterhi@calm.wa.gov.au

Dates

Delivered on a needs basis.

Cost

The cost of the course, meals, and accommodation will be met jointly by the central training budget and the participant's work centre.

Work centres will be responsible for supplying the participants with a manual four-wheel drive heavy vehicle.

Driver Awareness Course E1252

This is a nationally recognised course delivered by an external provider.

Course Description

The Driver Awareness course aims to raise the awareness of driving practices that contributes to the safety and welfare of course participants. The course is designed to develop the potential for the reduction of personal injury and vehicle damage.

Format

One full day, two hour theory session and six hour on road driving and skills enhancement

Methodology

The program was developed based on need identified by CALM and extensive negotiation with industry to establish an effective course for drivers routinely exposed to metropolitan, country and gravel roads.

Key Subject Areas

- Develop hazard perception techniques.
- Develop awareness of risk potential in motor vehicle driving.
- Enhance physical driving skills in Standard Passenger Vehicles.
- Revise road craft and the road laws.

Who Should Attend

All staff who are required to drive government vehicles should attend this course

Course Custodian

Shawsett Training

Contact

Peter Hill
Learning Programs Consultant
Department of Conservation and
Land Management Training Centre
Dwellingup, 6213
Ph: 9538 1200 Fax: 9538 1244
E-mail: peterhi@calm.wa.gov.au

Dates

Course dates are regularly being scheduled by the provider (Shawsett Training).

Cost

The cost of \$165 per participant is met by Financial Services Branch, however cost centres will be required to meet cost of staff travel, accommodation (where necessary) and the cost of vehicle to use for

the on road component of the course.

Modules/ Units of Competency

- TDTC197B Drive Vehicles



Nationally Recognised Training

Law Enforcement Training

10005

Course Description

This is a basic level course aimed at introducing CALM field staff to the subject of law enforcement. All CALM staff must successfully complete the Law Enforcement Course before they can be authorised to issue Infringement Notices.

Format

At present, the course is presented as a 5 day course, but an "online" version is currently being developed and should be available on the intranet in 2005. The "online" version will enable participants to complete the theory modules that currently occupy the first three days of the five day course, at their own pace (within certain limitations). This will be followed by two days of practical work and assessment and completion of a post-course assignment.

Methodology

In the 5 day course, theory modules are presented in a classroom situation.

This is followed by a visit to the courts to see the legal process in action, and a role playing exercise in a field setting, simulating the apprehension of an offender.

Course participants are supplied with a comprehensive Legislation Compilation lever arch file and a Course File containing lesson notes and handouts.

Key Subject Areas

- Knowledge of legislation.
- Aspects of Law and Evidence.
- Legally Admissible Evidence.
- Recording Evidence.
- Investigation Methods.
- Taking Witness Statements.
- Interviewing Suspects.
- Stopping and Searching Vehicles.
- Issuing Infringement Notices.
- Writing Breach Reports.
- Getting an Offender to Court.

Who Should Attend

Any CALM field staff whose duties include compliance or whose duties may expose them to situations involving breaches of CALM legislation where they would be expected to take some form of compliance action, ranging from issuing Caution or Infringement Notices to submitting breach reports for prosecution.

Course Custodian

Nature Protection Branch
Kevin Morrison – Principle
Compliance Officer (Law)
Email: kevinm@calm.wa.gov.au
Phone: 9334 0285
Fax: 9334 0295
Mobile: 0419 941 943

Dates

Delivered as required

Cost

There are no course costs for CALM staff attending this course, however travel and accommodation expenses and meals are the responsibility of the District from where the officer is travelling to attend the course.

Subject to approval by the Manager Learning and Development, travel, accommodation and meal expenses of graduate recruits and trainees may be met by central training budget.

Field Surveying

I0032

Course Description

This program provides students with the knowledge and skills to effectively use Departmental maps and aerial photographs, to use basic surveying equipment, to assess the visual impact of a proposed road alignment and to calculate and survey simple road curves.

Format

A three-day course.

Methodology

The program is based on presentation of theory, interactive discussion and where possible hands on experience in the field.

The course focuses on experiential learning with the opportunity to use maps and map reading equipment, survey equipment and to plot a simple curve in the field.

The third day of the course focuses on a project where the students are given a proposed road alignment.

This allows the application of the skills they have learnt to plot the road alignment, research its impact on the environment, use the survey equipment to walk the road alignment in the field and prepare a report to justify the alignment.

Key Subject Areas

- Map Reading: Departmental maps, scales, Australian Map Grid (AMG) System, Forest Department System, distance measurement, area calculations, contours, aerial photos and bearings.
- Survey Equipment: Compass, Clinometer, Hip Chain and Dumpy Level.
- Visual Impact Assessment.
- Plotting a Simple Curve: Designing a simple curve, deflection angle, tangent, secant, offsets and radius rationale.

Who Should Attend

Any staff member who is required to use Departmental maps, survey equipment, and or design road alignments.

Course Custodian

Peter Hill
Learning Programs Consultant
Dwellingup Training Centre
Ph: 9538 1200 Fax: 9538 1244
Email: peterhi@calm.wa.gov.au

Dates

Delivered as required.

Cost

The cost of the course, meals, and accommodation will be met jointly by the central training budget and the participant's work centre.

Modules/ Units of Competency

- FPIFGM147A Read and interpret maps



Nationally Recognised Training

Recreation Planning and Management

10039

Course Description

Outdoor recreation planners and managers who work in natural areas have a dual responsibility.

On the one hand, they are required to provide a range of recreational opportunities and experiences for a diverse range of users.

At the same time, they must also seek to ensure the protection and proper management of those natural areas and processes that attract visitors in the first place.

How to successfully achieve these apparently conflicting objectives of preservation and maintenance of natural values and processes, while facilitating the public's use and enjoyment of these values, is a dilemma which has and continues to confront recreational planners and natural area managers.

The Department of Conservation and Land Management is one of the major providers of outdoor recreation and nature-based tourism opportunities in Western Australia.

This course will explore the theory and practice of recreation planning

and management using local examples to demonstrate appropriate processes and techniques.

The course incorporates a planning exercise in which participants will be assigned to work in small syndicate teams to prepare a recreation site development plan and visitor communications strategy, for a reserve located in the Perth Metropolitan Region.

This exercise will enable participants to test and apply the various principles, processes and guidelines presented during the course.

The course also provides a forum for the interchange of ideas and experience between participants interested in recreation planning and management in natural areas and practitioners skilled in this field.

Format

This is a live-in course conducted over five and a half days.

Methodology

The course is based on interactive presentations from a number of Departmental staff with expertise in various facets of recreation resource planning and design, visitor management and related fields.

A range of teaching methods are employed including illustrated lectures with slides and videos, case studies and a field trip.

The course is woven around a syndicate exercise in which participants are given the opportunity to work on a real life recreation planning and design project. On the last day of the

course, the syndicate groups present their findings and recommendations.

Key Subject Areas

- Concept of leisure and associated benefits.
- Departmental role, responsibilities, policies and strategies in providing nature-based recreation and tourism opportunities.
- Recreation resource planning.
- Site planning, plan preparation and implementation.
- Visitor management through information and interpretation
- Visitor safety and risk management.
- Planning for people with disabilities.

Who Should Attend

Any staff member who currently works in or is planning to pursue a career in the Parks and Visitor Services Output and who seeks to understand about the various principles and processes associated with planning and managing for recreation and tourism in natural areas.

Course Custodian

Wayne Schmidt

Ph: 9334 0575

Fax: 9334 0253

Email: waynes@calm.wa.gov.au

Dates

Course dates are yet to be determined, but it is anticipated the course will be run during the winter months (June, July or August).

Cost

The cost of accommodation and meals will be met out of the

Department's central training budget.

Participants will be responsible for the cost of travel to and from the training venue.

Designing Guided Interpretive Experiences and Ecotours Workshop

10552

Course Description

This course empowers you to design your own guided interpretive experience with professional guidance.

You will learn scripting and presentation skills and gain experience in planning and evaluating interpretive activities programs and ecotours that enrich the experience of visitors to natural and cultural areas.

Format

A four and a half day workshop

Methodology

The workshop involves presentations, case studies, discussions, demonstration guided activities and experiences and role plays. Participants' experiences are shared and questions encouraged. A variety of learning models are used and discussed along with a Guided Interpretive Experience Planner. Ideas outlined in the Planner are shared with the other participants.

Key Subject Areas

- Interpretation within ecotourism and heritage management.
- Communication strategies and techniques.
- The ways people learn.

- Planning an interpretive activity/experience.
- Using props.
- Scripting your presentation.
- Presenting an interpretive activity/experience.
- Promoting a guided interpretive activity/experience, activity program or ecotour.
- Evaluating guided activities/experiences, programs and ecotours.

Who should attend

All staff involved with personal communication with the public, especially those involved with guided activities/experiences in the field.

Course Custodian

Gil Field, Co-ordinator Interpretation and Visitor Information Services, Kensington.

Dates

July – August or as required

Venue

University of Notre Dame Australia, Fremantle.

Elsewhere in Western Australia if guarantee of ten participants.

Cost

Negotiable. Usually \$350 per participant, includes 3 books - the Workshop Workbook, Best Recipes for Interpreting Our Heritage, and Developing Ecotours.

Firearms Safety

10037

Course Description

This three day course is designed to provide participants with the

skills and knowledge required to use firearms for a range of Departmental purposes in a safe and appropriate manner.

Format

TBA

Methodology

TBA

Key Subject Areas

- Firearms legislation.
- Firearm and ammunition components and types.
- Firearm safety (including personal and community safety).
- Ballistics.
- Ethical considerations.
- Correct use of firearms (including shooting technique and cleaning, maintenance and storage).

Who Should Attend

Personnel who undertake duties within the Department that require the use of a firearm should attend this course.

Pre-requisites

Participants must have the following requirements prior to enrolling in this course:

- Be 18 years or older.
- A basic understanding of the English language (reading and writing).
- Approval from the relevant Manager.
- Current police clearance obtained within four weeks prior to the start of the course
- Current Senior First Aid certificate.

It is also recommended that participants complete the following courses offered by the Department or an equivalent course prior to commencing Firearms Safety:

- CALMsafe .
- Visitor Risk Management.

Course Custodian

For further information contact:

John Rooney
Technical Officer
Department of Conservation and Land Management
Manjimup, 6258
Ph. 9771 7991
Email: johnr@calm.wa.gov.au

Dates

TBA

Cost

TBA

**Introductory Course for
Volunteer
Management**

10538

Course Description

This course is a development resource for the Departmental staff operationally involved with volunteers.

Format

Three-day workshop, held in the Training Centre at Kensington

Methodology

This course is based on presentations, discussion & a syndicate exercise conducted through a series of internal & external presenters with responsibilities in volunteer management.

Key subject areas

- Volunteer policies and principles (corporate level).
- Principles of volunteer utilisation, supervision and management.
- Administration/reward system.

Who should attend

Staff intending to use or currently involved with supervising volunteers.

Course Custodian

Ms Margaret Buckland

Ph: 9334 0251

Email: margb@calm.wa.gov.au

Date

TBA

Cost

N/C

**Bulldozer
Operators****I0616****Course Description**

To provide course participants with the skills and knowledge to enable them to operate a track dozer competently, safely and efficiently in a forest environment.

Format

Theory 3 days, practical yet to be advised.

Contact

Department of Conservation and Land Management Walpole

Venue

As required

Date

As required

**Cave Guiding
Course****I0126****Course Description**

This course is designed to provide participants with the skills and knowledge required to be able to provide visitors with quality, informative and enjoyable cave tours whilst minimising the impacts on the caves themselves.

Course Custodian

Education Officer

Nicole Lincoln

Yanchep National Park

Ph: 9561 1004

Email: nicolel@calm.wa.gov.au

Venue

Yanchep National Park

Date

As required

**Cave Leader
Course****I0678****Course Description**

A person who has completed this course successfully will be able to lead groups through caves that have a low degree of difficulty in a manner that maximizes group safety and minimizes environmental impact.

Format

Three day course includes theory presentations and field visits to caves to model and workshop practical application.

Candidates are expected to provide their own personal equipment (helmet and light).

Specialized equipment and ropes required for the program will be supplied.

Methodology

Theory and practical exercises. Assessment is ongoing throughout the course, plus a theory assessment at the conclusion of the third day.

A practical assessment is carried out at a later date by arrangement with an assessor.

Key Subject Areas

Speleology

- Geology, cave development, speleothems.
- Biology.
- Palaeontology and archaeology.

Minimal Impact and Cave conservation

- Types of environmental impact.
- Methods to minimize environmental impact.
- Australian Speleological Federation Minimal Impact Caving Code.

Planning and Guiding a caving activity

- Permits.
- Equipment.
- Hazards.
- Communication.

Legal responsibilities

- Duty of Care.
- Negligence.
- Industry standards.
- Briefing, debriefing.
- Occupational Health and Safety.

Emergency procedures

Who Should Attend

Any Departmental employee who is involved in cave leadership in their position, should attend this course.

Prerequisites

- Current Senior First Aid Certificate (St John's, Red Cross or higher).
- Six episodes of participating in an outdoor recreation activity where the applicant has acted as assistant leader or leader. This can overlap the following year.
- Logged experience in caves of at least six cave visits over the past year.
- Abseiling and/or laddering experience (there are vertical entry caves in the program) is desirable but not necessary for horizontal cave leader candidates.
- Abseiling accreditation for vertical cave leader.

Course Custodian

Caves Manager

Anne Wood

Blackwood District

Ph: 9757 7035

Email: annewood@calm.wa.gov.au

Venue

Margaret River CALM office and Leeuwin Naturaliste National Park.

Dates

As required.

Cost

\$395 for course

\$242 for practical assessment

**Department of Conservation
and Land Management
Outback Safety and Survival
Course**

E0883

Course Description

This course is designed to equip participants with the attitudes and skills to protect themselves from the harmful aspects of the natural environment and the environment from the harmful aspects of people.

This is a "hands on" course that combines theory with practice to enable participants to apply the principles and techniques relating to safety and survival in the bush.

Format

The course consists of:

- An all day theory session held in a classroom on the Friday 8.45am – 4.30pm.
- The practical weekend follows in a bush location south of Perth, recommencing that evening at 8pm, continuing on Saturday and concluding on Sunday at 3pm.

Methodology

The course is based around interactive presentations drawing heavily on the experience of the course co-ordinator Bob Cooper and his staff of qualified bushcraft instructors.

A range of teaching tools including videos, planning scenarios and group exercises undertaken in both the classroom and during the field camp are used to convey the various principles and techniques.

Key Subject Areas

You will learn about:

- Psychology of survival.
 - Map reading and navigation.
 - Water procurement techniques.
 - Alternative fire-lighting methods.
 - Edible and medicinal plants.
 - Avoiding poisoning by toxic vegetation.
 - Stellar and solar navigation.
 - Modern survival techniques.
 - Traditional bush-living skills.
 - Useful and harmful sea coast creatures.
 - Day and night signals.
 - Minimal impact camping methods.
- ... plus many more useful skills to make your outings safer.

Who Should Attend

All Departmental staff who are commonly involved in fieldwork and/or who plan and carry out tasks that involve travel in remote areas.

Course Custodian

Bob Cooper, who is the Director of Bob Cooper Outdoor Education.

Bob and his staff have been delivering courses to Departmental staff on outback survival and bushcraft since 1990 and he is considered one of the leading survival instructors in Australia.

Bob conducts a range of courses for government agencies and private companies and also co-instructs with the Texas Parks and Wildlife Rangers on desert survival.

Contact

Dwellingup Training Centre

Department of Conservation and
Land Management
Acacia Road, Dwellingup, 6213
Ph: (08) 9538 1200
Fax: (08) 9538 1244

Dates

The next course is scheduled for
April 2005.

Cost

\$385 per participant. This fee
covers all theory and practical
instruction sessions, associated
handout material and meals for the
weekend camp.

Also included is a comprehensive
survival kit packed with quality
items and which is designed tested
and made in WA for our Australian
outback conditions.

Verbal Judo

E0392

Course Description

To provide participants with skills
and knowledge of Tactical
Communication to enhance their
safety and professionalism and
enable them to adopt a formatted
system when meeting
resistance/dealing with difficult
people under pressure by using
specific learned patterns of
behaviour.

The principles and tactics taught
can enable participants to redirect
hostile people, diffuse potentially
dangerous situations, and perform
professionally under all conditions.

Verbal Judo provides a system that
allows Departments and Managers
to clearly define how their staff are
trained professionally to meet and
greet people, and how their staff
respond when they meet
resistance.

Format

A two-day Course

Methodology

The program teaches the art of
delivery and is based on
presentation, demonstration,
enactment, case study, and
activity.

Participants are required to take
written notes and also demonstrate
their understanding of the main
tactics by completing a written
examination and role playing
activities.

Key Subject Areas

- Redefining the Profession of
law enforcement and its
central goal.
- The mindset required to
skilfully read people, and the
art of handling verbal abuse.
- The difference between words
vs meanings.
- The power of delivery style.
- The 'Five Step' pattern of
behaviour - how to deal with
verbal resistance
professionally under any
condition.
- The 'Tactical Eight Steps' -
when approaching/contacting
people.
- S.A.F.E.R. -The five times
when words fail.

Who Should Attend

All staff who deal with the public
can benefit from the training,
however field staff and line
supervisors are the main focus.

Verbal Judo was created and
tested by front line officers to
increase their safety and
professionalism, and reduce
complaint and liability issues, as
well as stress.

Course Custodian

Will King - Australasian Director –
Verbal Judo Australia (sole
provider throughout Australasia)

Contact

Dwellingup Training Centre
Department of Conservation and
Land Management
Acacia Road, Dwellingup, 6213
Ph: (08) 9538 1200
Fax: (08) 9538 1244

Dates

No dates have been scheduled for
this course. Staff should express
an interest through their
supervisors and managers who
should attempt to coordinate staff
attendance to obtain the maximum
cost benefit.

Courses may be organised by
emailing Will King at
will@verbaljudo.com.au detailing
your name, business/work unit, and
location.

Will can also be contacted by
phone on 08 9294 4881.
For further information you may
wish to visit the website
www.verbaljudo.com.au

Cost

Verbal Judo tactical communication
course fees are charged at a daily
rate.

Costs for a 2 day course are
\$5,500, (\$500 GST included), plus
expenses if applicable.
(Expenses include necessary
travel-meals/accommodation
costs).

Participant numbers for the two-day
course are restricted to 25 due to
time constraints for examinations
and role playing exercises.

ChemCert WA Contract Applicators' Course - Forestry

E1274

**This course is recognised in
Western Australia and delivered
by an external provider.**

Course Description

This course provides the
participants with the necessary
knowledge and practical
experience to operate as a spray
contractor and has a particular
focus on the needs of those
spraying in forestry situations. It is
a pre-requisite for the Full Pest
Control Operator's Licence issued
by the Health Department of WA.

Methodology

Course participants are involved in
classroom theory sessions and
group discussions with a range of
specialist lecturers, there is a
substantial practical component to
the course, and assessment
includes three 'closed-book' theory
tests and an interview-style
examination.

Format

This course is a 4½ day live-in
programme that can be delivered in
site.

Key Subject Areas

- Understanding the label.
- Insect pests and plant diseases.
- Fungicides, insecticides, and herbicides.
- Legislation and WA Health Department Requirements.
- Spraying techniques and practical demonstrations.
- Legal aspects of contract spraying.

- Personal protection.
- Storage and disposal of pesticides.

Who should attend

This course is designed for all Departmental personnel working with or around chemicals used in agriculture. In particular, it focuses on forestry spray contractors.

Course Custodian

For further enquires or expressions of interest, contact Terry O'Beirne, ChemCert WA, ph/fax: 9341 5325

Contact

Dwellingup Training Centre
Department of Conservation and Land Management
Acacia Road, Dwellingup, 6213
Ph. (08) 9538 1200
Fax (08) 9538 1244

Dates

To be announced

Cost

The course costs approximately \$1450 (inc. GST) including comprehensive manual, assessment, individual tuition as required, four night's accommodation, and all meals provided during the course.

Introduction to ArcView

10362

Course Description

This course provides an introduction to ArcView and GIS as used in CALM.

Format

2 days

Methodology

It is a combination of demonstrations, theory and self paced exercises for the first 1.5-2 days.

The last half of the second day is dedicated to project work or for those attendees that haven't finished the exercises they are welcome to continue on with the exercises.

Key Subject Areas

1. General ArcView (Views & Tables)
 - Getting started.
 - Working with views.
 - Introduction to tables.
 - Making selections & building queries.
2. ArcView in CALM
 - Introducing CALM's Data & Tools.
 - Coordinate systems & Projections.
 - Creating a map with the CALM Map Production Tool.
 - The CALM Cadastre Tool.
 - CALM's Fire Graphics Toolbox.
 - Capturing Data (Heads Up/GPS).
3. Advanced ArcView
 - Working with tables.
 - Creating a map without the Map Production Tool.
 - Images.
 - Analysing spatial relationships.
 - Geoprocessing.
 - Extras.

Who Should Attend

There are no pre-requisites to the ArcView course although some

knowledge of computers is desirable

Course Custodian

GIS Section

Nathan Eaton - CALM

Email: nathane@calm.wa.gov.au

Phone: (08) 9334 0158

Fax: (08) 9334 0357

Dates

No dates have been scheduled as yet, courses are usually run on a monthly basis. If numbers are sufficient courses can be conducted in Regions and Districts.

Cost

The course costs \$100 to attend and an extra \$100 if the attendee is unable to provide a laptop/computer and needs to hire one.

Apply Tree Jacking Techniques

E1200

Course Description

This unit describes the work involved in applying treejacking felling techniques in forest conditions.

Format

4 – 5 day course

Methodology

3 hour theory session in a classroom situation followed by demonstrations, controlled learning, practice and assessment in the field

Tree jacking is a two-person operation.

Key Subject Areas

Occupational Health and Safety regulations, policies and procedures

- Establish communication systems.
- Determining lifting capacity.
- Accessing, planning conditions and surroundings.
- Fall trees using jacks.
- Maintain jacks.

Who Should Attend

Treejacking is a two-person operation.

Pre-requisite: Advanced Fallers Qualifications

Course Custodian

Brian Smith

Ph: 9538 1078

Fax: 9538 1203

Mobile: 0427 195 463

Dates

No dates have been scheduled for this course. Courses will be conducted on request (minimum of 2 people required).

Cost

\$2,500 / course (\$1,250 / person)

Harvest Trees Manually Level I (basic fallers course)

E1245

Course Description

This unit describes the works involved in the preparation, planning and the manual chainsaw harvesting (falling) of trees at the BASIC level.

Trees of any species that are sound and not prone to twisting and splitting.

Diameter not more than 50cm at position of scarf cut and height not more than 20 metres.

This course is based on the National Competency Standards FPIH 2003A – aligned to Certificate II.

Format

3 day course – includes assessment

Methodology

Courses involves completion of 3 hours theory in a classroom followed by demonstration by the trainers, then controlled learning, practice and assessment in the field.

Trainees would be expected to fall about 30-40 trees each, under full supervision, during this course.

Key Subject Areas

- Occupational, Health and Safety Regulations and Codes.
- Chainsaw handling and maintenance.
- Falling equipment.
- Tree assessment.
- Environmental and other legal protection measures.
- Hazard identification.
- Felling techniques and methods.
- Directional falling.
- Cross cutting and de-limbing.

Who Should Attend

Tree felling can be very dangerous. No one should fall a tree without proper training and certification.

Prerequisites:

- Physically fit.
- Chainsaw operation qualification.

Course Custodian

Brian Smith
Ph: 9538 1078
Fax: 9538 1203
Mobile: 0427 195 463

Dates

No dates have been scheduled for this course. Will be provided on request.

(Minimum of 2 required).

Cost

\$725 / person

Harvest Trees Manually Level II (intermediate fallers course)

E1255

Course Description

This unit describes the work involved in the preparation, planning and manual chainsaw harvesting (falling) of trees at the INTERMEDIATE level.

- Trees of any species
- Diameter not more than 80cm at position of scarf cut
- Height not more than 40 metres.

This course is based on the National Competency Standards FPIH 3020A – aligned to Certificate III.

Format

Four-day course – includes assessment

Methodology

Course involves completion of 3 hours theory in a classroom situation followed by demonstration, then controlled

learning, practice and finally assessments in the field. Trainees are expected to fall about 25 trees under supervision – using fan, sectional and strap cuts.

Key Subject Areas

- Occupational Health and Safety regulations and codes.
- Chainsaw handling and maintenance.
- Falling equipment.
- Tree assessment.
- Environmental and other legal protection measures.
- Hazard identification.
- Falling techniques and methods.
- Directional falling.
- Cross cutting, de-limbing.

Who Should Attend

Those who intend to fall trees greater than 50cm in diameter – (up to 80 cm diameter).

This course is a pre-requisite for the Advanced Fallers Course.

Pre-requisite:

- Physically fit.
- Chainsaw operation qualifications.
- Basic faller (optional).

Course Custodian

Brian Smith
Ph: 9538 1078
Fax: 9538 1203
Mobile: 0427 195 463

Dates

No dates have been scheduled for this course.

Courses will be conducted on request (minimum of 2 people required).

Cost

\$950 / person

Harvest Trees Manually Level III (advanced fallers course)

E1273

Course Description

This unit describes the work involved in the preparation, planning and manual chainsaw harvesting (falling) of trees at the ADVANCED level.

Trees of any size, species and condition which can be safely fallen including multi-legged, hollowbutts, double leaders, very large trees, heavy leaning trees ie hazardous but not dangerous.

This course is based on the national Competency Standards FPIH 3041A – aligned to Certificate III.

Format

4 – 5 day course – includes assessment

Methodology

Half day of theory (includes revision of Intermediate level) followed by demonstration, controlled learning, practice and assessments. Trainees will be expected to fall about 20 trees.

Key Subject Areas

- Occupational Health and Safety regulation and codes
- Chainsaw handling and maintenance
- Falling equipment
- Tree assessment
- Environmental and other legal protection measures

- Hazard identification
- Falling techniques and methods
- Directional falling
- Trim, de-limb and crosscut

Who Should Attend

Those that will be required to fall trees greater than 80cm diameter.
Those nominated to fall trees at fires.

Pre-requisite

- Physically fit
- Chainsaw operator
- Intermediate faller (preferably with considerable experience)

Course Custodian

Brian Smith

Ph: 9538 1078

Fax: 9538 1203

Mobile: 0427 195 463

Dates

No dates have been scheduled for this course. Courses will be conducted on request (minimum of 2 people required).

Cost

\$975 / person

Courses in Safety and Health

CALMSafe

IO608

Course Description

This program is designed to provide participants with the knowledge and skills required to enable them to build and apply sound practices in occupational safety and health, to actively participate in the Departmental Occupational Safety and Health programs and to assume responsibility for the safety and health of both their workmates and themselves.

This program covers a range of topics, including:

- Occupational safety and health provisions and structures in the workplace.
- The risk management process.
- Procedures for dealing with occupational safety and health issues.

Format

CALMSafe is a one-day training programme but may be conducted over two half days depending on local requirements.

Methodology

The programme is based on lecture style presentation, group discussion, syndicate exercises and activities. Programme participants are encouraged to actively participate through the

process of questioning and relating and sharing their own experiences.

Key Subject Areas

The CALMSafe programme addresses a range of key subjects, including:

- Legislation – Occupational Safety and Health Act 1984 (particularly Duty of Care).
- Departmental Occupational Safety and Health Policy.
- Workers compensation and injury management.
- Staff Counselling (Peer Support and Employee Assistance Programme).
- Drug and Alcohol Policy.
- Risk Management - Hazard identification, risk assessment, risk control and safe work procedures .
- Hazard and incident reporting procedures and incident analysis .
- Issue resolution.

Who should attend

The CALMSafe programme is suited to all Department of Conservation and Land Management employees, especially those new to the organisation, those with some supervisory responsibility and those wishing to ensure currency of knowledge, practices and responsibilities.

Course Custodian

Contact Richard McAlinden
Risk Management Section
Ph: 9334 0359
Email: richardmc@calm.wa.gov.au

Dates

To be advised

Cost

To be advised

Modules/ Units of Competency

- PUAOHS001A Follow Defined Occupational Health and Safety Policies and Procedures



Nationally Recognised Training

Health and Fitness

10104

Course Description

This course is designed to provide the participant with the knowledge and skills to:

- Describe the advantages of personal fitness.
- Identify the factors required in an effective exercise program.
- Identify and explain the effects on the human body of excessive alcohol intake, smoking and environmental stress.
- Identify a healthy lifestyle.

Format

This is a one-day course

Methodology

This course is comprised of lecture-style presentations, practical components and group work.

Key subject areas

The following topics will be addressed:

- Health and fitness
- Exercise programs
- Diet and nutrition
- Smoking
- Alcohol consumption
- Environmental stress
- Drug use

Who should attend

Any Departmental staff member, who is interested in maintaining a healthy lifestyle, or who is professionally involved in health and fitness within the Department.

Contact

Consultant for Corporate Health
Risk Management Section
Ph: 9334 0397

Venue

As required

Date

As required

Basic First Aid

E1238

This is a nationally recognised course delivered by an external provider.

Course Description

This course is designed to provide participants with the basic knowledge and skills required to conduct basic first aid in an emergency.

Format

2 hours

Methodology

This course is comprised of lecture-style presentations and a practical component

Who Should Attend

Max 12 participants

Contact

Corporate Health Officer/ Risk Management
Ph: 9334 0397

Dates

As required

Cost

\$50 per person

Senior First Aid**E1239**

This is a nationally recognised course delivered by an external provider.

Course Description

This course is designed to provide participants with the knowledge and skills required to conduct senior first aid in an emergency.

Format

2 days, Max 12 participants

Methodology

This course consists of lecture-style presentations and a practical component

Who Should Attend

Those who need full First Aid qualifications

Contact

Corporate Health Officer/ Risk Management
Ph: 9334 0397

Dates

As required

Cost

\$100

Occupational Health and Safety Management**10658****Course Description**

The purpose of this course is to provide the participant with the knowledge and skills to co-ordinate occupational safety and health matters, and to develop occupational safety and health programs.

Format

This course is likely to run for a total of 3 days

Methodology

The delivery of this module will incorporate a range of instructional strategies, using on the job examples as appropriate and including a range of activities.

Key subject areas

The following subject areas will be addressed:

- The planning process.
- Human resource planning.
- Legislation.
- Equal employment opportunity.
- Occupational safety and health courses including risk assessment and control.
- Rehabilitation.
- Grievance and appeal process.

Who should attend

This course is designed for managers and those with overall

responsibility for occupational safety and health within the work area.

Course Custodian

Richard McAlinden – Consultant Occupational Safety and Health. Richard can be contacted on mobile telephone 0428 334 396 or e-mail richardmc@calm.wa.gov.au

Date

No dates have been scheduled for this course. Expressions of interest should be sent to the Risk Management Section 9334 0396 so a course can be coordinated.

Cost

To be advised

Visitor Risk Management

10605

Course Description

The purpose of this training module is to provide the participant with the necessary knowledge and skills to honour the Department's Visitor Risk Management 'duty of care' through the implementation of the Department's policy and procedures in accordance with legislation.

Format

2 and a half day training course
In course theory assessment

Post Course Practical assignment:

- Conduct a risk assessment in your District.

Methodology

The delivery of this course should incorporate a range of teaching strategies; using examples relevant

to the organisation, and where appropriate include as many activities as possible/appropriate.

Strategies may include:

- Lecture presentations.
- Audio visuals.
- Group work.
- Brainstorming sessions.
- On-site training and experimental learning.

Key subject areas

- Why manage visitor risks.
- The Department's VRM policy.
- Occupiers Liability Act.
- Duty of care.
- VRM hazard management process.
- Incident response.

Who should attend

Any staff member who is co-ordinating or supervising the supply of visitor services to members of the public.

Participants are required to have the endorsement of their managers and will be expected to work with the local staff member responsible for 'Visitor Risk Management' in their work area.

Course Custodian

Corporate Health Officer
Risk Management Section on
Ph: 9334 0397

Dates

There are no dates currently scheduled for this course.

To express an interest, please contact Risk Management Section on 9334 0396

Cost
To be advised

Modules/ Units of Competency

- RTC3201A Conduct operational inspection of park facilities



Nationally Recognised Training

Occupational Health and Safety Representatives

E0535

This is a nationally recognised course delivered by an external provider.

Course Description

Five-day training for elected safety and health representatives provided by external organisations, such as IFAP, TLC.

Contact

Contact Richard McAlinden
Risk Management Section
Ph: 9334 0359
Email: richardmc@calm.wa.gov.au

Venue
Various

Date
As required

Cost
\$595

ChemCert WA Farm Chemical Users Training E1272

This is a nationally recognised course delivered by an external provider.

Course Description

All Departmental staff dealing with pesticides will receive essential training in all aspects of chemical use with particular emphasis on a risk management approach to the use of pesticides in pest management, to identify hazards in chemical use and put in place appropriate risk controls.

There is emphasis on pest resistance to chemicals, sustainable environmental practices, the health of chemical users and the public, the importance of establishing practical procedures for chemical use tasks and compliance with regulatory requirements and record keeping.

ChemCert WA offers a Basic Course and a Re-accreditation Course. Re-accreditation is recommended after 5 years, to maintain ChemCert accreditation.

Minimum course numbers of 13; maximum 20.

Qualification

Training and assessment provided in this course is based on competencies contained within Australian National Training Framework Training Packages.

Competencies addressed in this course are common to three training packages – Conservation and Land Management Training Package (RTD02), Rural

Production (RTE03) and Amenity Horticulture (RTF03). The Level 3 competencies addressed are:

- RTC 3704A Prepare and apply chemicals (Level 3)
 - RTC 3705A Transport, handle and store chemicals (Level 3)
- If participants demonstrate competency in RTC 3704A and RTC 3705A, ChemCert WA can establish through mapping that competencies RTC 1701A Follow basic chemical safety rules (Level 1), and RTC 2706A Apply chemicals under supervision (Level 2), are also covered.

Assessments completed during the course are designed to amass evidence of the participant's knowledge, skills and attitudes in relation to the competencies. These evidence-gathering techniques include written questionnaires, self assessment and structured activities.

Resource manual is a substantial on-farm reference and provides information on hazard identification and risk recognition and control. It has been developed from the experience of chemical users and introduces science and technology that builds upon that experience. Units of competency are clearly marked at the beginning of each chapter.

Competent participants receive a **Statement of Attainment** from Curtin University or the participating Registered Training Organisation and an identifying **ID card** from ChemCert WA. ChemCert certification is for 5 years.

Basic Course – 2 days (nominal 12 hours training and assessment)
Eligibility – open to anyone

Cost: \$365 per person or \$355 each for two or more people from the same organisation.

Re-accreditation Course – 1 day (nominal 8 hours training and assessment)

Eligibility – open to those people who have completed a ChemCert Basic Course

Cost: \$250 per person or \$240 each for two or more people from the same organisation.

The Re-accreditation course covers new information and requirements that have occurred in the intervening 5 years in the areas of environmental, personal and occupational health and safety, legislation, spraying and calibration techniques and resistance to chemicals.

Course Custodian

For further enquires or expressions of interest, contact Terry O'Beirne, ChemCert WA, ph/fax: 9341 5325

Contact

Dwellingup Training Centre
Department of Conservation and Land Management
Acacia Road, Dwellingup, 6213
Ph. (08) 9538 1200
Fax (08) 9538 1244

Venue

As Required

Date

As Required

1080 Authorisation – Use and Possession

10367

Course Description

This course will provide information to allow Departmental personnel to

be authorised to use and possess registered 1080 pesticides. Successful completion of this course is a pre-requisite for authorisation to use and possess 1080 pesticides.

Format

One and a half day training course

Methodology

The course is based on a series of lectures addressing the legal requirements of using 1080 pesticides, the safe and effective use of 1080 pesticides and the administrative requirements for using 1080 pesticides.

Work place assessments can be undertaken (by arrangement) to authorise participants to use particular 1080 pesticide products.

Key Subject Areas

- Legal requirements for the use and possession of 1080.
- The safe use of 1080 including first-aid practices.
- The strategies for using 1080 pesticides to minimise the risk posed to non-target species.
- Departmental policy and procedures for using 1080 pesticides.

Who Should Attend

All Departmental personnel that are required to use and/or possess 1080 pesticides as part of their work.

This includes people using 1080 pesticides for feral animal control, people using 1080 as part of research projects and people who handle or transport 1080 pesticides.

Departmental personnel that are responsible for pest animal control operations, but may not actually use 1080 pesticides, should also attend.

Course Custodian

John Asher
johna@calm.wa.gov.au
Ph: 9725 5951

Dates

As required

Cost

\$50.00

1080 Authorisation – Risk Assessment and Approval

10399

Course Description

This course will allow Departmental personnel to be authorised to undertake risk assessments and to approve the use and possession by others of registered 1080 pesticides.

Successful completion of this course is a requirement for authorisation to undertake risk assessments and the use and possession of 1080 pesticides.

As a pre-requisite for this course, participants must have successfully completed the 1080 Authorisation – Use and Possession course.

Format

A half-day training course. It is usual to undertake this course at the same time as the 1080 Authorisation – Use and Possession course.

Methodology

This program is based on a series of lectures addressing the legal requirements for risk assessment and approval.

Participants will undertake a number of practical exercises in risk assessment and approval to attain competency.

Key Subject Areas

- Legal requirements for risk assessment and approval.
- The process for risk assessment and approval.

Who Should Attend

All Departmental personnel that are required to undertake risk assessments of 1080 baiting proposals and who authorise applicants to use and possess 1080 pesticides. In most instances this will be the responsibility of the District Nature Conservation Officer.

Course Custodian

John Asher
johna@calm.wa.gov.au
Ph: 9725 5951

Dates

As required

Cost

\$50.00

(inclusive with the cost of the 1080 Authorisation - Use and Possession course)

Courses in Nature Conservation

Flora Management Course

10618

Course Description

The Flora Management Training Course is designed to provide participants with the knowledge and skills to enable them to identify and manage Declared Rare and Priority Flora, particularly in the South West Botanical Province of Western Australia.

Format

Flora management is a live-in, five-day course.

Methodology

The program consists of various lecture presentations, case studies, and relevant field trips. Participants are encouraged to actively participate in the questioning process throughout presentations and by completing field activities.

Key Subject Areas

The Flora Management Training Course addresses a range of key subjects, including:

- Western Australia's flora origins, endemism, rarity and conservation.
- Ecology genetics.
- Wildlife Branch and threatened flora conservation.
- Landscapes and ecological communities.
- Ex-situ seed conservation.
- Translocations.

- Plant disease diagnosis and management.
- Field surveying and monitoring.
- Plant identification.

Who Should Attend

The Flora Management Training Course is suited to all Departmental personnel, especially those new to the organisation.

Course Custodian

Beth McKernan

Ph: 9538 1200

Email: bethmc@calm.wa.gov.au

Dates

Spring 2004 (Exact dates to be advised).

Cost

To be advised

Fauna Management

10376

Course Description

The program is designed to provide participants with an appreciation of fauna management and the competence required to plan and implement operational fauna management programs.

Format

Five day live-in course held at Perup Forest Ecology Centre.

Methodology

The course program is intensive and is split into field and classroom sessions. The field sessions are

based on participation in fauna surveys, including trapping and spotlighting.

Participants are encouraged to question, assist each other and get as much hands-on experience as time permits. The classroom sessions are largely based on presentation with some case studies, discussion and activity. Assessment includes a pre-course assignment and a written open-book test at the conclusion of the 5-day program.

Key Subject Areas

Our responsibilities and obligations in fauna management from legislation to Departmental policy (covered in a pre-course assignment). Conservation status of WA fauna – the categories and criteria, listings and management priorities, Recovery Plans. Why is fauna under threat? - disturbance ecology and identification and management of threatening processes. Ecology and management requirements of WA fauna. Bringing this information together – developing fauna management plans. Implementing fauna management strategies – animal ethics, fauna survey techniques and data management, translocations. Managing and interacting with media. Management of 'problem' fauna.

Who Should Attend

Any person who is participating, or is interested in participating, in fauna management activities. Priorities are given to Departmental personnel involved in implementing *Western Shield* fauna monitoring and translocation programs.

Course Custodian

Peter Orell,
Wildlife Branch, Kensington
Ph: 9334 0454
Email: petero@calm.wa.gov.au

Dates

No dates have been scheduled for this course but it is usually held in late October / early November. Contact Peter Orell for further information.

Cost

\$350 for Departmental personnel and volunteers, \$650 for external participants. These costs may be reviewed and subject to change.

Working with Venomous Snakes

E1254

Course Description

A practical training course to enable participants to become proficient in understanding snake behaviour, identifying hazardous situations and developing skills in catching and containing Australian venomous snakes.

Format

Generally offered as a three day intensive course, although a one day abbreviated course is available. Note that the one day course does not cover the same detail as the intensive course. Shorter Snake Awareness seminars are also available (no "hands-on" component). Live venomous snakes are used in all training courses and seminars.

Methodology

Combination of theory and practical.

Theoretical components enable participants to understand:

- Implications of coming into contact with venomous snakes.
- Snake biology and ecology in the relevant region of Australia.
- Importance of temperature as it affects snakes.
- Snake hazard management in the workplace.
- Importance of protective clothing as relating to OH&S.
- Current first aid and medical management for snake bite.

Practical components include:

- Developing skills in the use of purpose-made tools for catching, restraining or containing venomous snakes.
- Interpretation of snake behaviour when humans and venomous snakes interact.
- Identification of medically significant snakes in relevant region of Australia.

A certificate is issued to participants (after payment of course)

Key Subject Areas

- Objectives of course.
- Medical reasons for avoiding venomous snakes.
- Introduction to snakes.
- Snake "handling" and health risks.
- Rules for contact with venomous snakes.
- Interpretation of snake behaviour.
- First aid for snake bite (Introductory exercise).

- Identification of venomous snakes.
- Introduction to snake biology.
- Snake hazards and risk management.
- Elapid snake biology.
- Restraint of venomous snakes.
- Euthanasia of reptiles.
- Effects of snake bite first aid and medical management of snake bite.

Who should attend?

All CALM staff working outside/in the field where there is the potential for contact with venomous snakes

Course Custodian

Geoff Coombe

Wildlife & Training Consultant,
Living with Wildlife

Email:

gncoombe@picknowl.com.au

Phone: 08 85247050

Fax: 08 85247046

Mobile: 0408838034

Internet:

www.livingwithwildlife.com.au

Contact

Dwellingup Training Centre

Department of Conservation and
Land Management

Acacia Road, Dwellingup, 6213

Ph: (08) 9538 1200

Fax: (08) 9538 1244

Dates

As required. Courses/seminars conducted anytime depending on availability

Costs

Three day course cost (min 10, max 16 participants) is \$3500 + GST.

One day course cost (min 10, max 16 participants) is \$1400 + GST.

Seminar cost (min 10, max 25) is \$1400 +GST.

A per person rate does not normally apply to any course or seminar.

Conservation of Altered Landscapes

E1186

This is a nationally recognised course delivered by an external provider.

Course Description

A five-day short course for Departmental staff involved in providing conservation advice and extension in WA.

The course aims to provide a conceptual framework for conservation in altered landscapes and mechanisms for using this in practical on-ground situations.

The course covers a range of issues for which there are no hard and fast answers, but aims to provide a better understanding of the issues and to point to potential approaches for dealing with them.

Course participants are first introduced to the ideas of ecosystem and landscape management, which are then related to concrete examples.

The particular issues facing conservation managers in the Southwest are discussed, and relevant goals and approaches are examined.

Policy issues and the importance of social processes are highlighted, and the relevance of values and perceptions discussed. Finally,

effective communication is presented as an important conservation tool.

Format

Five-day residential program

Methodology

The course contains a mixture of field, lecture, workshop and practical material.

All background literature and presentation material will be provided as part of the course.

Key Subject Areas

- Ecosystem and landscape management issues.
- Management and restoration in practice.
- Social, biological, economic and political factors involved in landscape management and restoration.
- Interdisciplinarity.
- Models applied in landscape management.
- Effective communication.

Who Should Attend

Any staff member who has a role in or seeks to understand more about landscape management in altered landscapes.

Course Custodian

Professor Richard Hobbs, Murdoch University

Contact

Peter Hill
Learning Programs Consultant
CALM Training Centre
Dwellingup, 6213
Ph: 9538 1200 Fax: 9538 1244
Email: peterhi@calm.wa.gov.au

Dates

TBA

Cost
\$800

***Phytophthora cinnamomi*
Disease Management
Course**

I0604

Course Description

You will learn the history and biology of the highly destructive introduced plant pathogen and how to plan for, manage and monitor outcomes for the protection of biological diversity in the vulnerable zones of the south west of Western Australia.

Format

A one and a half day workshop.

Methodology

The workshop involves presentations, discussions, field inspections, assessments and the preparation by participants of a management plan for a vulnerable area.

Key Subject Areas

- The pathogen;
- Its biology;
- Epidemiology;
- Impacts on biological diversity;
- The assessment of disease risk and management planning, and ;
- Implementation processes.

Who should attend

All staff involved with land management activities within the zone that extends from Mt Lesueur to Esperance.

Course Custodian

Kevin Vear, Kensington.
Ph: 9474 7044

Email: kevinve@calm.wa.gov.au
Peter Blankendaal, Bunbury

Dates

July (Often held in conjunction with Graduate Recruit Training Program) or on application with a minimum of 8 participants required.

Venue

Training Centre, Dwellingup.
Elsewhere in Western Australia if a pre-course payment for eight or more participants is received.

Cost

\$250 per participant, includes a copy of the Manual of Management Guidelines, information booklets and course notes.

**Introduction to the
detection, diagnosis and
mapping of disease in
native plants caused by
*Phytophthora cinnamomi***

I0611

Course Description

This course is designed as an introduction to knowledge, skills and techniques required for detecting, interpreting symptoms and mapping of disease caused by the plant pathogen *Phytophthora cinnamomi*. Successful participants in this course will be able to effectively assist experienced Interpreters to interpret disease presence or absence in a range of vegetation types.

It is the first step in attaining accreditation as a qualified Disease Hygiene Officer for working on land managed by the Department of Conservation and Land Management.

Format

A three day theory and practical course. Approximately 60% of the course is conducted in the field.

Methodology

The programme consists of class lectures and field excursions. Experienced Disease Hygiene Officers will conduct the lectures and take candidates to *Phytophthora* sites of interest. Written assessment will be done after lecture sessions. Practical exercises will be assessed in the field.

Key Subject Areas

- *Phytophthora cinnamomi* biology, symptomology,
- interpretation methods and equipment,
- demarcation and mapping.

Who Should Attend

People who wish to attain qualifications as a Departmental Disease Hygiene Officer, or others who need an introductory understanding of the Pc Interpretation process.

Course Custodian

Peter Blankendaal

Ph : 97 255954

Fax : 97 254134

Mobile : 0419 197 833

Email: peterbl@calm.wa.gov.au

Dates

No dates have been scheduled. Courses will be conducted on request (minimum of 6 people required).

Cost

\$600 per person (internal CALM cost)

Price on application for external applicants

***Phytophthora cinnamomi*
Hygiene Course for Local
Government
Authorities****I0614****Course Description**

This is a program tailored to the need of local government and the circumstances in which their work crews generally operate.

You will learn the history and biology of the highly destructive introduced pathogen of Western Australia's native plants and as an operator of vehicles and machinery, you will learn how you can help protect native plants and animals in the vulnerable zones of the south west of Western Australia.

Format

This course is delivered in three-hour workshop.

Methodology

The workshop involves presentations, discussions, action learning and assessments.

Key Subject Areas

- The pathogen;
- Its biology;
- Impact on biological diversity, and;
- Actions required by field operators to protect native plants and animals, including effective vehicle and machinery cleaning.

Who Should Attend

All local government staff and contractors who operate vehicles

and machines adjacent to bushland or roadside vegetation within the zone that extends from Eneabba to Esperance.

Course Custodian

Kevin Vear, Kensington
Ph: 9474 7044
Email: kevinve@calm.wa.gov.au

Dates

To be determined.

Venue

Anywhere in Western Australia if a pre-course payment for eight or more participants is received.

Cost

\$50 per participant, includes a copy of *Managing Phytophthora Dieback – Guidelines for Local Government*, information booklets and course notes. For remote locations facilitator travel expenses may need to be recouped.

Phytophthora cinnamomi

Field Operators

Course

10609

Course Description

You will learn the history and biology of the highly destructive introduced pathogen of Western Australia's native plants and as an operator of vehicles and machines how you can help protect native plants and animals in the vulnerable zones of the south west of Western Australia.

Format

This course is delivered in two hour workshop.

Methodology

The workshop involves presentations, discussions and assessments.

Key Subject Areas

- The pathogen
- Its biology
- Impact on biological diversity; and Actions required by field operators to protect native plants and animals.

Who Should Attend

All staff and contractors who operate vehicles and machinery in native vegetation within the zone that extends from Eneabba to Esperance.

Contact

Kevin Vear
Ph: 9474 7044
Email: kevinve@calm.wa.gov.au

Course Custodian

Kevin Vear, Kensington; Peter Blankendaal, Bunbury.
Bill Towie, FPC

Dates

To be determined

Venue

Anywhere in Western Australia if a pre-course payment for eight or more participants is received.

Cost

\$50 per participant includes a copy of the Manual of Management Guidelines, information booklets and course notes.

For remote locations, facilitator travel expenses may need to be recouped.

Wetland Management

E1231

This is a nationally recognised course delivered by an external provider.

Course Description

This course aims to provide practical experience in wetland management, monitoring and assessment based on sound ecological theory.

Format

The course contains a mixture of lecture, workshop and practical material. All background literature and presentation material will be provided as part of the course.

Methodology

This course consists of a series of lectures, field work and laboratory work.

To optimise comprehension, absorption and relevance of new concepts in all lectures, each module is split up into four components:

- 30 minutes of lecture presentations.
- 5 minutes of relevance to fieldwork and management followed by setting questions for consideration.
- 10 minutes of individual review of material presented in relation to questions and personal relevance to their work within the Department.
- 10 minutes discussion and answering queries.

There will also be 5 minutes allocated to a resting break.

The practical component of the course is designed to make participants conversant with the procedures and knowledge required for wetland assessment and management.

It includes aspects of planning, scientific method, information gathering, field procedures, equipment use, laboratory techniques, statistics, analysis of data, critical evaluation and interpretation, management strategies and report writing.

Key Subject Areas

- Aspects of wetland ecology (biological, chemical and physical).
- Sampling techniques.
- Biological survey and species identification.
- Laboratory techniques.
- Wetland analysis based on measurements.
- Wetland management techniques and monitoring.
- Scientific report writing.

Who Should Attend

This course is suitable for all Departmental staff expecting to carry out projects involving wetland management.

Course Custodian

The course will be jointly co-ordinated by Associate Professor Jenny Davis and Dr Jane Chambers.

They will be responsible for the preparation of course materials and will run both the theoretical and practical components of the course. Input from Departmental staff is also anticipated particularly with regard to field sampling and management issues.

Contact

Peter Hill on 9538 1200 or via email peterhi@calm.wa.gov.au

Dates

TBA

Cost

TBA

**Rangeland Management
E1247**

This is a nationally recognised course delivered by an external provider.

This course is currently being developed. Delivery is intended for 2005 at a date to be advised.

Key Subject Areas

Topics to be covered in this course will include:

- Ecological characteristics of rangelands
- Impacts of grazing animals
- Range management principles and concepts
- Management implications
- Rangeland assessment and monitoring

Contact

For further information contact Peter Hill on 9538 1200 or via email at; peterhi@calm.wa.gov.au

**Managing Weeds in
Bushland
10688****Course Description**

This course is developed in order to provide participants with the skills and knowledge required to successfully develop and

implement a weed management strategy.

Format

This is a live-in 5-day course. Location is to be advised at a later date.

Methodology

Delivery of this course involves lecture-style presentations, group activities, practical exercises and field excursions. Theory and practical assessments will be undertaken by participants throughout the week.

Key Subject Areas

The following topics will be addressed:

- Environmental weed identification.
- Weed management.
- Mapping and the distribution of weeds.
- Herbicide use and application in bushland.
- Monitoring control methods.

Who Should Attend

Departmental staff undertaking nature conservation roles or who are otherwise involved in weed management duties should attend this course.

Course Custodian

TBA

Contact

For further information contact:

Laura Sinclair
Department of Conservation and Land Management
Dwellingup, 6213
Ph: 9538 1200
Email: lauras@calm.wa.gov.au

Dates

TBA

Cost

TBA

- RTC3401A Control weeds



Nationally Recognised Training

Courses in Marine Qualifications

Open Water Diver

E0895

This is a nationally recognised course delivered by an external provider.

Course Description

This course is intended for Departmental personnel who are required to use compressed air in underwater operations. Participants must have a current medical clearance and provide their own diving equipment including scuba.

Format

This is a five-day course with 50% of the time spent covering theory, and the remaining time is spent in either an aquatic centre or open water.

Methodology

This course emphasises safe diving practices in all facets of basic dive training. Including scuba hardware, diving physics, environmental factors and emergency response.

Key Subject Areas

- Watermanship Assessment.
- Buoyancy.
- Absolute Pressures.
- Equalisation.
- Diving Equipment.
- Environmental Factors.
- Beach and Boat Diving.
- Emergency Responses and Compressed Air Diving Activities.

Who Should Attend

Departmental personnel who will be required to undertake compressed air activities at depth.

Course Custodian

Alan Byrne
Manager Learning and Development
Training Centre Dwellingup
Phone: 95381200
Fax: 95381244
Email: alanby@calm.wa.gov.au

Dates

As required.

Cost

N/A

Rescue Diver

E0893

This is a nationally recognised course delivered by an external provider.

Course Description

This course is intended for all Departmental personnel involved in under water operations using compressed air, or those likely to be involved in diver rescue in coastal areas. Pre-requisites for this course are to have a current first aid certificate listed on the Department's diver registration and have current medical clearance.

Format

This is a four-day course with one and a half days dedicated to theory and the remainder spent with in-water activities.

Methodology

This course emphasises role-playing scenarios that include a wide range of diving maladies from tired diver to the management of unconscious divers at depth.

Key Subject Areas

- Oxygen administration during CPR;
- Tired diver;
- Panicked diver;
- Unconscious on the surface/below surface diver;
- Out of air situations;
- Cramped diver;
- Injured diver, and
- Entangled diver.

Who Should Attend

Certified open water divers who are required to operate as Category B divers on the Department's dive register.

Course Custodian

Alan Byrne
Manager Learning and Development
Training Centre Dwellingup
Phone: 95381200
Fax: 95381244
Email: alanby@calm.wa.gov.au

Dates

As required.

Cost

N/A

Coxswains Certificate

E0075

This is a nationally recognised course delivered by an external provider.

Course Description

This course is designed for a Master of a vessel less than 10m in length for inshore operations within 15 nautical miles.

Format

Completion of an eye test, 360 days recreational sea service supported by an independent statutory declaration or 260 days commercial sea service logged in a sea service booklet and signed by the skipper or owner of the vessel. Completion of the marine operator's certificate, completion of elements of shipboard safety and completion of senior first aid course.

Methodology

This course is available via external study mode at the Maritime Campus, Challenger TAFE Fremantle.

Key Subject Areas

- Marine Radio Operations;
- Shipboard safety;
- Nautical knowledge;
- Marine Engineers, and
- Senior First Aid.

Who Should Attend

All Departmental officers who are required to operate vessels less than 10m in length at a range of no greater than 15 nautical miles from safe port.

Contact

Alan Byrne
Manager Learning and Development
Training Centre Dwellingup
Phone: 95381200

Fax: 95381244
Email: alanby@calm.wa.gov.au

Dates
As required.

Cost
N/A.

**Small Vessel Handling-
Proficiency**
E0079

This is a nationally recognised course delivered by an external provider.

Course Description

The aim of this course is to teach the skills and knowledge to operate small vessels, less than 8m, safely and efficiently on closed and open waters not exceeding 5 nautical miles off shore.

Format

Five day course covers the theory of safe boating operations, with emphasis on practical boat handling operations.

Methodology

Participants will be given every opportunity to demonstrate safe boating activities under the supervision of qualified instructors. The course covers all the competencies of the internationally endorsed TL-3 course.

Key Subject Areas

- Skipper's responsibilities;
- Rules and regulations;
- Safety Equipment;
- Navigation (basic);
- Weather (boating information);
- Structure & Maintenance;
- Radio (Log On/Log Off);
- Boat handling Skills (Practical).

Who Should Attend

All Departmental personnel who are required to operate small craft in closed/open waters.

Contact

Alan Byrne
Manager Learning and Development
Training Centre Dwellingup
Phone: 95381200
Fax: 95381244
Email: alanby@calm.wa.gov.au

Dates
As required.

Cost
N/A.

Courses in Fire Management

Explanation of Fire Management Training and Assessment Systems

This year (2005) Fire Management Services (FMS) will complete its transition from a system of qualifications based on completion of training Modules to a system based on demonstration of competency Units in the workplace.

In this document both the Modular and the Unit based awards are listed for each course.

Modules have a format such as:

- Module 5.02 Incident Planning

Units have a different format:

- PUA FIR502A Develop Incident Control Strategies

Modules no longer carry national recognition, but will continue to be utilised by CALM FMS as the basis of much of our training. National recognition will only be provided for people who complete assessment in accordance with approved guidelines (see the Department's Training Procedures Manual). The Units and qualifications drawn upon in FMS are predominantly drawn from the Public Safety Training Package (PSTP), but other training packages are also accessed.

In the future prerequisites for training courses will be based on Units wherever applicable. In the meantime completion of the relevant training module and evidence of appropriate experience will be accepted.

Training is still based on the requirements for each role in firefighting, and this will not change with the change in qualifications structure.

Where Units of Competency do not cover the skills associated with a role covered by FMS training (particularly in respect to AIIMS roles) recognition of performance will be provided by other means, such as through the FMS Red Card process.

There will be opportunity for firefighters to receive national recognition for their skills and to be awarded qualifications even if they have not attended a firefighting training course. Their skills or competencies can be assessed in their workplace, simply by observing that they perform the work as required by the competency Unit standard.

There are a number of courses within the FMS training system that do not have any national qualification associated with them, for instance Resources Unit Management. Most of these are AIIMS ICS roles.

Recognition is presently restricted to CALM, but may be extended when and if national standards are developed for these roles.

Courses in Fire Management

Advanced Incident Leadership Program

10680

Description

The focus of this program is improving leadership, decision making and team management skills in emergency environments.

Expected Outcomes

Upon completion of this course, participants will be able:

- To identify and address or resolve the political, social and community issues that must be dealt with given a Level 3 incident.
 - To understand emotional intelligence and the normal social emotional competencies of leading and following.
 - To understand sense making and its failure in crisis situations.
 - To develop understanding of the nature of decision making in critical and emergency events.
 - To recognise the processes of decision making and to be able to select appropriate decision making strategies in critical and emergency events.
 - To understand and encourage behaviours that positively influence and avoid behaviours that negatively influence effective team development and performance.
 - To better manage the human aspects of communication in a high pressure environment.
- To develop a greater understanding of the different styles of communication.
 - To understand the risk management process in relation to emergency management.
 - To develop risk management plans for emergency incidents.
 - To explore the role of leadership during the transfer of control during emergency incident management.
 - To develop strategies for incorporating intra and interpersonal factors into crisis management.
 - To develop skills to recognise and avoid over-commitment to inappropriate or failing objectives and strategies.

Format

Three month self paced reading program and 5½ day residential course.

Methodology

This course is based on pre-course theoretical learning, case study exercises, presentations and execution of team tasks.

Key Subject Areas

- The context and environment of major incidents.
- Values, principles and beliefs.
- Decision making.
- Team development and support.
- Communicating in a high stress environment.
- Emergency risk management.

- Leadership in emergency situations.
- Managing the transfer of control and emergency incidents.
- Managing the escalation of commitment.

Who Should Attend

Incident management team members required to work at Level 3 incidents.

Pre requisites (the following training and experience or acceptable equivalent):

- Incident Controller, Planning Officer, or Operations Officer
- Extensive fire or other incident experience at a senior level

Course Custodian

David Rawet

Fire Management Services, Bunbury.

Ph: 972 5 5937

Email: davidr@calm.wa.gov.au

Locations and Dates

To be announced

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Incident Planning

I0123

Description

The purpose of this module is to provide the participant with the knowledge and skills to manage the planning functions at an incident.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Identify and evaluate data for a given scenario on incident status

and possible incident development.

- Prepare written and visual summaries for a given scenario.
- Describe and demonstrate the procedures for preparing information display boards and supervise the presentation and maintenance of information.
- Conduct, for a given scenario, an incident analysis and develop a control objective, strategies, and tactics for the incident.
- Detail and demonstrate the procedures for preparing incident control plans.
- Describe and, for a given scenario, demonstrate the procedures for managing the safety and performance of all personnel.
- Determine priorities in the resourcing of a range of incidents.
- Detail and for a given scenario, demonstrate the procedures for managing changeovers and transfer of control.
- Describe the requirements and process for the conduct of an operational analysis.

Format

5 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

The course consists of Module 5.02 – which covers:

- Agency standards for incident.
- Control planning.
- Material and equipment.
- Staffing and managing subordinate functions.
- Use of technology in information collection.

- Debriefing skills.
- Advanced objective and strategy.
- Development (incident analysis).
- Mapping techniques.
- Visual presentation techniques.
- Agency standards for reporting.
- Practical exercises.
- Advanced incident prediction.
- Standard operating procedures.

Who Should Attend

District, Regional and Departmental Duty Officers, persons wanting to perform the Planning Officer role at Level 2 or 3 incidents.

Prerequisites (the following training and experience or acceptable equivalent):

- Situation Unit Leader course;
- Fire Weather course;
- Module 4.04 – Incident Control System;
- Module 2.28 – Wildfire Behaviour 2;
- Module 2.29, Wildfire Suppression 2;
- Module 3.18 Wildfire Suppression 3;
- Moderate to extensive experience as Sector Commander.

Course Custodian

David Rawet, Fire Management Services, Bunbury.

Ph: 972 5 5937

Email: davidr@calm.wa.gov.au

Locations and Dates

August 1st – 5th 2005.

Geographe Bayview Resort, Busselton.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the

cost of presentation and training material development.

Module/Units of Competency

- Module 5.02 Incident Planning

- PUA502A Develop Incident Control Strategies



Nationally Recognised Training

Logistics Management

I0135

Description

The purpose of this module is to provide the participant with the knowledge and skills to manage the logistical arrangements at an incident.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Identify the role and describe the functions and management structure of the logistics section.
- Describe the interaction of the logistics section with other management sections, external organisations and suppliers at an incident.
- Describe and demonstrate the establishment of a logistics section at an incident.
- Describe and demonstrate, for a given scenario, the management of a logistics section.
- Manage, for a given scenario, the development of plans for the implementation of logistics functions.
- Describe and demonstrate, for a given scenario, the procedures

for the changeover and demobilisation of the logistics section.

Format

5 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Area

The course consists of Module 5.03 – which covers:

- The logistics function
- Structure of the logistics section
- Interaction with other incident control section and external organisations
- Establishment of logistics
- Management of subordinate functions
 - ◊ welfare
 - ◊ procurement and delivery of materials and supplies
 - ◊ facilities
 - ◊ financial arrangements
 - ◊ communications systems
- Development of plans for logistics
- Assessment and prediction of logistical requirements
- Changeover and demobilisation

Who Should Attend

Persons wanting to perform the Logistics Officer role at Level 2 or 3 incidents.

Prerequisites (the following training and experience or acceptable equivalent):

- Module 4.04 – Incident Control Systems
- Moderate experience in fire or logistics section roles

Course Custodian

David Rawet,
Fire Management Services, Bunbury.
Ph: 972 5 5937
Email: davidr@calm.wa.gov.au

Locations and Dates

February 28th – March 4th 2005.
Karratha – venue to be advised.

May 30th – June 3rd 2005.
Broadwater Resort Dunsborough.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Module/ Units of Competency

- Module 5.03 Logistics Management

Operational Management

I0122

Description

The purpose of this module is to provide the participant with the knowledge and skills to be able to manage the operational aspects of an incident.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Describe the process of appreciation of an incident, and, for a given scenario, establish objectives for its control.
- Describe and demonstrate the process for developing an operational control structure for a range of incidents.
- Explain the process for developing the objectives, strategies and tactics to meet the operational

management requirements and for a given incident, apply this process and select the most appropriate and cost effective strategy.

- Describe the process for communicating an objective and strategies to operational personnel, management and external stakeholders and apply these procedures to given scenarios.
- Describe and demonstrate the supervision of operational personnel at a range of incidents
- Describe and demonstrate how to establish and maintain an operational communications system and network.
- Describe and demonstrate the process for reviewing the allocation of resources at a range of incidents.
- Describe and demonstrate the procedures for changeovers and transfer of control for a range of incidents
- Describe and demonstrate incident record management for a range of incidents
- Describe and demonstrate the securing of an incident site and the redeployment of resources

Format

5 day course

Methodology

This course is based on theoretical presentations, demonstrations and exercises, both practical and theoretical.

Key Subject Areas

The course consists of Module 4.03 – which covers:

- Agency policy.

- Agency standards for incident analysis, reporting and documentation.
- Communication procedures.
- Formulating control objectives and strategies.
- Resource capability.
- Management of subordinate personnel.

Who Should Attend

People wanting to perform the Operations Officer role at Level 2 or 3 incidents.

Prerequisites (the following training and experience or acceptable equivalent):

- Fire Operations 1
- Incident Control System
- Fire Weather
- Moderate experience as a Sector Commander

Course Custodian

Ross Mead,
Fire Management Services,
Kensington.
Ph: 9334 0336
Email: rossm@calm.wa.gov.au

Locations and Dates

August 15th – 19th 2005.
Broadwater Resort Dunsborough.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- Module 4.03 Operational Management

- PUAOPE 007A Command agency personnel within a multi-agency emergency response



Nationally Recognised Training

Incident Control System

I0121

Description

This course provides participants with working knowledge about the Incident Control System (ICS) as used by the Department and other emergency response organisations within the State. The module covers the philosophies, structures and processes of the system.

Expected Outcomes

On successful completion of this course, participants will be able to:

- Describe the functions; Command, Control and Coordination applied at a range of incidents.
- Describe the philosophy and process for establishing incident control for a range of incidents.
- Define the functions, roles and responsibilities within the ICS.
- Identify a process for the development of an incident control plan which includes objectives, strategies and tasking.
- Explain and apply the process of delegating subordinate functions within the ICS.
- Identify the incidents Communications plan.
- Identify the functions of and describe the implementation of

the relevant State disaster plans as they relate to incidents managed by the Department.

Format

A 2.5 day course

Methodology

The program is based on presentation, case study and group activity. Activities provide participants with an opportunity to develop skills in practical application of the knowledge provided.

Key Subject Areas

The course consists of module 4.04 Incident Control System. It provides full knowledge of the ICS used by this Department and other interacting agencies. It also identifies appropriate liaison arrangements. Implementation of relevant State Emergency Plans and associated legislation relating to incident management is also covered.

Who Should Attend

Any personnel who may be required to manage or participate in the support of emergency operations. This applies to all types of emergencies which may be encountered by personnel working for this Department, not just fire.

Course Custodian

Ross Mead, Fire Management Services, Kensington.

Ph: 9334 0336

Email: rossm@calm.wa.gov.au

Locations and Dates

- February 7th – 9th 2005
Dwellingup Training Centre (indigenous trainee program).
- March 2nd – 4th 2005
Dwellingup Training Centre (graduate recruit trainees).
- June 7th – 9th 2005
venue to be announced.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- Module 4.04 Introduction to Incident Control System

Please note that a rewrite of this course is intended in 2005 to meet the requirements of the nationally accredited course 21587VIC Course in Australasian Inter-service Incident Management System.

Prescribed Burning 1**10138****Description**

The purpose of this course is to give participants the requisite knowledge and skill to prepare a written burn prescription and conduct a simple prescribed burn.

Expected Outcomes

On successful completion of this course, participants will be able to:

- Identify and describe the Agencies/Departments policy for prescribed burns.
- Identify and describe the range of desired conditions and fire behaviours in prescribed burning and the factors which affect their attainment.
- Demonstrate the planning of a simple low intensity prescribed burn for a given area.
- Demonstrate the procedures for the conduct of a simple prescribed burn under supervision.

Format

Distance learning plus compulsory attendance at class contact days.

Methodology

The delivery of this module is a combination of remote learning, in class exercises, a take-home assignment and a review that is completed by the participant's mentor.

Key Subject Areas

This course consists of Module 3.17 – Prescribed Burning 1. The purpose of this module is to give fire managers the requisite knowledge and skills to make an informed decision on when and how to conduct a prescribed burn in a planned and safe manner.

Subjects covered include considerations for prescribed burning, lighting and controlling a prescribed burn, prescribed burning in forest fuels, grassland fuels, mallee-heath fuels and spinifex fuels.

Who Should Attend

Field staff and crew leaders who may be required to prescribe for and manage a prescribed burn.

Prerequisites (the following training and experience or acceptable equivalent):

- Fire Operations 1;
- Participants should have a minimum of 2 years experience in fire behaviour and suppression techniques..

Course Custodian

Ross Mead,
Fire Management Services,
Kensington.
Ph: 9334 0336
Email: rossm@calm.wa.gov.au

Locations and Dates

It will commence 2nd May, 2005. Class contact days will be 12th to 16th of September, 2005.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- Module 3.17 Prescribed Burning 1

- PUAFIR406A Develop prescribed burning plans
- PUAFIR407A Conduct prescribed burning



Training Accreditation Council
WESTERN AUSTRALIA

Nationally Recognised Training

Fire Operations 1

10379

Description

The course is designed to provide participants with the skills and knowledge to manage a small fire incident as "First Arriving Officer", or to command a Sector or Division in a large fire incident.

Expected Outcomes

On successful completion of this course, participants will be able to:

- Establish incident communications.
- Select resources for use at the fire.
- Combat the fire.
- Set up an appropriate control structure.

- Establish and supervise operational procedures.
- Conduct ancillary operations.
- Provide accurate information and reports.
- Demonstrate the practical application of hand crews, machines and aircraft at fires.
- Apply a systematic approach to fire control, strategy development, resourcing and deployment.
- Supervise crews machines and aircraft.

Format

5 day course

Methodology

This program is based on presentation, case study, discussion and activity, drawing heavily on the experience of the participants and presenters. Activities will provide the opportunity for development of skills in strategic thinking and in the use of various fire suppression models and guides.

Key Subject Areas

The course consists of two modules:

3.04 – Fire and Incident Operations which primarily deals with management of an incident including supervision, resourcing, information flow and support structures required.

3.18 – Wildfire Suppression 3. This unit deals with development of objectives, strategies and tactics in fire suppression. Also identification of type, number and practical application of various resources and their management.

Who Should Attend

Experienced crew leaders and staff who may be required to be "First Arriving Officer", Operations Officer a

level 1 fire or Sector/Divisional Commanders at a level 2 or 3 fire.

Prerequisites (the following training and experience or acceptable equivalent):

- Level 2 Fire Fighter ;
- Participants should have a minimum 2 years experience in fire behaviour and suppression techniques.

Course Custodian

Ross Mead
Fire Management Services,
Kensington.
Ph: 9334 0336
Email: rossm@calm.wa.gov.au

Locations and Dates

June 20th – 24th 2005, venue to be announced.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- Module 3.04 Fire and Incident Operations
- Module 3.18 Wildfire Suppression 3

- PUAOPE001A Supervise response



Nationally Recognised Training

Level 2 Fire Fighter

10525

Description

This course follows on from the Basic Fire Fighter or Level 1 Fire Fighter. It provides additional information on predicting fire behaviour and identifying and implementing appropriate fire suppression techniques.

Expected Outcomes

On successful completion of this course, participants will be able to:

- Describe fuels and their characteristics and effects on fire behaviour.
- Identify and describe weather features and characteristics and their effects on fire behaviour.
- Identify and describe the effects of topography on fire behaviour.
- Describe indicators of extreme fire behaviour and the effects of ignition spacing.
- Identify a range of techniques for wildfire attack.
- Demonstrate and describe the techniques used for lighting a backburn and the importance of controlling a backburn.
- Describe and demonstrate the procedures to be followed when attacking and mopping up a wildfire.
- Identify and describe the precautions to be taken against the hazards of wildfire fighting.

Format

5 day course.

Methodology

The course is based on theoretical presentation, case study, group activities and practical demonstration. Activities provide participants with an

opportunity to develop skills in practical application of the knowledge provided.

Key Subject Areas

The course consists of 2 modules:

Module 2.28 – Wildfire Behaviour 2. This module focuses on the characteristics of fire behaviour, fuels, weather factors, topographical features, prediction of fire danger and estimating on the fire ground.

Module 2.29 - Wildfire Suppression 2 provides information on techniques for wildfire attack, backburning, mop up and patrol, wildfire fighting hazards and leadership.

Who Should Attend

Crew leaders, future crew leaders and field staff with limited fire management knowledge who are expected to take on an active role in fire management and suppression.

Prerequisites (the following training and experience or acceptable equivalent):

- Basic Fire Fighter or Level 1 Fire Fighter
- Module 1.09 – Map Reading
- Minimum 1 year experience in fire management and suppression

Course Custodian

Alex Moylett,
Fire Management Services, Bunbury.
Ph: 9725 5944
Email: alexm@calm.wa.gov.au

Locations and Dates

May 23rd – 27th 2005, venue to be announced.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- Module 2.28 Wildfire Behaviour 2
- Module 2.29 Wildfire Suppression 2

- PUAFIR303A Suppress wildfire
- PUAFIR309A Operate pumps



Nationally Recognised Training

Level 1 Fire Fighter

10557

Description

This course is designed to provide a basic understanding of fire behaviour, fire suppression techniques, personal protection and basic fire management principles. It contains the same modules as the Basic Fire Fighter's course with additional information. The course is primarily aimed at field staff new to fire management activities

Expected Outcomes

In addition to those outcomes established in the Basic Fire Fighter Course, participants will be able to:

- Set up and use VHF radio systems that operate within the Department.
- Transmit and receive verbal radio communications.
- Record information.
- Describe the Department's roles and responsibilities in fire management.
- Describe the organisation and rank structure within the Department including the Incident Control System used to manage emergency incidents.
- Identify and distinguish between urban and rural fire risks and

hazards in the Department's area of responsibility.

- Identify and describe relevant legislation and regulations and the Department's role in governing fire prevention.
- Describe the ignition mechanisms, protection measures and procedures regarding wildfire threats to buildings.
- Describe fire prevention and relocation activities that can be conducted around the home, workplace and community spaces.

Format

5 day plus course (depending on course module selected).

Methodology

The course is based on theoretical presentation, practical demonstration, group work, practical drills and on the job training.

Key Subject Areas

The course consists of the following modules:

Module 1.07 - Personal Protection 1 which looks at protective clothing and equipment, survival techniques including personal protection and protection provided by vehicles, and heat induced illness.

Module 1.12A – Wildfire Behaviour 1. This module focuses on fire science to explain how materials burn and those factors which affect fire behaviour.

Module 1.12B – Wildfire Suppression 1. The purpose of this module is to provide information and skills with extinguishing mediums, operation of various fire fighting equipment, response to fire, strategies, tactics and techniques for fire suppression, wildfire

hazards and safe working practices around aircraft.

Module 1.19 – Communication Systems (Part). This module provides the participant with knowledge and skills to set up and operate Departmental VHF radio communication equipment and to transmit and record verbal messages. Module 1.22 (part) – Fire Agency Awareness – This module provides information on the overall roles and responsibilities of the Department, its organisational structure and emergency management systems used.

Who Should Attend

Recently employed field staff and those staff new to field fire management operations.

Prerequisites

- No prerequisites required.

Course Custodian

Alex Moylett,
Fire Management Services, Bunbury.
Ph: 9725 5944
Email: alexm@calm.wa.gov.au

Locations and Dates

- Dwellingup Training Centre, February 1st – 5th 2005 (Indigenous trainee program).
- As required at District or Regional locations.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- Module 1.07 Personal Protection 1
- Module 1.12A Wildfire Behaviour 1

- Module 1.12B Wildfire Suppression 1
- Module 1.19 Communication Systems
- Module 1.22 Fire Agency Awareness

- PUAFIR201A Prevent injury
- PUAFIR204A Respond to wildfire
- PUAEQU001A Prepare, maintain and test response equipment
- PUAOPE002A Operate communications systems and equipment
- PUATEA001A Work in a team
- PUAOHS001A Follow defined occupational health and safety policies and procedures
- PUATEA004A Work effectively in a public safety organisation



Nationally Recognised Training

Basic Fire Fighter

10092

Description

This course provides participants with basic knowledge of fire behaviour and suppression techniques. It also covers personal safety and protection during fire management activities.

Expected Outcomes

On successful completion of this course, participants will be able to:

- Explain and don appropriate protective clothing, head, eye, ear and footwear for fire suppression and management operations.
- Describe and demonstrate the types and method of operation of

vehicle protection and safety equipment.

- Describe heat induced illness including its prevention, symptoms and treatment and describe survival techniques when trapped by fire.
- Describe how materials burn.
- Identify the three basic factors which affect fire behaviour and describe the general effects of each.
- Describe the development of wildfires.
- Demonstrate and describe the use of water, foam and other extinguishing agents in fire fighting.
- Demonstrate and describe the use of firefighting equipment.
- Describe the response to fire.
- Demonstrate and explain basic fire suppression strategies and tactics.
- Demonstrate and explain the risks and hazard of firefighting and the precautions to be taken.
- Identify and demonstrate or describe safety precautions to be taken when working in or around aircraft.

Format

4 day course

Methodology

The course is based on theoretical presentation, practical demonstration, group work, practical drills and on the job training.

Key Subject Areas

The course consists of three modules:

Module 1.07 - Personal Protection 1 which looks at protective clothing and equipment, survival techniques including personal protection and

protection provided by vehicles, and heat induced illness.

Module 1.12a – Wildfire Behaviour 1. This module focuses on fire science to explain how materials burn and those factors which affect fire behaviour.

Module 1.12b – Wildfire Suppression 1. The purpose of this module is to provide information and skills with extinguishing mediums, operation of various fire fighting equipment, response to fire, strategies, tactics and techniques for fire suppression, wildfire hazards and safe working practices around aircraft.

Who Should Attend

Requirement for all frontline fire fighters and staff to successfully complete this course prior to working on the fireline without immediate supervision.

Prerequisites

- No prerequisites required.

Course Custodian

Alex Moylett,
Fire Management Services, Bunbury.
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Locations and Dates

November 14th – 16th 2005. Karnet Prison Farm.

As required at District or Regional locations.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

- Module 1.07 Personal Protection 1
- Module 1.12a Wildfire Behaviour 1

- Module 1.12b Wildfire Suppression 1

Modules/ Units of Competency

- Module 1.07 Personal Protection 1
- Module 1.12a Wildfire Behaviour 1
- Module 1.12b Wildfire Suppression 1

- PUAFIR201A Prevent injury
- PUAFIR204A Respond to wildfire



Nationally Recognised Training

Fire Control Line Construction Using Machines

I0612

Description

From this course, participants will gain the knowledge and skills to construct firelines using machines at a fire.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Describe the role of machinery in implementing fire suppression strategies.
- Describe the types of machinery suitable for fireline construction.
- Describe safety procedures and demonstrate maintenance and protective measures appropriate to the use of machinery at fires.
- Describe how machinery can be employed to construct fireline at a range of fires.
- Describe and demonstrate the selection or routes for fireline construction at a range of incidents.

- Demonstrate the construction of fireline at a range of fires.
- Describe and demonstrate the pushing of trees at a range of incidents.

Format

2.5 - 3 day course consisting of 1.5 days theory, 0.5 - 1 day practical demonstration and assessment. (Practical demonstration and assessment time depends on number of participants.)

Methodology

This course is based on theoretical presentations, practical demonstration and practical activities.

Key Subject Areas

This course consists of Module 2.35 – Fire Control Line Construction Using Machinery. The following topics are addressed – Fire control strategies employing machinery, types of machinery used, methods of using machinery to construct fireline, rates of fireline construction, machine fuel consumption, fireline construction standards, support and backup required by machines, safety and maintenance procedures and equipment required, fireline route selection and tree pushing.

Who Should Attend

Machine operators likely to be involved with constructing fireline and other machinery based fire management activities.

These should include Departmental personnel and other local contractors likely to be used on a regular basis for fire management and suppression activities e.g. timber industry, local council, local earthmoving contractors.

Prerequisites (the following training and experience or acceptable equivalent):

- Participants must be competent machine operators
- No other prerequisites required

Course Custodian

Alex Moylett
Fire Management Services, Bunbury.
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Email: alexm@calm.wa.gov.au

Locations and Dates

As required at District or Regional locations.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- Module 2.35 Fire Control Line Construction Using Machines

Basic Fire Awareness

10662

Description

This course provides participants with basic information on wildfire behaviour, suppression techniques, personal safety in a fire situation and fire management terminology.

This course does not qualify the participant as a wildfire fighter. It is primarily designed for people working at or near an area that may be affected by a wildfire.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Identify and describe the factors which impact on fire behaviour
- Recognise and take precautions against the hazards of wildfire fighting
- Demonstrate the basic use of handtools in fire fighting and mop up
- Demonstrate the basic use of water in fire fighting and mop up
- Identify the basic principles of fire suppression and mopping up procedures

Format

1 day (approx. 8 hours)

Methodology

This course is based on theoretical presentation, practical demonstration and practical drills.

Key Subject Areas

The course consists of Module 1.26 – Basic Fire Awareness which covers how materials burn, the three major factors which affect fire behaviour, the development of a wildfire, basic fire suppression strategies and tactics, hazards of fire fighting and precautions to be taken.

Module 1.26 is nationally accredited. The module specifications are based on and complement the Australian Fire Agencies Competency Standards 1994 Level 1

Who Should Attend

Any personnel who may be working at or near an area which may be affected by a wildfire, or are supporting fire fighting operations. It provides people with a basic understanding of fire and fire management practices and terminology.

Course Custodian

Alex Moylett
Fire Management Services, Bunbury.
Ph: 9725 5944

Email: alexm@calm.wa.gov.au

Locations and Dates

As required at a District or Regional Location.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- Module 1.26 Basic Fire Awareness

Please note that it is intended to rewrite this course in 2005 to meet the requirements of the nationally Accredited Course 21588VIC Course in Basic Wildfire Awareness.

Situation Unit Management

10622

Description

The purpose of this module is to provide the participant with the knowledge and skills to be able to manage the situation information of an incident.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Identify the role and describe the functions of the situation unit and its position in the incident control system structure.
- Describe interactions of the situation unit with other parts of the incident control system and external organisations.
- Describe the staffing, workspace requirements and specialist tools of the situation unit.

- Describe and demonstrate the management of information inputs to the situation unit.
- Describe and demonstrate the management and production of information outputs from the situation unit.
- Describe the changeover requirements and responsibilities of the situation unit manager.

Format

5 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- Relationship of situation unit within the incident control system.
- Staffing, workspace and other requirements.
- Weather forecasts and control implications.
- Collection of data.
- Incident analysis.
- Prediction of incident situation.
- Preparation of incident maps and displays.
- Shift cycles and changeovers.

Who Should Attend

People wishing to undertake the Situation Officer role at Level 2 and 3 incidents, and those aspiring to attend the Incident Planning course in the future.

Prerequisites (the following training and experience or acceptable equivalent):

- Incident Control System
- Level 2 Fire Fighter
- Fire Weather course
- Map Reading

- Moderate fire experience as a Sector Commander

Course Custodian

Ross Mead
Fire Management Services,
Kensington.
Ph: 9334 0336
Email: rossm@calm.wa.gov.au

Locations and Dates

May 9th – 13th 2005. Broadwater Resort Dunsborough.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Incident Mapping

10689

Description

The purpose of this module is to provide the participant with the knowledge and skills to produce a range of mapping products used by incident personnel.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Describe the Mapping Sub Unit Roles and responsibilities within the Situation Unit of the Australian Interagency Incident Management System Incident Control System
- Identify and describe map products used in fire incidents
- Describe the scheduling and delivery of maps by the Mapping Sub Unit at fires
- Produce a range of map products used at fire incidents

- Demonstrate the management of map data for fire incidents

Format

2 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- The Incident Control System.
- The role and responsibilities of mapping sub unit personnel.
- The map products.
- Map production workloads and scheduling.
- The mapping tool.
- Producing map products.
- Electronic access and storage of map products.

Who Should Attend

Persons with GIS mapping skills seeking to work at incident within the Situation Unit.

Prerequisites (the following training and experience or acceptable equivalent):

- Incident Control System;
- Competency in the use of Departmental GIS systems.

Course Custodian

Alex Moylett

Fire Management Services, Bunbury.

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Email: alexm@calm.wa.gov.au

Locations and Dates

September 7th – 8th 2005. SOHQ Training Centre, Kensington.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the

cost of presentation and training material development.

Resources Unit Management

I0681

Description

The purpose of this module is to provide the participant with the knowledge and skills to manage the information requirements of resources allocated to an incident, including identification and deployment of resources.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Identify the role and describe the functions of the resources unit and its position in the incident control system structure.
- Describe interactions of the resources unit with other parts of the incident control system and external organisations.
- Describe the staffing, materials and workspace requirements of the resources unit.
- Describe and demonstrate management of information inputs to the resources unit.
- Describe and demonstrate management of information outputs from the resources unit.
- Describe the changeover requirements and responsibilities of the resources unit manager.

Format

4 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- Relationship of the resources unit in incident control system.
- Interactions with other personnel.
- Staffing, materials and workspace requirements.
- Sources of resource data.
- Systems for display of resource data.
- Documentation required.
- Information outputs.
- Input to incident control plans.
- Involvement in shift changeovers.

Who Should Attend

People wishing to undertake the Resources Officer role at Level 2 and 3 incidents, and those aspiring to attend the Incident Planning course in the future.

Prerequisites (the following training and experience or acceptable equivalent):

- Incident Control System;
- Some incident experience.

Course Custodian

David Rawet
Fire Management Services, Bunbury.
Ph: 972 5 5937
Email: davidr@calm.wa.gov.au

Locations and Dates

June 27th- 30th 2005. Broadwater Resort Dunsborough.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Information Services Unit Management

10675

Description

The purpose of this module is to provide the participant with the knowledge and skills to manage the information needs of internal and external stakeholders.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Evaluate the need for an Information Services Unit, and the resources required.
- Identify sources of information relevant to the stakeholder groups.
- Identify stakeholders (internal to incident, media, communities, community groups).
- Develop communication objectives and strategies for the identified stakeholders.
- Implement and evaluate communication plans.

Format

4 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- Information management in ICS.
- Development of communication plans.
- Community participation and interaction.
- Working with the media.
- Evaluation of communications plans.

Who Should Attend

People required to manage community and media information issues at incidents or events.

Prerequisites (the following training and experience or acceptable equivalent):

- Incident Control System.
- Some incident experience.
- Some public liaison/participation experience preferred.

Course Custodian

David Rawet
Fire Management Services, Bunbury.
Ph: 972 5 5937
Email: davidr@calm.wa.gov.au

Locations and Dates

July 25th – 29th 2005. Broadwater Resort Dunsborough.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- PUACOM012A Liaise with media at a local level



Nationally Recognised Training

Management Support Unit Management

10676

Description

The purpose of this module is to provide the participant with the

knowledge and skills to manage the Management Support function at an incident.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Evaluate Management Support requirements at an incident.
- Establish communications support for an incident.
- Establish administrative support for an incident.
- Maintain records during an incident and collate records at the cessation of an incident.

Format

2 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- The function of Management Support within ICS.
- Operation of communications systems.
- Keeping of incident logs / diaries.
- Establishment, maintenance and archiving of incident records.
- Provision and maintenance of administrative services at incidents.
- Management of personnel at dispersed work locations.

Who Should Attend

Personnel required to supervise radio and telephone operators and administrative staff at incidents.

Prerequisites (the following training and experience or acceptable equivalent):

- Some incident experience

Course Custodian

Alex Moylett
 Fire Management Services
 Bunbury.
 Ph: 9725 5944
 Email: alexm@calm.wa.gov.au

Locations and Dates

To be announced

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- PUACOM001A Communicate in the workplace



Training Accreditation Council
 WESTERN AUSTRALIA

Nationally Recognised Training

Communications Planning Unit Management

10693

Description

The purpose of this module is to provide the participant with the knowledge and skills to manage the Communications Planning function at an incident.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Identify the role and describe the functions of the Communications Planning Unit.

- Describe the setting up and management of the Unit.
- Describe the units interaction with other parts of the AIIMS structure.
- Identify and understand communications networks and systems available for the Communications Plan.
- Describe the management of information at an incident.
- Describe the process for identifying the communications needs of AIIMS Sections and Units.
- Describe and demonstrate the process of developing a Communications Plan.
- Describe the review and maintenance processes and procedures for the Communications Plan.
- Describe the changeover and demobilisation requirements and responsibilities of the Communications Planning Unit.

Format

3 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- The function of Communications and Planning within ICS.
- Identifying and understanding communications systems and networks available to the incident.
- Identifying the communications needs of an incident.
- Developing a Communications Plan to meet incident requirements.
- The review and ongoing management of the Communications Plan.

- Identifying and managing changeover and demobilisation requirements.

Who Should Attend

Personnel required to manage the Communications Planning Unit and develop and implement a Communications Plan for a Level 2 or 3 incident.

Prerequisites (the following training and experience or acceptable equivalent):

- Communications Systems (Module 1.19).
- Incident Control System (Module 4.04).
- Operational experience to Sector Commander level.

Course Custodian

Ross Mead
Fire Management Services,
Kensington.
Ph: 9334 0336
Email: rossm@calm.wa.gov.au

Locations and Dates

- January 12 – 14th 2005. Venue to be advised
- December 5th – 7th 2005. Venue to be advised

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Catering Unit Management

10694

Description

The purpose of this module is to provide the participant with the

knowledge and skills to manage the Catering function at an incident.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Describe the role and functions of the Catering Unit.
- Identify the Agency requirements and guidelines for the provision of food and drink for personnel working at incidents.
- Describe the Agencies administrative procedures for the purchase of food and drink.
- Demonstrate a knowledge and understanding of correct hygiene procedures for food handling, preparation, storage and transport.
- Describe the nutritional and fluid intake requirements of fire fighters.
- Select appropriate menus for personnel at a range of incidents.
- Describe the staffing, workspace and siting requirements for the Catering Unit.
- Describe and demonstrate development and implementation of catering plans at a range of incidents.
- Describe the change over and demobilisation requirements and responsibilities of the Catering Unit manager.

Format

3 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- Agency and agreement requirements for food and drink.

- Position and role of the Catering unit within the AIIMS structure.
- Unit staffing, workspace and siting requirements.
- Workplace hazards.
- Prediction of incident catering requirements.
- Nutrition, food and fluid requirements.
- Purchase of food and drink.
- Food hygiene, handling and storage requirements.
- Supervision of food preparation and packaging.
- Menu preparation.
- Shift changeovers and demobilisation.

Who Should Attend

Personnel required to manage the Catering Unit or participate in catering for an incident.

Prerequisites (the following training and experience or acceptable equivalent):

- Incident Control System (Module 4.04).
- Personal Safety (AFAC Module 1.07).
- Basic Fire Awareness (Module 1.26).

Course Custodian

Ross Mead
Fire Management Services,
Kensington.
Ph: 9334 0336
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Locations and Dates

September 5th – 7th 2005. Venue to be advised.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the

cost of presentation and training material development.

Ground Support Unit Management

10695

Description

The purpose of this module is to provide the participant with the knowledge and skills to manage the Ground Support function at an incident.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Identify the role and describe the functions of the Ground Support Unit and its position in the Australasian Inter-service Incident Management System structure.
- Describe the roles, responsibilities and the management of the Ground Support Unit.
- Describe the staffing, workspace requirements and specialist tools of the Ground Support Unit.
- Demonstrate the planning and implementation of GSU responsibilities for a shift changeover, specific roles and scheduling that Ground Support Personnel manage for shift changeovers.
- Describe the Sub-units of the Ground Support Unit: Delivery Sub-unit, Traffic, Signage and Marshalling Sub-unit, Plant and Vehicle Support Sub-units.
- Describe the interaction of the Ground Support Unit with other parts of the Australasian Inter-service Incident Management System and external agencies.

- Describe and demonstrate the management of information in the Ground Support Unit.
- Describe the changeover and demobilisation requirements and responsibilities of the Ground Support Unit leader.
- Describe and demonstrate the management of services and the production of plans from the Ground Support Unit including:
 - Delivery Plan,
 - Traffic and Signage Plan,
 - Vehicle Support Service Plan,
 - Plant Support Service Plan, and
 - Marshalling and Transport Plan.

Format

2 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- The function of Ground Support within ICS

Who Should Attend

Personnel required to perform or supervise Ground Support activities at incidents.

Prerequisites (the following training and experience or acceptable equivalent):

- Some incident experience.

Course Custodian

Alex Moylett

Fire Management Services, Bunbury.

Ph: 9725 5944

Email: alexm@calm.wa.gov.au

Locations and Dates

26th – 28th April 2005. Geographe Bayview Resort, Busselton.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Fire Weather

I0255

Description

The purpose of this module is to provide participants with the knowledge and skills to accurately predict the weather for a specific location.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Accurately obtain relevant weather data at a particular location.
- Interpret weather data to predict future weather conditions.
- Describe air movements and patterns on a global scale.
- Describe weather features as shown on a synoptic chart.
- Identify various types of winds and describe the situations where, & times when, they may occur.
- Identify and describe the differences between stable and unstable atmosphere and explain the impact of these weather types on a fire.
- Understand seasonal variations in the fire climate.
- Describe the types of weather information, and its limitations, available from the web homepage of the Bureau of Meteorology.

- Apply information obtained from the field with that from formal sources to accurately predict the weather for a given location.

Format

1 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

The course consists of the following major points:

- Weather observations.
- Observations and fire influence.
- Global circulation (the Big Picture).
- Synoptic patterns and air masses.
- Winds.
- Atmospheric stability and its affect on fire behaviour.
- Fire climate and seasonal variability.
- Bureau of Meteorology services and prediction models.
- Local weather variations and predictions.

Who Should Attend

District, Regional and Departmental Duty Officers, persons wanting to perform the roles of Incident Controller, Planning Officer, Operations Officer or Situation Unit Leader at Level 2 or 3 incidents.

Prerequisites (the following training and experience or acceptable equivalent):

- Module 2.28 – Fire Behaviour 2 (part of Level 2 Fire Fighter)

Course Custodian

Ross Mead
Fire Management Services,
Kensington.
Ph: 9334 0336
Email: rossm@calm.wa.gov.au

Locations and Dates

October 20th 2005.
Venue to be advised.

Other dates and venues as required.

Cost

Cost centres to cover participant travel and accommodation costs.
Fire Management Services will cover the cost of presentation and training material development.

Fire Management Within the Department of Conservation And Land Management

10682

Description

The purpose is to provide participants with knowledge, skill and understanding of the systems, procedures, requirements and legal matters that the Department's Fire Management Services and fire managers deal with and operate within.

Expected Outcomes

Broad appreciation of the management requirements for fire in the preservation of biodiversity and the protection of life, property and community values.

Participants will be able to integrate fire management into their normal work duties.

Participants will be able to contribute to fire management and suppression

activities as appropriate to their knowledge and skills.

Format

5 day course.

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- Fire legislation.
- Incident management through AAIMS.
- Prescribed burning.
- Community participation.
- New technology.
- Health, fitness and duty of care.
- Fire behaviour.
- Fire and its interaction with our social and natural environment.

Who Should Attend

All people who have, or may have, involvement in fire management; in operations, planning, logistics and/or administration.

Prerequisites

- No prerequisites required.

Course Custodian

David Rawet
Fire Management Services, Bunbury.
Ph: 972 5 5937
Email: davidr@calm.wa.gov.au

Locations and dates

June 13th – 17th 2005.
Geographe Bayview Resort,
Busselton.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Incendiary Operations Supervisor

10620

Description

The purpose of this course is to provide participants with the knowledge and skills to be able to manage aircraft operations in relation to prescribed burning.

Expected Outcomes

Upon the satisfactory completion of this course, participants will be able to:

- Demonstrate knowledge of relevant sections of the Civil Aviation Orders and Regulations.
- Demonstrate an appreciation of aircraft commonly used by CALM including pre operational and operational protocols.
- Demonstrate understanding of approach, boarding and equipment loading protocols for fixed and rotary winged aircraft.
- Demonstrate an understanding of safe working practices in relation to aircraft operations.
- Demonstrate an ability to navigate from aircraft using various navigational aids.
- Demonstrate an understanding of prescribed burning processes.
- Demonstrate an understanding of various operational protocols in relation to aircraft burning (prior to, during and after ignition).
- Demonstrate an understanding of communication systems used in the aircraft and on the ground.
- Describe and demonstrate helitorch mixing operations, related safety and ignition procedures.
- Demonstrate understanding of incendiary equipment operation, maintenance and emergency management.

Format

2 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- Civil Aviation Orders and Regulations.
- Safety aspects, aerodromes and aircraft.
- Aerial burn flight plans.
- Incendiary equipment capabilities and limitations.
- Pre flight planning, distance, time and direction.
- Basic visual navigation.
- Air to ground communications.
- Administrative requirements.
- Remote area navigation.
- Helitorch operations.
- Helicopter landing site specifications.
- Dangerous goods transport and storage.

Who Should Attend

People wishing to work as navigators for prescribed burning operations.

Pre Requisites (the following training and experience or acceptable equivalent):

- Level 2 Fire Fighter, Radio Communications, Map Reading, ICS.
- 2 seasons experience as a Sector Commander at prescribed burns.
- Ability to fly in light aircraft (fixed wing and helicopter).

Course Custodian

Natasha Oke
Fire Operations Officer, Mundaring.
Ph: 9776 1207

Email: natashao@calm.wa.gov.au

Locations and dates

In week of September 19th – 23rd 2005.
Venue to be advised.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- PUAFIR408A Plan Aircraft Operations



Nationally Recognised Training

Air Observer

10696

Description

The purpose of this course is to provide participants with the knowledge and skills to be able to provide fire related information and intelligence from an aircraft.

Expected Outcomes

Upon the satisfactory completion of this course, participants will be able to:

- Demonstrate knowledge of relevant sections of the Civil Aviation Orders and Regulations.
- Demonstrate an appreciation of aircraft commonly used by CALM including pre operational and operational protocols.
- Demonstrate understanding of approach, boarding and equipment loading protocols for fixed and rotary winged aircraft.

- Demonstrate an understanding of safe working practices in relation to aircraft operations.
- Demonstrate an ability to navigate from aircraft using various navigational aids.
- Demonstrate an understanding of prescribed burning processes.
- Demonstrate an understanding of various operational protocols in relation to aircraft burning (prior to, during and after ignition).
- Demonstrate an understanding of communication systems used in the aircraft and on the ground.

Format

2 day course

Methodology

This course is based on theoretical presentation, practical demonstration and exercises.

Key Subject Areas

- Civil Aviation Orders and Regulations
- Safety aspects, aerodromes and aircraft
- Aerial burn flight plans
- Incendiary equipment capabilities and limitations
- Pre flight planning, distance, time and direction
- Basic visual navigation
- Air to ground communications
- Administrative requirements
- Remote area navigation
- Helitorch operations
- Helicopter landing site specifications
- Dangerous goods transport and storage

Who Should Attend

People wishing to work as navigators for prescribed burning operations.

Pre Requisites (the following training and experience or acceptable equivalent):

- Level 2 Fire Fighter, Radio Communications, Map Reading, ICS
- 2 seasons experience as a Sector Commander at prescribed burns.
- Ability to fly in light aircraft (fixed wing and helicopter).

Course Custodian

Natasha Oke
Fire Operations Officer, Mundaring.
Ph: 9776 1207
Email: natashao@calm.wa.gov.au

Locations and dates

In week of September 19th – 23rd 2005.
Venue to be advised.

Cost

Cost centres to cover participant travel and accommodation costs.
Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- PUAFIR408A Plan Aircraft Operations



Nationally Recognised Training

**Incendiary Machine Operator
(Aircraft Burning
Operations)**

10619

Course Description

The purpose of this course is to provide the participant with the

knowledge and skills to safely and efficiently operate the aerial incendiary machine in an aircraft.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Demonstrate knowledge of relevant sections of the Civil Aviation Orders and Regulations.
- Demonstrate an appreciation of aircraft commonly used by CALM including pre operational and operational protocols.
- Demonstrate understanding of approach, boarding and equipment loading protocols for fixed and rotary winged aircraft.
- Demonstrate an understanding of safe working practices in relation to aircraft operations.
- Demonstrate understanding of incendiary machine operation, maintenance and emergency management.
- Demonstrate ability in effective use of aircraft communications equipment.
- Demonstrate ability to maintain aerial incendiary equipment.

Format

2 day course.

Methodology

This course is based on theoretical presentation, practical demonstration and exercises

Key Subject Areas

- Civil Aviation Orders and Regulations
- Safety aspects, aerodromes and aircraft
- Incendiary equipment capabilities and limitations.
- Incendiary equipment maintenance and upkeep.
- Basic visual navigation.

- Aircraft communications.
- Administrative requirements.
- Dangerous goods transport and storage.

Who Should Attend

Those people wishing to become Incendiary Machine Operators (IMO's) and existing IMO's wishing to maintain their competency.

Pre Requisites (the following training and experience or acceptable equivalent):

- Basic Fire Fighter, Map Reading, Communications Systems
- 2 seasons experience as a member of a fire crew at prescribed burns or wildfires
- Ability to fly in a light aircraft (fixed wing and helicopter)
- Mechanical repair aptitude preferred

Course Custodian

Natasha Oke
Fire Operations Officer, Mundaring.
Ph: 9776 1207
Email: natashao@calm.wa.gov.au

Locations and dates

In week of September 19th – 23rd 2005.
Venue to be advised.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- PUAFIR312A Operate aerial ignition equipment in an aircraft



Training Accreditation Council
WESTERN AUSTRALIA

Nationally Recognised Training

Helitorch Operations

10664

The purpose of this course is to provide the participant with the knowledge & skills to manage a helitorch mixing for aircraft burning operations.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Describe the key elements of safe & sufficient helitorch site set up.
- Demonstrate an understanding of safe working practices in relation to aircraft approach, flight & sling load operations.
- Demonstrate an understanding of safe & efficient helitorch mixing operations.
- Demonstrate an understanding of equipment maintenance.

Format

1 day course

Methodology

This course is based on theoretical presentation, practical demonstration & exercises.

Key Subject Areas

- Aircraft safety.
- Sling load operations with helicopters.
- Fuel mixing operations.
- Operational equipment.
- Equipment maintenance.

Who Should Attend

Personnel wishing to perform the role of helitorch operator for aircraft burning operations.

Pre Requisites (the following training and experience or acceptable equivalent):

- Incendiary Operations Supervisor.

Course Custodian

Natasha Oke

Fire Operations Officer, Mundaring.

Ph: 9776 1207

Email: natashao@calm.wa.gov.au

Location & Dates

To be advised.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Air Attack Supervisor

10667

The purpose of this course is to provide the participant with the knowledge & skills to perform the role of Air Attack Supervisor at bushfires.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Demonstrate an appreciation of aircraft commonly used for aircraft suppression operations including pre operational & operational protocols.
- Demonstrate understanding of approach, boarding & equipment loading protocols for fixed & rotary wing aircraft.
- Demonstrate an understanding of safe working practices in relation to aircraft using various navigational aids.
- Demonstrate an understanding of aircraft communications systems.

- Describe the various aircraft operation roles in the ICS.

Format

2 day course

Methodology

This course is based on theoretical presentation, practical demonstration & exercises.

Key Subject Areas

- Basic Visual Navigation.
- Aircraft Safety.
- Water Bombing Terminology.
- Principals of Water Bombing.
- Basic ICS.
- Aircraft Communications.

Who Should Attend

Air Attack Supervisors
Those intending on becoming AAS
Pilots Aerial Suppression

Pre Requisites (the following training and experience or acceptable equivalent):

- Level 2 Fire Fighter, ICS, Radio Communications, Map Reading
- Air Observer
- PUAOPE001A Supervise response
- Ability to fly in light aircraft (fixed wing and helicopters)
- Minimum 2 years experience as a Sector Commander

Course Custodian

Natasha Oke
Fire Operations Officer, Mundaring.
Ph: 9776 1207
Email: natashao@calm.wa.gov.au

Location & Dates

October 26th – 28th 2005.
Venue to be announced.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Modules/ Units of Competency

- PUAFIR409A Develop air attack strategies



Nationally Recognised Training

Ground Controller (Water Bombing)

10683

The purpose of this course is to provide the participant with the knowledge & skills to co-ordinate aerial fire suppression operations.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Demonstrate an ability to coordinate aerial fire suppression operations.
- Demonstrate an understanding of integrated approach to fire fighting, which incorporates water bombing aircraft.
- Be conversant with aerial suppression terminology.
- Demonstrate & understand of safe working principles, with regard to aerial suppression operations.

Format

1 day course

Methodology

This course is based on theoretical presentation, practical demonstration & exercises.

Key Subject Areas

- Incident Control System.
- Principles of Water Bombing.
- Aircraft Safety.
- Water Bombing Terminology.

Who Should Attend

People who may be required to coordinate aerial suppression operations at bushfires.

Pre Requisites (the following training and experience or acceptable equivalent):

- Level 2 Fire Fighter, ICS, Radio Communications, Map Reading.
- Minimum 2 years experience as a Sector Commander.

Course Custodian

Natasha Oke
Fire Operations Officer, Mundaring.
Ph: 9776 1207
Email: natashao@calm.wa.gov.au

Locations & Dates

To be announced.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Water Bomber Refiller

10665

The purpose of this course is to provide the participant with the knowledge & skills to refill water bombing aircraft during fire suppression operations.

Expected Outcomes

Upon satisfactory completion of this course, participants will be able to:

- Demonstrate an understanding of safe work principles, with regard to aircraft operations.
- Demonstrate correct aircraft refill methodology.
- Be conversant with equipment used for refilling operations.

Format

½ day course

Methodology

This course is based on theoretical presentation, practical demonstration & exercises.

Key Subject Areas

- Safe working principles & working with aircraft.
- Refilling methods.
- Refilling equipment use & maintenance.

Who Should Attend

People required to refill water bombing aircraft during fire suppression operations.

Pre Requisites

- No pre requisites required.

Course Custodian

Natasha Oke
Fire Operations Officer, Mundaring.
Ph: 9776 1207
Email: natashao@calm.wa.gov.au

Location & Dates

To be announced.

Cost

Cost centres to cover participant travel and accommodation costs. Fire Management Services will cover the cost of presentation and training material development.

Courses in Corporate Training

Human Resource Management - The Role and Responsibilities of Members of Selection Panels

E1248

Course Description

This one-day course is available to all employees. This would increase the effectiveness of selection panels and ensure continued compliance with legislative obligations.

The content of the course includes:

- An overview of the process.
- Information regarding legal requirements including the public sector standards and EEO legislation.
- Issues associated with the shortlisting of applicants.
- Interview techniques.
- Documenting interviews.
- Practical session.

Contact

Recruitment Officer
Kim Hanafee
People Services
Department of Conservation and Land
Management
Ph: 9334 0222
Fax: 9334 0478
Email: kimh@calm.wa.gov.au

Venue

TBA

Date

TBA

Cost

TBA

IDAPES Training

SI0648

LI0649

Course Description

This course is designed to provide our supervisors and managers with the skills necessary to undertake performance management interviews for team members.

Format

This is a one-day course and is conducted at workcentres throughout the State.

Methodology

The morning session is primarily theory and interactive discussion. The afternoon session is dedicated to role-playing and activities that enhance the theory.

Key Subject Areas

- Guidelines and Policy.
- Setting objectives and goals.
- Conducting interviews.
- Rating scales.
- Giving positive feedback.
- Addressing poor performance and the legislation behind dealing with poor performance.
- Completion of all IDAPES forms, and
- Role and responsibility of the supervisor.

Who Should Attend

All managers, supervisors, team leaders who have the responsibility of giving feedback to team members.

Course Custodian

Alan Byrne
Manager Learning and Development
Training Centre, Dwellingup
Phone : 95381200
Fax: 95381244
Email : alanby@calm.wa.gov.au

Dates

As required.

Cost

N/A

Job Application and Interview Skills**E0524****Course Description**

This course is designed to provide employees with an awareness of current job application and interview techniques and understanding of the requirements for effectively addressing job related selection criteria.

Content includes:

- Current requirement in the public sector.
- Skills and competency analysis.
- Writing a resume.
- Addressing selection criteria.
- Behavioural interview and the interview process.

Contact

Alan Byrne
Manager Learning and Development
Training Centre, Dwellingup
Phone: 95381200
Fax: 95381244
Email: alanby@calm.wa.gov.au

Venue

TBA

Date

TBA

Train Small Groups**E1190**

This is a nationally recognised course delivered by an external provider.

Course Description

The three-day 'Train Small Groups' course is based on the unit of competence ('Train Small Groups BSZ404A') within the 'Training Package for Assessment and Workplace Training BSZ98.'

Successful completion of this Unit will enable the participant to plan, deliver and review training in accordance with the standards set by the National Assessors and Workplace Trainers Body (NAWTB).

The course is designed for those who conduct on- or off-the-job training of personnel in the workplace (but not as a major part of their job), on a one-to-one basis and/or to small groups (of up to five persons).

Format

A three-day Workshop

Methodology

This three-day course is aimed at persons requiring "hands-on" training skills, for one-to-one or small group presentations. It is delivered in a practical workshop style, designed to optimise the involvement of participants.

Key Subject Areas

The content of the course includes but is not limited to:

- The role of the trainer.
- Competency standards.
- Competency based Training.
- Competency based Assessment.
- Principles of Adult learning.
- Task analysis.
- Development of training session plans.
- Training delivery methods.

Who Should Attend

Skilled operators, team leaders, supervisors, managers, technical experts and others whose role includes (as a minor component) training of up to five personnel at any one time.

Course Custodian

Geoff Trott, Training Services Australia

Contact

Dwellingup Training Centre
 Department of Conservation and Land Management
 Acacia Road, Dwellingup, 6213
 Ph: (08) 9538 1200
 Fax: (08) 9538 1244

Dates

Dates can be found on the attached calendar or by visiting our website at tsa.wa.com.au

Cost

\$530 per participant. Special rates can be negotiated for in-house workshops.

Workplace Training Course

E1191

This is a nationally recognised course delivered by an external provider.

Course Description

Successful completion of the five-day course in *'Workplace Training'* will

enable the participant to **prepare, promote, deliver and review** training. It is aimed at people for whom training in the workplace is a large part of their job, or a full job function within a structured training and assessment system.

These people would generally hold considerable responsibility for the training courses development and delivery. The course will prepare trainers for their role as change agents through the facilitation of learning.

As training is a developmental process, it is essential the trainer be actively involved in providing opportunities to assist trainees acquire knowledge, learn new skills, modify attitudes and behaviour to enhance and improve on the job performance. Active participation in the course will ensure vital skills and techniques are mastered and transferred to the work environment.

The course incorporates the following nationally endorsed units of competency:

- BSZ404A Train Small Groups**
- BSZ405A Plan and Promote a Training Course**
- BSZ406A Plan a Series of Training Sessions**
- BSZ407A Deliver Training Sessions**
- BSZ408A Review Training**

Methodology

This five-day course would meet the needs of persons for whom training comprises the major component of their role and/or they manage the training function within an organisation. It is delivered in a practical workshop style designed to optimise the involvement of participants.

Format

A 5-day Workshop

Key Subject Areas

The content of the course includes, but is not limited to:

- Role of the trainer.
- Adult learning principles.
- Facilitating group learning.
- Competency Based Training (CBT).
- Identifying competency needs.
- Planning and promoting training.
- Developing and documenting training material.
- Skills recognition.

Who Should Attend

Key training personnel with considerable responsibility for training courses, development and delivery.

Course Custodian

Geoff Trott, Training Services Australia

Contact

Dwellingup Training Centre
Department of Conservation and Land Management
Acacia Road, Dwellingup, 6213
Ph: (08) 9538 1200
Fax: (08) 9538 1244

Dates

Dates can be found on the attached calendar or by visiting our website at tsa.wa.com.au

Cost

\$850 per participant. Special rates can be negotiated for workshops conducted by Training Services Australia on behalf of our clients, exclusively for their personnel, (either at our Training Centre or another venue of the client's choosing). These workshops can be tailored to meet an organisation's specific requirements.

Workplace Assessment

E0910

This is a nationally recognised course delivered by an external provider.

Course Description

The three-day '*Workplace Assessment*' course facilitates the acquisition of skills by participants, which will enable them to judge the competency of individuals against prescribed standards of performance.

It is designed primarily for those in supervisory, line management or assessment roles, who are in regular contact with the categories of personnel (in terms of occupations and/or skills) being assessed and therefore conversant with the levels of skill as well as the environment in which they are to be applied.

The course, centring on Competency Based Assessment (CBA), explores techniques for gathering evidence of performance and ascertaining its validity as a measurement tool, against a given set of standards or competencies.

Methods of assessment, formats for recording assessments and storing the results of these are examined, as are mechanisms for providing effective feedback regarding performance measurement results to management, as well as the person(s) being assessed.

Participants are introduced to the concept of continuous assessment of performance and the linkage of competency based assessment to quality assurance, occupational health and safety, performance appraisal systems and procedures.

Additionally, a practical framework for ongoing identification of individuals' training and development needs is examined.

Units of competency

The course incorporates the following nationally endorsed units of competency:

- **BSZ401A Plan Assessment**
- **BSZ402A Conduct Assessment**
- **BSZ403A Review Assessment**

Methodology

The workshop is delivered in a practical style, designed to optimise the involvement of participants

Format

A three-day Workshop

Key Subject Areas

The content of the course includes, but is not limited to:

- The role of an assessor.
- Competency Based Assessment (CBA).
- Key features of skills recognition.
- Establishing suitable assessment methods.
- Developing assessment tools.
- Planning, arranging and conducting a valid assessment.
- Format and essential requirements of an assessment report.
- Reviewing assessment procedures and techniques.

Who Should Attend

Primarily line managers, supervisors, trainers and assessors. The course would also be applicable to those intending to provide an assessment service.

Course Custodian

Geoff Trott, Training Services Australia

Contact

Dwellingup Training Centre
Department of Conservation and Land Management
Acacia Road, Dwellingup, 6213
Ph: (08) 9538 1200
Fax: (08) 9538 1244

Dates

Dates can be found on the attached calendar or by visiting our website at tsa.wa.com.au

Cost

\$530 per participant. Special rates can be negotiated for workshops conducted by Training Services Australia on behalf of our clients, exclusively for their personnel, (either at our Training Centre or another venue of the client's choosing). These workshops can be tailored to meet an organisation's specific requirements.

Certificate IV in Assessment And Workplace Training

E1192

This is a nationally recognised course delivered by an external provider.

Course Description

Successful completion of the eight-day '**Certificate IV in Assessment and Workplace Training**' course will equip participants to prepare, promote, deliver and review training.

It will also facilitate the acquisition by participants of the knowledge and skills essential to assess the competency of individuals against prescribed standards of performance.

The course would generally benefit people who hold considerable

responsibility for training course development and delivery and who may be involved in the assessment process.

Units of competency

The course incorporates the following nationally endorsed units of competency:

- BSZ401A Plan Assessment**
- BSZ402A Conduct Assessment**
- BSZ403A Review Assessment**
- BSZ404A Train Small Groups**
- BSZ405A Plan and Promote a Training Course**
- BSZ406A Plan a Series of Training Sessions**
- BSZ407A Deliver Training Sessions**
- BSZ408A Review Training**

Methodology

The workshop is delivered in a practical style, designed to optimise the involvement of participants

Format

An eight-day Workshop

Key Subject Areas

The content of the course includes, but is not limited to:

- Role of the assessor and trainer.
- Competency based assessment and training.
- Key features of skills recognition.
- Establishing suitable assessment methods.
- Developing assessment tools.
- Planning, conducting and reviewing training and assessment.
- Format and essential requirements of an assessment report.
- Promoting training.
- Identifying competency needs.

- Adult learning principles.

Who Should Attend

Key training personnel with considerable responsibility for training course development, delivery, and who require knowledge of, or will be involved in, the assessment process.

Course Custodian

Geoff Trott, Training Services Australia

Contact

The Training Centre
Department of Conservation and Land Management
Acacia Road, Dwellingup, 6213
Ph: (08) 9538 1200
Fax: (08) 9538 1244

Dates

Dates can be found on the attached calendar or by visiting our website at tsa-wa.com.au

Cost

\$1,380 per participant. Special rates can be negotiated for workshops conducted by Training Services Australia on behalf of our clients, exclusively for their personnel, (either at our Training Centre or another venue of the client's choosing). These workshops can be tailored to meet an organisation's specific requirements.

Conversing with Community

E1244

Course Description

A workshop designed to help all Departmental employees and if appropriate, their partners, deal effectively with controversy generated by local and state-wide issues involving the Department.

Format

Interactive workshop at local work centres

Methodology

Learning is drawn from presentations, interactive group work, discussion and role-plays and pre-workshop survey to assist customising the training to the local issues.

Key Subject Areas

- Models of Communications.
- Reflective responses, empathy and assertion.
- Diffusing anger and aggression.
- Strategies for not taking work based issues personally.

Who Should Attend

Staff or teams who operate in controversial environments. Staff who are seeking to build trust and community relationships in an issue laden atmosphere.

Course Custodian

Tammie Reid

Ph: 9725 5948

Fax: 9725 4351

Email: tammier@calm.wa.gov.au

Dates

As required

Cost

To be advised

Aboriginal Cross Cultural Awareness Program**E1237****Course Description**

Reconciliation through cultural awareness is an introductory one or two day workshop, delivered by Indigenous Australian facilitators and designed as part of a longer-term organisational training strategy to

assist staff to develop more productive working relationships with Indigenous Australians.

Key Subject Areas

- Cultural diversity within the workplace.
- Indigenous cultural awareness.
- Protection and maintenance of areas of cultural significance.
- Interaction with Indigenous colleagues.
- Interaction with local Indigenous communities.
- Significance of Indigenous involvement in conservation issues.

Methodology

The learning should be structured so that there is a balance between theory and daily activities including team-building exercises, role-play and experiential learning that allow participants to be very active and contribute verbally and through actions or practical demonstrations.

The training package will contain a manual for each participant as well as teaching notes/relevant information to enable the Department's staff to develop their knowledge and understanding of Indigenous culture.

The Department has established a four-person reference group to guide the development and delivery of this program. Members of this team will be available to work closely with the training provider. Membership comes from the Department's Indigenous Heritage Unit, Organisation Learning Section and Aboriginal Liaison Officers.

Format

It is envisaged that the program will be delivered over 2 consecutive days,

within the normal workplace framework of a maximum 8-hour work day.

The training program will involve groups of approximately 20 – 25 staff, with consideration for repeat programs to involve groups of a similar size across the state.

The Department will consider the possibility of a panel of providers to deliver the program in locations that are more culturally acceptable to the local Aboriginal people and the provider.

Who shall attend

The Cross Cultural Awareness training is an important strategy in ensuring that non-Indigenous staff have the support and understanding to work with their Indigenous colleagues. Consequently, the program will be provided to ALL our staff as required and will be delivered strategically across the organisation in workcentres that will host Indigenous employees.

Course Custodian

Kim Bridge & Associates

Contact

Alan Byrne
Manager Learning and Development
Training Centre, Dwellingup
Phone: 95381200
Fax: 95381244
Email: alanby@calm.wa.gov.au

Date

TBA

Cost

All accommodation, meals, venue and equipment hire costs associated with the program delivery will be organised and paid for separately by the Department.

Heritage Management and Planning Course

E1198

This is a nationally recognised course delivered by an external provider.

Course Description

The Heritage Council of WA, in conjunction with the Research Institute for Cultural Heritage, presents an intensive, practical course specifically aimed at planners.

Key subject areas

The course will cover important issues including:

- Heritage legislation and how it works.
- Heritage and the role of local government (including Municipal Inventories).
- The development referral process.
- Heritage agreements: what are they and how do they work.
- Registration, what does it mean?
- Conservation plans: what are they meant to achieve.
- Heritage funding and incentives.

Additionally, the course involves practical case study tours where many of the above issues are covered in sessions held at heritage buildings.

Who should attend

The course has been designed for those professionals who have a general knowledge of heritage but wish to enhance their knowledge of the decision-making processes involved.

Course Custodian

Stephanie Wood
9220 4115 or email
swood@hc.wa.gov.au

Contact

Dwellingup Training Centre
 Department of Conservation and Land
 Management
 Acacia Road, Dwellingup, 6213
 Ph: (08) 9538 1200
 Fax: (08) 9538 1244

Venue

TBA

Date

Usually coincides with the end of the financial year – ie last week in June/first week in July (see the Heritage Council's website closer to this time for details – www.heritage.wa.gov.au)

Public Participation**I0613****Course Description**

A two-day workshop designed to:

- Equip staff with the skills and understanding to effectively implement public participation across a range of categories
- Build familiarity with the policy, strategy and manual as a basis for public participation planning and implementation.

Format

A two-day workshop

Methodology

This course is based upon presentation, case study, discussion and activity, drawing heavily upon the experience of the participants.

Conceptual frameworks, models and strategies are presented and participants are encouraged to question, relate the concepts to their own work and experiences and share ideas for good practice.

Key subject areas

- Understanding the corporate position, policy and principles.
- Initiating and deciding on the appropriate categories and techniques.
- Exploring stakeholders and roles.
- Detailed planning, monitoring and evaluation.
- Developing judgements using the manual and planning frameworks.
- Exploring the experience that already exists within the Department.

Who should attend

This course is designed for Branch, Regional and District Managers, program leaders, members of regionally based projects and others who are in direct contact with community groups and processes.

Course Custodian

Tammie Reid
 Ph: 9725 5948
 Fax: 9725 4351
 Email: tammier@calm.wa.gov.au

Date

As required

Cost

TBA

**Certificate III in Government -
Purchasing Management****E1270****Course Description**

This updated course provides entry-level qualifications for a career in the public service in simple purchasing.

It covers the required basic units of national competency including ethics, legislation and occupational health and safety and provides the necessary electives covering service and delivery,

use of technology and organisation of information.

The course outlines the process of purchasing in the public sector, policy issues, credit card use, documentation and procedures, request for quotation documentation, Q A and customer service.

Contact

External Consultants
Laurie Lush: 93340118

Venue

Perth

Date

TBA

Approx. Cost

\$495 includes lunch, refreshments and course manual

**Certificate IV in Government –
Procurement and
Contracting**

E0911

Course Description

Completion of all modules is required to complete this qualification.

This is a specialist qualification covering the competencies required for the procurement of complex goods and services in the Public Service.

Each module provides comprehensive knowledge and understanding of the area covered. A prerequisite for this course is completion of the Certificate III in Government purchasing management.

Contact

External consultants
Laurie Lush: 93340118

Venue

Perth

Date

TBA

**Module - Procurement
Planning**

Module Description

This module covers the process of developing a procurement plan, including the planning process, research requirements, policies and principles, analysing the market, incentives, purchasing method, outputs, outcomes and measures, the tendering process, planning evaluation and contract management planning.

Contact

External consultants
Laurie Lush : 93340118

Venue

Perth

Date

TBA

Approx. Cost

\$425 per person, includes lunch, refreshments and course manuals.

**Module - Introduction to
Contracts and the Law**

Module Description

This module provides a sound legal framework in the development and management of Public Sector.

Contact

External consultants
Laurie Lush : 93340118

Venue

Perth

Date
TBA

Approx. Cost
\$425 per person, includes lunch, refreshments and course manuals

Module - Specification and Tender Development

Module Description

This module covers the process of requesting and receiving offers. It includes the process for request documentation, the tendering process, needs and outcomes, request methods, requirements, tender document types, planning a request document, quality issues, evaluating and receiving requests.

Contact
External Consultants
Laurie Lush : 93340118

Venue
Perth

Date
TBA

Approx. Cost
\$425 per person, includes lunch, refreshments and course manuals

Module – Contract Award

Module Description

This module covers the tender evaluation process, including the role of evaluation, evaluation techniques and methodologies, evaluation of offers, communication and negotiation, reports, records and documentation.

Contact
External consultants
Laurie Lush : 93340118

Venue
Perth

Date
TBA

Approx. Cost
\$425 per person, includes lunch, refreshments and course manuals

Module - Contract Management

Module Description

This module covers the process of contract management including contract analysis, roles and responsibilities, evaluation and feedback in the areas of transition, operation, completion and evaluation of contracts.

Contact
External consultants
Laurie Lush : 93340118

Venue
Perth

Date
TBA

Approx. Cost
\$425 per person, includes lunch, refreshments and course manuals

Module - Disposal of Assets

Module Description

This module covers disposal of assets in the Public Sector environment and includes identification of assets for disposal assets with special needs and development and implementation of disposal strategies.

Contact
External consultants
Laurie Lush : 93340118

Venue
Perth

Date
TBA

Approx. Cost
\$220 per person, includes lunch, refreshments and course manuals

Module - Contract Negotiation

Module Description
This module provides a comprehensive knowledge and understanding and practice of the role of negotiation in the procurement process.

Contact
External consultants
Laurie Lush : 93340118

Venue
Perth

Date
TBA

Approx. Cost
\$425 per person, includes lunch, refreshments and course manuals

Module - Risk Management

Module Description
This module covers risk policy, context, awareness, planning to manage risk, contingency plans, the evaluation of performance and risk management processes.

Contact
External consultants
Laurie Lush : 93340118

Venue
Perth

Date
TBA

Approx. Cost
\$425 per person, includes lunch, refreshments and course manuals

Working More Effectively with Groups – A Public Participation Toolkit

E1246

Course Description
A two-day workshop, introducing some common and effective facilitation techniques to enable groups to resolve issues and plan more effectively together. The workshop content will include conflict resolution, working with difference and will be based upon the public participation challenges and experiences of the participants. The workshops will be held at a centralised location depending on demand.

Format
Two day workshop

Course Custodian
Tammie Reid
Ph: 9725 5948
Fax: 9725 4351
Email : tammier@calm.wa.gov.au

Venue
Metropolitan venue

Dates
Mid year

Cost
TBA

Tools and Techniques for Public Participation

I0698

Course Description
A two-day workshop that provides an introduction to a range of different practical tools and techniques for all

levels within the public participation spectrum.

It encourages participants to model a number of techniques, looks in depth at advisory committees and groups. It includes overviews of tools and techniques and provides a very useful tip sheet, which has detailed information on selecting, implementing and evaluating a broad range of participation activities.

Format

Two day workshop

Course Custodian

Tammie Reid

Ph: 9725 5948

Fax: 9725 4351

Email: tammier@calm.wa.gov.au

Venue

Kensington Training Centre

Dates

Mid year

Costs

To be advised

Introduction and Overview of Public Participation – A Condensed Version of the Two-day Introductory Workshop

I0699

Course Description

A two-hour interactive presentation to introduce and update the Department's public participation framework and strategy and to explore the expectations and impacts this has for participants.

Public participation is a practical way of involving the community in the Department's activities.

It is a strategy for involving others in Departmental decision making with the intention of achieving better conservation and participation outcomes for all.

The presentation will include current and local examples of public participation, and will highlight the resources and support that underpin this new strategic direction for the Department.

A facilitated discussion focused on the implications this has in the workplace and for participants, will conclude the presentation.

Format

2 hour presentation

Venue

At workcentres

Dates

As required

Course Custodian

Tammie Reid

Ph: 9725 5948

Fax: 9725 4351

Email: tammier@calm.wa.gov.au

Costs

N/A

Best Practice in Project Management

I0677

Course Description

The course has been developed to promote a high standard for project management and to improve the competency and the consistency of the management of the Department's projects. The course presents a broad coverage of a wide range of project management topics integrated into an

interesting program that is relevant to the Department's management.

It has been based upon Australian and World standards for project management (in particular, this course is entirely consistent with the Guide to the Project Management Body of Knowledge [PMBOK] and the Australian National Competency Standards for Project Management [NCSPM] as endorsed by the Australian Institute of Project Management [AIPM]). The content has been customised to reflect the Department's requirements, policy, terminology and values.

Format

The Best Practice in Project Management course is presented as a seminar style course for groups of about 20 staff over three days. The format is to present course material in a structured program, with each section of new concepts followed by a hands-on workshop where small groups of participants will work together on relevant aspects of the plan of the case-study project.

A comprehensive workbook is provided to participants to enable the course material to stay with you, back in the workplace.

This summarises (and, in some case expands upon) all the course material presented and will be a valuable reference on the subject.

Participation is strongly encouraged throughout the course. The opportunity is provided for staff to share experiences, contribute to workshop exercises and discuss alternatives in a structured environment under the eye of an experienced facilitator.

The presenters are experienced with professional development training and

very experienced in the management of a wide range of projects.

Methodology

The course is competency based and is designed to add to the experience of our managers and project managers. It encourages participation and active contribution throughout and especially with the many practical case-study exercises which are based upon a CALM project. The course is designed to appeal to managers of all types of projects. Course participants will work through the curriculum together and work in mixed groups, contributing their mutual experience with different types and sizes of projects.

Key Subject Areas

- A working knowledge of best practice in project management, as applied by the Department of Conservation and Land Management including an understanding of project planning and control procedures, resource management, and risk management.
- An understanding of basic methodologies, techniques and tools required to support effective project management.
- An understanding of the roles and responsibilities of those that contribute to the management of projects.
- The opportunity to share project management ideas with other Department staff, with a view to learning from the experience of others.
- An ability to effectively participate in projects and, with appropriate experience and skills, to manage the Department's projects.

Who Should Attend

The course aims to develop project management capabilities and is initially targeted at staff involved with the planning and management of Departmental projects.

Course Custodian

Mike Mullins from Assets and Project Maintenance and Management (APMM) Group

Contact

Peter Hill
Learning Programs Consultant
Department of Conservation and Land Management Training Centre
Dwellingup, 6213
Ph: 9538 1200 Fax: 9538 1244
Email: peterhi@calm.wa.gov.au

Dates

TBA

Cost

\$800

Customer FOCUS: Improving the way we do business

10700

Course Description

A series of training and development workshops designed to impart awareness and competency in developing the working relationships conducive to collaboration and co-operation with both internal and external customers. The emphasis is on a team approach to customer service delivery.

Module 1: Excellence in Customer Service

Module Description

A 6 hour workshop designed to introduce the concepts of customer focus, covering aspects such as internal and external customers,

dealing with difficult customers, communication tips and techniques, and personal style assessments.

The course is built on actual scenarios from the workplace where which the training takes place. This course is part of the graduate recruit/trainee training program and can be adapted for any work place.

Venue

Dwellingup Training Centre/ can be delivered at other workcentres upon request

Contact

Peter Hill
Learning Programs Consultant
Department of Conservation and Land Management Training Centre
Dwellingup, 6213
Ph: 9538 1200 Fax: 9538 1244
Email: peterhi@calm.wa.gov.au

Tammie Reid

Ph: 9725 5948

Fax: 9725 4351

Email: tammier@calm.wa.gov.au

Costs

TBA

Module 2: Front Counter Image

Module Description

This course is part of the PSTP Administration training package and identifies the client focus related values, policies and performance benchmarks reflected in the CALM strategic plan 2003-2005.

The training helps participants to identify their own role and responsibilities in maintaining a client focus and concentrates on the following areas.

1. Rationalising the relationship between CALM Image and client perceptions of CALM

2. Identifying and defining client needs
3. Maintaining client focus
4. Reviewing and monitoring client service

Venue

Kensington Training Centre/Dwellingup Training Centre

Dates

February, and as requested

Costs

TBA

Contact

Tammie Reid

Ph: 9725 5948

Fax: 9725 4351

Email : tammier@calm.wa.gov.au

or

Brenda Smith

Ph: 9334 0363

Fax: 9334 0478

Email: brendas@calm.wa.gov.au

Courses in Management & Leadership

Part E

Business Services Training Package

The Business Services Training Packages offers formal training to the Department's administrative and clerical people. The training consists of 2 weeks supplementary, CALM specific training.

Participants may, once the 2 weeks training is finalised, choose to undertake a Certificate III in Business or a Diploma of Business. By taking advantage of this training package, the skills and qualifications that can be achieved will set a pathway for your personal development.

The training is delivered over 10 consecutive days in a practical style, designed to optimise the involvement of participants.

The content of the course includes, but is not limited to:

- Oracle
- Concept
- Fleet Systems
- Output Based Management
- Accounts Payable
- Accounts Receivable
- Revenue
- General Ledger
- Assets
- Petty Cash
- Travel Claims
- Corporate Card
- Cab charge
- Pay GL Reports
- Supply Procedures
- Records Management
- Microsoft Excel – Pivot Tables.
- Code of Conduct, Code of Ethics & Good Working Relations
- CALM safe
- Health & Fitness Training
- Customer Service
- Front Counter/Corporate Image

Administrative and clerical personnel currently employed by the Department, or those wishing to move towards a career in this area should attend this training.

Dates can be found by visiting the People Services Home Page.

The cost of training is covered by a central training budget, however, Cost Centre Managers will be required to cover costs of travel and normal salaries during the course of the training.

For further information please contact
Brenda Smith
People Services Branch
Department of Conservation and Land Management.
Phone: (08)9334 0363
Fax: (08)9334 0478
E-mail: brendas@calm.wa.gov.au

Certificate III in Business

This is a nationally recognised course delivered by an external provider.

Successful completion of the '*Certificate III in Business*' course will equip participants with the skills to work effectively in an organisation.

Units of Competency

The course incorporates the following nationally endorsed Units of Competency:

BSBCMN302A - Organise personal work priorities & development - (includes time management, ethics, taking personal responsibility for work & outcomes and as part of a team).

BSBFLM302A - Support leadership in the workplace - (includes understanding aspects of leadership and teamwork, principles of supervision, delegation, etc.).

BSBFLM303A - Contribute to effective workplace relationships - (includes aspects of communication, how people work differently, have different strengths/perspectives & how one takes account of this when dealing with individuals, understanding gender variations/perspectives in dealing with people, etc.) .

BSBFLM305A - Support operational plan - (Includes understanding an organisation's strategic plan and other dept. functions - budget, etc.).

BSBCMN310A - Deliver & monitor a service to customers - (Covers aspects of customer service internal and external & linking that to good business principles & effective functioning of the work environment & Dept.).

BSBCMN312A - Support innovation & change - (focuses on understanding, working with and coping with aspects of change in organisations).

BSBCMN311A - Maintain work safety

The program is delivered by an external provider, PDT Consulting and is delivered utilising 4 – 6 contact days and written assignments over an 8 – 10 month period. The contact days are delivered in a practical style, designed to optimise the involvement of participants.

The content of the course includes, but is not limited to:

- Time management
- Ethics
- Team work
- Leadership
- Communication
- Customer Service
- Understanding Strategic Plans
- Coping with change
- Working safely
- Adult learning principles

All personnel who are interested in career or personal development should attend this course.

Dates are to be advised

Costs are covered by a central training budget. However, Cost Centre Managers will be required to cover normal time salaries and travel costs.

For further information please contact
Brenda Smith
People Services Branch
Conservation and Land Management
Phone: (08)9334 0363
Fax: (08)9334 0478
E-mail: brendas@calm.wa.gov.au

The Diploma of Business

E1241

The Department has been among one of the first organisations in Australia to take part in a nation wide initiative aimed at developing and supporting those people at the coalface of managing teams and projects. The training program is called the Diploma of Business. Since 1998, one hundred and fifty Departmental people have completed the Diploma.

The program is aimed at frontline managers which includes office managers, team leaders, supervisors, leading hands, first line managers, coordinators, supervisors, forepersons.

The Diploma program is about the responsibilities of leading, managing and influencing a group of workers. These responsibilities include the number of people they manage, the environment in which they work the resources they are accountable for and the sort of daily tasks they carry out. The eleven modules include;

1. Managing Yourself
2. Communication
3. Decision Making
4. Motivation and Job Design
5. Recruitment and Selection
6. Development and Appraisal
7. Leadership and Power
8. Managing Difference
9. Structures and Networks
10. Culture and Quality
11. Managing Change

The Challenger TAFE (Fremantle) delivers the program over an intense six-month period. The Diploma is a world class and competitively priced program, which includes material, that has been developed specifically for open/distant learning. On successful completion of the program learners will be awarded the Diploma of Business.

Murdoch University recognises units from the Diploma to articulate into undergraduate or postgraduate management courses.

Leading Teams: A Professional Development Program for Overseers and Supervisors

E0912

This is a nationally recognised course delivered by an external provider.

This five-day residential program is facilitated by Murdoch University and is designed to help overseers and supervisors lead teams more effectively and efficiently. The course focuses on the role of a team leader and the ways in which the talents and skills of all team members can be utilised to their potential.

This is intended as an introductory course, providing a broad framework for participants to consider. The goal of the program is to provide participants with a number of tools and ideas that can be used in their work teams.

Sessions are interactive, action oriented, involve discussion, small group and pair work, case studies, role play, simulation and the use of media. As part of the program, participants work in small groups on a Team Leadership Project. Projects will focus on a leadership issue, problem, initiative or system requiring investigation.

Each team will present a summary of the project and key findings/recommendations on the final day of the program.

Key subject areas include:

- Teams and teamwork
- Leading a team
- Team problem solving and decision making
- Working with diversity
- Developing teams and team members
- Communicating and managing team conflict
- Building a team culture

The Project

The project aims to provide participants with an opportunity to explore aspects of the program in more detail.

The teams will explore the same topic, with the goal of identifying better strategies, which may be used in team situations.

The project aims to provide participants with further insights into team issues through their consideration of the task and their work as team members.

This course is designed for overseers and supervisors from all regions and districts as well as those who have achieved a high level of technical competence and would like to undertake team leadership and management roles in the Department.

Dates and costs of this course are to be advised.

For further information on this course please contact:
Beth McKernan,
Department of Conservation and Land Management,
Training Centre, Dwellingup, 6213
Phone: (08) 95381200
Fax: (08) 95381244
E-mail: bethmc@calm.wa.gov.au

Leadership and Organisational Development Program

10659

This is a nationally recognised course delivered by an external provider.

The ability to lead is vital to managerial success - being able to set and communicate a clear direction, to motivate, to provide coaching and feedback, and to help others will ensure personal and business success for managers within our organisation.

In partnership with Murdoch University, Centre for Learning, Change and Development, we are pleased to announce the new learning opportunity that has been designed expressly for the Department. The program features a multi faceted approach incorporating theory, experiential learning and above all collegial learning.

Projects

During the program participants will be syndicated into project teams to work on a project that a Director has identified as critical to the organisations development. This Director or their sponsor will coach and mentor the project team through to final presentation. There are two main purposes that the projects aim to develop during the Leadership and Organisational Development Program:

- To provide a basis to apply and learn the concepts and skills covered in the program including areas such as teamwork, problem solving processes, leadership, planning, managing change and interpersonal relations
- To help achieve useful organisation and cultural change defining the scope, gathering data, recommending and, if possible, implementing.

Expectations of Participants

During the five and a half-day residential program, participants are given the project briefs at the start of the program and are expected to:

- Make a 20-minute presentation on the project indicating the project scope, methodology, possible recommendations and plans on how to proceed.
- Outline risks, resources and times required to complete the project over the next 4 months

What is required by each project team over the four month period is very much dependant on the specifics of the project, the team itself and the Director and Sponsor of the project. It is therefore up to the Director, Sponsor and team members to negotiate resources, time, team involvement (or not) and the amount of time to achieve this.

Departmental people from all areas are encouraged to discuss their participation in the LODP with their managers at their next IDAPES meetings.

For further information on this course please contact
Alan Byrne
Manager Learning and Development
Dwellingup Training Centre
Phone: 95381200
Fax: 95381244

Accessing the Australian Training Register

Part F

Accessing the Australian Training Register

The Australian Training Register

The system is an electronic register for training courses and resources available for all Departmental staff to access through contacting the Training Staff, at Dwellingup.

Background Information

The ATR is a computer database listing 70,000 public access training programmes, courses, conferences and seminars and updated every month. The system also has the capacity to reference over 10,000 training resources eg films, videos, training packages and calendars. Considering the extensive range of the system, Departmental staff should begin to think of this as their source of information on the various courses offered by external providers in the conjunction with the Training and Development Manual.

Training Register Search

The operator can select courses by category, key word, title, provider, date, and location or any combination of these search parameters. The ATR system searches the register for all the courses seminars, workshops and conferences that meet the identified selection criteria.

Information about courses is displayed initially with:

- Course Title
- Duration & Cost
- Location & Date

Updates

The ATR is updated every month via computer discs. The system has a default capacity, which ensures the system collapses if the Department of Conservation and Land Management does not renew the subscription annually

Staff are encouraged to contact the training officers at the Dwellingup Training Centre for further information on accessing any of the 70,000 courses or 10,000 training resources available on the register.

Dwellingup Training Centre

Ph: 95381200

Fax: 95381244

Undergraduate & Postgraduate Courses

Part G

Undergraduate and Postgraduate Courses

Undergraduate Courses

Undergraduate courses are available in a range of diverse disciplines. Many of these programs can be accessed through Distance Education and Open Learning. Below is a sample of the programs available in natural and cultural resource management. However, information on a range of diverse programs in a variety of disciplines (eg. management, information technology, tourism and leisure studies) can be accessed via the Training Centre, Dwellingup. Please contact the Training Staff for information regarding any of the undergraduate courses available.

Certificate II, III, and IV in Conservation and Land Management

These courses are designed to meet the requirements of Departmental personnel seeking to improve their performance and develop their careers. The courses aim to provide theoretical and practical skills relevant to land and natural resource management/rehabilitation/revegetation/park customer relations.

General information:

- Modules in the courses are offered in face to face and external modes.
- Work projects and tasks can contribute to module competencies and can be assessed at the workplace by arrangement.
- Enrolment in modules taken externally can be done at any time of the year.
- Enrolment forms are available from the Training Centre Dwellingup.
- Entrance to the courses are restricted to permanent Departmental personnel.

Postgraduate Courses

With more and more private enterprise managers undertaking Master of Business Administration (MBA) and other business courses, management education is becoming an essential companion on the management career path. Departmental managers and staff aspiring to fulfil middle to senior management roles should seriously consider enrolling in Postgraduate Management studies.

Perhaps the most important message about management education is the need to shop around for the course that really suits the individual, and the individual's career aspirations. This is especially true in these times of uncertain budgetary climate for higher education, with costs of courses likely to increase.

Departmental staff wishing to pursue the management field of study should contact the Training Staff at Dwellingup for information on the programs available for both on campus and Distance Education modes.

The training staff can also access up to 6,000 postgraduate programs, in a range of diverse disciplines (eg. science, information technology) that are available throughout Australia.

Dwellingup Training Centre
Ph: 95381200
Fax: 95381244

Scholarships

Part H

Scholarships

The Department of Conservation and Land Management supports continuous learning for all our people. A number of scholarships and study assistance programmes are in place to assist all Departmental people to attain recognised qualifications through formal study.

Qualifications in the workforce are increasing in importance as jobs become more complex and subject to greater change. Combining work and study has become popular and an important method of developing careers. In fact, there are now as many part-time as full-time students in many of our education institutions.

The Department recognises the significant commitment, which is needed to successfully study part-time. The Department's scholarship programme is designed to provide support, incentive and recognition to those who make the commitment.

Benefits to the Department

Study is an important aspect of all Departmental personnel development, which helps lay the foundations for a motivated, professional and highly skilled workforce. The Department recognises this and has made a commitment to invest significantly in the education and development of all Departmental people.

Benefits to all Departmental people

There are three main types of direct benefits available to all Departmental people:

- Study leave
- Financial Assistance
- Recognition and reward

In addition to these there are also indirect benefits which relate to career prospects. In the past, having a relevant qualification has not always been taken into account when assessing people for promotion or higher duties.

Of course, merit and performance will remain the main criteria for promotion and advancement, but we have now incorporated a preference for relevant qualifications into the desirable selection criteria for most positions above level 1.

This means that, where performance is equal, preference will be given to the person who has a relevant qualification or is studying towards one.

There are a number of positions in specialist's areas, which have formal qualifications as a minimum requirement.

The scholarships that are offered by the Department include:

- Executive Director's Scholarship for Study Assistance
- Leadership Scholarship
- Sciences Scholarship
- Executive Director's Career Development Scholarship
- Scholarship for all Departmental Women

Please address all applications to:

Alan Byrne
Scholarship Application
CALM Training Centre
Dwellingup

All scholarship applications must be received by 1/10/05.

For further information or enquiries, contact the Dwellingup Training Centre on Ph: (08) 9538 1200.

Experiential Learning

Part I

Experiential Learning

Exchange and Placement Programs

The Department has recently developed policy guidelines on Exchange and Placement Programmes. These programmes are available to all Departmental people and aim to provide an opportunity for people to expand their professional and personal experience through working in other relevant agencies (local, interstate and overseas).

People Services Branch will be administering both programmes and will assist in identifying placement and exchange opportunities. Advertising of the programme will coincide with the advertising of the Scholarship and Awards Programmes.

Full details of the programmes are available from the policy guidelines. The policies are available through the People Services Manual on the People Services Homepage of the CALMweb.

For further information or enquiries, contact:

Laura Sinclair
Department of Conservation and Land Management
Dwellingup, 6213
Ph: 9538 1200
Email: lauras@calm.wa.gov.au

Or

Alan Byrne
Manager Learning and Development
Training Centre, Dwellingup
Phone: 95381200
Fax : 95381244
Email: alanby@calm.wa.gov.au

Self-directed Education and Training

Part J

Self-directed Education and Training

Videos and Workbooks

The Department supports progressive educational concepts, such as self-directed learning, particularly when distance, time and cost do not allow Departmental people to attend metropolitan or regional training Programs. To this end, the Department has been looking for ways to bring training courses to as many Departmental people as possible. This is accomplished by the purchase of a library of training videos and manuals for distribution to workplace centres.

The video titles are listed below:

- How to Successfully Manage your Time.
- Team Building - a Positive Approach.
- Effective Report Writing.
- Performance and Development Review (Parts I and II)
- Coaching for Improved Performance
- Delivering Successful Presentations
- Telephone Essentials
- Better Business Letters
- The Power of Mentoring
- UGRs – Creating a Service Revolution

Contact

Dwellingup Training Centre
Acacia Rd, Dwellingup 6213
Ph: 95381200
Fax: 95381244

On-line Learning Opportunities

The Department has also developed four on-line learning programs for the convenience of all Departmental employees. The program details are as follows;

- **Improving Staff Performance**
- **Giving Feedback**
- **Workplace Discrimination**
- **Record Keeping Awareness**

These online courses provide an in-depth coverage of the topics using on-screen information, self-diagnostics, exercises, templates and checklists to effect learning. The online courses take between 30mins-2hrs to complete. The online courses also contain online self-assessment for immediate and impartial feedback. Some of the attributes of the programs are:

- **Onscreen information**

Well presented with the aid of pictures and diagrams.

- **Self diagnostics**

Multiple choice questions with immediate results and interpretation of your performance.

- **Exercises**

Are given to complete and reinforce the theory, normally in the form of a worksheet.

- **Templates**

Useful templates that can be used in the workplace to effect effective management.

- **Checklists**

To follow your progress through the training, particularly if you do it over more than one session.

- **Assessment**

10 Multiple choice questions. Results are immediate and questions that you got right and wrong identified with links to relevant text.

Departmental employees wishing to participate in these on-line learning opportunities, to provide feedback on the usefulness of the programs or for any other enquiries should contact

Peter Hill

Dwellingup Training Centre

Ph: 95381200

Email: peterhi@calm.wa.gov.au

To order the above videos, please contact the training staff

Dwellingup Training Centre

Ph: (08) 9538 1200

Fax: (08) 9538 1244

E-mail: alanby@calm.wa.gov.au

Videos will be loaned for a two-week period.

Registered Training Organisation Procedures

Part K

Registered Training Organisation Procedures

As a Registered Training Organisation, the Department of Conservation and Land Management has written policies and procedures that ensure the provision of quality training and assessment services to Departmental employees. These policies and procedures have been aligned with the twelve Registered Training Organisation compliance standards and are consistent with the Department's scope of registration and scale of operation, as specified in the Australian Quality Training Framework Standards.

The Department's Training Centre in Dwellingup will ensure that these written training and assessment policies and procedures are circulated, understood and implemented consistently throughout the organisation.

Client Support

The Department is committed to ensuring the principles of equity, fairness and justice are enshrined in all its employment policies and practices, and the only basis for job selection will be on merit. The Department aims to provide a workplace that fosters diversity and is conducive to optimum performance and employee satisfaction, thus enhancing the quality of service delivery.

The Department aims to ensure that no job applicant or employee will receive less favourable treatment on the grounds of sex, marital status, pregnancy, race, religious or political conviction, impairment, age, family responsibility or family status. The Department aims to remove the effects of previous discrimination against certain disadvantaged groups by adopting special measures to provide equality of opportunity for all.

The Dwellingup Training Centre is committed to ensuring that all training and assessment policies and procedures incorporate access and equity principles. The Dwellingup Training Centre will ensure:

- All participants have access to the benefits of training and assessment, irrespective of their gender, age, religion, culture, linguistic background, marital status, location and socio-economic background, disability, sexual preference, family responsibility or political conviction.
- All participants have access to training courses, resources, facilities, support services, information, trainers and assessors, materials, assessment opportunities, learning opportunities, special needs material and equipment.
- Assessors are aware of the ways in which candidates can be disadvantaged in the assessment process, such as through literacy, numeracy and language

difficulties, and what steps can be taken to ensure that assessment policies and practices take account of individual needs. This may involve adjusting the assessment procedures for conducting assessments or gathering evidence. Reasonable adjustment involves varying the assessment process to take into account the special characteristics of the candidate while ensuring the validity and reliability of assessment decisions.

For further information or enquiries regarding Client Support, contact
Dwellingup Training Centre
Ph: (08) 9538 1200.

Mutual Recognition

As a Registered Training Organisation, Dwellingup Training Centre recognises the principle of Mutual Recognition as critical to the operation of a nationally consistent vocational education and training system and a key principle underlying the Australian Quality Training Framework.

Dwellingup Training Centre endorses the requirement to recognise student achievements to ensure that "Statements of Attainment" and Australian Quality Framework qualifications issued by other Registered Training Organisations are portable between Registered Training Organisations and across the state boundaries.

For further information or enquiries regarding Mutual Recognition, contact
Dwellingup Training Centre
Ph: (08) 9538 1200.

Skills Recognition

The recognition awarded through the Skills Recognition process is equivalent to the recognition awarded when an individual successfully completes a course qualification.

Skills Recognition is an essential component of competency-based training focussing on current competency standards gained by individuals through:

- Work experience
- Life experience
- Formal training, and
- Informal training

Skills Recognition incorporates Recognition of Prior Learning and Recognition of Current Competencies.

Recognition of Prior Learning is acknowledgement of competencies gained in the past, and **Recognition of Current Competencies** is the acknowledgement of competencies that are currently held.

Departmental staff may apply for formal recognition of existing competencies against a course that the Department is accredited to deliver, regardless of the method used to obtain the competencies so long as it is in line with the applicant's scope of learning. Applications will be processed on the basis that it is the applicant's responsibility to provide all the evidence required to support their claim for recognition.

Depending on the subject matter, further training and assessment may be required for those aspects that are unique or modified in a new location. For example:

- The local area (eg. terrain, weather patterns, boundaries, etc.)
- The local resources (eg. types of vehicles, supporting services, communications system, etc.), and
- The local organisation and its requirements (eg. local chain of command, Departmental standards, policies, guidelines).

Skills Recognition is a process involving an assessment of an individual's current knowledge and skills even though the evidence produced in support of the claim for recognition may be drawn from the past.

Evidence

Evidence to support a claim for recognition may include:

- Original or certified copies of nationally recognised training certificates and/or statements of attainment
- Practical demonstration
- Align objectives and learning outcomes (of non-nationally recognised courses) to a Unit of Competency.
- Verbal evidence (response to predetermined questions)
- Assessment by Trainer/Assessor
- Operational logbooks or operational records
- Video or photographic evidence
- Completed forms
- Feedback from clients
- Evidence of workplace projects (eg. action plans, copy of project report, etc.)
- Interview of referee/s (eg. Local manager, Unit/Section, Training/District Manager, etc.)
- Personal logbook or diary
- Letters of endorsement from a third party
- Assignments

All evidence is to be in the form of an Evidence Portfolio, and must be linked to the learning outcomes aligned to particular units of competency within the training packages provided by the Department.

Procedure

1. Check to see if the Department provides Recognised Prior Learning in the subject. Some subjects may be outside the scope of registration of the

Department. As a general rule, if the Department provides training in a subject, it can provide Recognised Prior Learning in that subject.

2. Check to see if any "short cuts" to recognition, such as redlining, lateral entry, automatic Recognised Current Competencies or assessment on demand can be applied to your case.
3. Complete the Recognised Prior Learning Application Form. Note that if "automatic Recognised Current Competency" is applicable to your case, or "assessment on demand" is requested, you only need to fill in the first page of the Recognised Prior Learning application form.
4. Applications are forwarded, along with suitable supporting evidence of competency, to the Manager Learning and Development, Dwellingup Training Centre.
5. Applicants will be required to demonstrate competence in the workplace. An assessor will observe the competency in the workplace, in which you are seeking Recognised Prior Learning for.
6. An interview may be required with a Recognised Prior Learning panel set up to consider the application or a person nominated by them. At least one member of the panel needs to be a certified Assessor or a nationally recognised equivalent, and at least one other member needs to be qualified in the subject matter being assessed. Applicants can have an adviser present when they are being interviewed.

An application for recognition could result in one of three (3) outcomes:

- Approve the application and the applicant is deemed successful
- Deem the application unsuccessful, or
- Recommend the Applicant provide more evidence which may include a Challenge Assessment. (Claims will be automatically declined if the applicant refuses to provide further evidence, attend an interview and/or refuse to practically demonstrate their abilities through a challenge assessment.)

This decision will be based on the Performance Criteria of the relevant Unit of Competency.

If the application is unsuccessful, the applicant is advised in writing of that result. In addition, the applicant is also provided with feedback on why the application was unsuccessful and what requirements are deemed necessary in order to become certified in the subject.

Appeals will be conducted in accordance with the Department's Appeals Policy.

The Department will maintain an accurate recording system consistent with the minimum quality standards for skills recognition services. Skills Recognition assessments will be recorded on the Department's Training Provider Database and/or CONCEPT.

For further information or enquiries regarding Skills Recognition, contact the Dwellingup Training Centre on ph. (08) 9538 1200.

Grievance/Complaint

Employee concerns or complaints related to unfair or inequitable treatment in their workplaces are grievances. In keeping with the Dwellingup Training Centre's values of Honesty and Integrity, the Training Centre is committed to the resolution of grievances in a fair, equitable and prompt manner.

The Department's Good Working Relations Policy and Online Program deals with resolving grievances where discrimination, harassment, victimisation or bullying is involved. Where a grievance involves other issues, contact the Manager People Services Branch on 9334 0213 for advice. Grievance policies are also included in the Department's Code of Conduct.

Information produced during the grievance resolution process is kept confidential and divulged only to the persons involved.

Documentation about grievance resolution decisions should describe clearly and concisely the grounds upon which decisions are made.

Procedure

Step 1:

The complainant should, if he or she feels comfortable in doing so, attempt to resolve the grievance by approaching the person/s causing the grievance.

Step 2:

If unresolved, the matter is to be discussed between the complainant, respondent and the relevant supervisors or Section Manager.

Step 3:

If unresolved, the matter is to be discussed further involving a Safety and Health Representative from the Department.

Step 4;

If unresolved, the matter is to be referred to the Safety and Health Committee.

Step 5:

If unresolved, either party may refer the matter to WorkSafe WA.

Step 6:

If a resolution has not been agreed to at this stage, the matter will then be referred to the Commissioner, and then if still unresolved, referred to the

Safety and Health Minister for conciliation and/or arbitration. The parties agree to abide by the decision of the Safety and Health Minister.

For further information or enquiries regarding Grievance/Complaint, contact the Dwellingup Training Centre on ph. (08) 9538 1200.

Assessment Appeals and Reassessment

An appeal against an assessment outcome or process may be lodged at any time if the person undergoing assessment feels they have been disadvantaged or discriminated against. The appeals procedures apply to:

- Assessments conducted within a course
- Assessments or decisions within a skills recognition process.

Grounds for appeal

Valid grounds for submitting an appeal may include but are not limited to:

- Alleged bias of the assessor
- Level of competence of the assessor
- Alleged wrong advice from the assessor regarding the assessment process
- Alleged inappropriate assessment process for the competency, or
- Faulty or inappropriate equipment

Appeals procedure

Step 1:

- An appellant wishing to submit an appeal must do so by completing an Appeals Application Form. This form must be submitted within 14 days of the date of result of notification.
- The documentation should clearly state the grounds for appeal and should include sufficient evidence to support their claim.
- The application is submitted to the Manager, Learning and Development, Dwellingup Training Centre.

Step 2:

- On receipt of the appeals application, the Manager, Learning and Development, will acknowledge receipt of the claim, in writing, to the appellant within seven days.

Step 3:

- Upon receipt of the application, the Manager, Learning and Development, will nominate an independent assessor to review the appeal and make a determination within a reasonable timeframe.

Step 4:

- The independent assessor reviews the appeals claim.

Step 5:

- The independent assessor determines the appeal outcome.
- The independent assessor will advise the Manager, Learning and Development, of the appeals outcome.

Step 6:

- The Manager, Learning and Development, will notify the appellant of the result of the appeal, in writing, within seven days of the result.
- The Manager, Learning and Development, records the appeals outcome and places a copy of the written notification in the complaint's file.
- If the appeal is rejected, the appellant will be notified of their right to have the appeal heard in front of an appeals panel.
- Once the appellant is notified of the decision made regarding their appeal, they must respond, in writing, within seven days to the Manager, Learning and Development, if they wish to progress further with the appeal.

Step 7:

- The Manager, Learning and Development, will inform the appellant of the details regarding the re-assessment, in accordance with standard assessment processes.
- A copy of the re-assessment details is to be placed on the complainants file.

Step 8:

- The Manager, Learning and Development, will arrange for the appellant to be re-assessed.
- An independent assessor will conduct reassessments, where possible.
- If a reassessment is to be conducted, the appellant has the option to nominate an independent observer.
- The assessor will determine the assessment outcome against the competencies.
- The assessor will complete an assessment checklist.

Step 9:

- The appellant may refuse to be re-assessed.

Step 10:

- The Manager, Learning and Development, will refer the appellant to the Department's Good Working Relations Policy.

Step 11:

- If the appellant is dissatisfied with the result of the appeal, and the process followed, they may wish to lodge a complaint.

Step 12:

- The Manager, Learning and Development, will determine the members and format of the appeals panel.
- The Manager, Learning and Development, will advise the appellant of the requirements of the appeals panel.

- At the appeals panel, the appellant must provide additional information in support of their appeal.

Step 13:

- The Manager, Learning and Development, issues a Statement of Attainment/Certificate of Qualification and forwards to the appellant.

A copy of the Assessment Appeals Application Form is located on the following page.

For further information or enquiries regarding Appeals and Reassessment, contact the Dwellingup Training Centre on ph. (08) 9538 1200.



ASSESSMENT APPEALS APPLICATION FORM

The intention of the appeals process is to provide all CALM personnel with the opportunity to resolve matters where they believe they have been assessed in an unfair or inequitable manner.

Any information you provide on this form will be dealt with in a confidential manner.

APPLICANT DETAILS		
NAME:	SIGNATURE:	EMPLOYEE NO:
WORKPLACE: PHONE NUMBER:		
ASSESSMENT DETAILS		
NAME OF ASSESSOR:		DATE/TIME OF ASSESSMENT:
COMPETENCY NAME & CODE OR MODULE NAME/CALM COURSE:		
ON WHAT GROUNDS IS THE BASIS OF YOUR APPEAL? Please tick the appropriate box/es and provide any other specific relevant information:		
<input type="checkbox"/> Alleged bias of the assessor/trainer.		
<input type="checkbox"/> Alleged competence of the assessor/trainer.		
<input type="checkbox"/> Alleged wrong advice from the assessor/trainer regarding the assessment/training process.		
<input type="checkbox"/> Alleged inappropriate assessment/training process for the competency.		
<input type="checkbox"/> Faulty or inappropriate equipment.		
<input type="checkbox"/> Incorrect assessment of evidence through a Skills Recognition application you submitted.		
APPLICATION RECEIVED BY:	DATE:	
SIGNATURE:		

Training Records

The Department is committed to maintaining effective and efficient administrative records management processes for training and assessment activities in accordance with the legislative and regulatory requirements.

The Department adheres to the Public Sector Management Act General Regulations (1994) for the establishment and maintenance of employee records and the confidentiality of all information enclosed in them.

The Department must maintain up-to-date records of:

- Verified qualifications and experience of all staff and persons working on behalf of the Registered Training Organisation as trainers and assessors
- Enrolments and participation, and
- Assessment results

All course reports and assessment checklists will be forwarded to the Dwellingup Training Centre from individually run courses. These will be collated and placed into the Department's Training Provider Database and/or CONCEPT.

It is recommended that Departmental staff also maintain a personal training and operations record (in the form of an Individual Competency Maintenance Logbook) to assist them with maintaining currency and re-certification of qualifications.

For further information or enquiries regarding Training Records, contact the Dwellingup Training Centre on ph. (08) 9538 1200.

Departmental Staff Feedback

Part L

Departmental Staff Feedback

Feedback from Departmental personnel is an essential part of a quality management system and every opportunity should be taken to encourage formal and informal comments from all staff.

Feedback from all personnel will be used to modify procedures, policies and guidelines, and may influence the Training Procedures Manual and other decisions.

Staff confidentiality will be respected when sensitive issues are raised or when the employee requests it.

A feedback sheet will be distributed to each participant upon completion of a short course.

A copy of the Staff Feedback form is located on the following page.

For further information or enquiries regarding Departmental staff feedback, contact the Dwellingup Training Centre on ph. (08) 9538 1200.



Feedback Sheet

Title of session _____ Date _____

What were the key ideas in this session?

What aspects of this session worked best for you and why?

What aspects of this session would you have changed? What would have you added?

Have you any further comments that you would like to address to the individual presenter(s)

Please use this scale to give your overall view of the session. Please block out one circle for each answer

	1	2	3	4	5
	Not at all			Excellent	
1. Was the subject matter relevant to your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How effective was the style of the session?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How useful were the teaching aids, overheads, handouts, exercises, props?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Did the presenter(s) encourage an interactive exchange with the participants?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you any comments that you would like to make to express to the organisers?

Your name (optional) _____

Index

Part M

Index

Part A – Introduction

3

Part B – Department of Conservation and Land Management – A Registered Training Organisation

5

Australian Quality Training Framework	6
Department of Conservation and Land Management – A Registered Training Organisation	5
Role of Dwellingup Training Centre	6
Registered Training Organisation	6

Part C – Course Enrolment Procedures

8

CLM 90 – Course Nomination Form	11
Nomination, Travel and Accommodation Costs	9

Part D – Short Courses

12

□ Introduction to Short Courses

National Training Packages	13
Note to Course Custodians	14
Qualifications and Statements of Attainment	13

□ Courses in Field Operations

Apply tree jacking techniques	30
Bulldozer Operators	24
Cave Guiding Course	24
Cave Leader Course	24
Chainsaw Maintenance and Handling	15
ChemCert WA Contract Applicators' Course - Forestry	28
Department of Conservation and Land Management Outback Safety and Survival Course	26
Designing Guided Interpretive Experiences and Ecotours Workshop	22
Driver Awareness	17
Driver Training (Heavy Duty 4 x 4)	16
Driver Training (Light Vehicles 4 x 4)	15
Field Surveying	19
Firearms Safety	22
Harvest Trees Manually Level III (Advanced Faller Course)	32
Harvest Trees Manually Level I (Basic Faller Course)	30
Harvest Trees Manually Level II (Intermediate Faller Course)	31
Introduction to ArcView	29
Introductory Course for Volunteer Management	23

Law Enforcement Training	18
Recreation Planning and Management	20
Verbal Judo	27
□ Courses in Safety and Health	
1080 Authorisation – Risk Assessment and Approval	40
1080 Authorisation – Use and Possession	39
Basic First Aid	35
CALMsafe	34
ChemCert WA Farm Chemical Users Training	38
Health and Fitness	35
Occupational Health and Safety Representatives	38
Occupational Health and Safety Management	36
Senior First Aid	36
Visitor Risk Management	37
□ Courses in Nature Conservation	
Conservation of Altered Landscapes	45
Fauna Management	42
Flora Management Course	42
Introduction to the Detection, Diagnosis and Mapping of Disease in Native Plants Caused by <i>Phytophthora cinnamomi</i>	46
Managing Weeds in the Bushland	50
<i>Phytophthora cinnamomi</i> Disease Management Course	46
<i>Phytophthora cinnamomi</i> Field Operators' Course	48
<i>Phytophthora cinnamomi</i> Hygiene Course for Local Government Authorities	47
Rangeland Management	50
Wetland Management	49
Working with Venomous Snakes	43
□ Courses in Marine Qualifications	
Coxswain's Certificate	53
Open Water Diver	52
Rescue Diver	52
Small Craft Safety	53
□ Courses in Fire Management	
Advanced Incident Leadership	56
Air Attack Supervisor	84
Air Observer	81
Basic Fire Awareness	69
Basic Fire Fighter	67
Catering Unit Management	76
Communications Planning Unit Management	75
Fire Control Line Construction Using Machines	68
Fire Management Within the Department of Conservation and Land Management	79
Fire Operations 1	63
Fire Weather	78

Ground Controller (Water Bombing)	85
Ground Support Unit Management	77
Helitorch Operations	84
Incendiary Machine Operator (Aircraft Burning Operations)	82
Incendiary Operations Supervisor	80
Incident Control System	61
Incident Mapping	71
Incident Planning	57
Information Services Unit Management	73
Level 1 Fire Fighter	65
Level 2 Fire Fighter	64
Management Support Unit Management	74
Operational Management	59
Prescribed Burning 1	62
Resources Unit Management	72
Situation Unit Management	70
Water Bomber Refiller	86
□ Courses in Corporate Training	
Aboriginal Cross Cultural Awareness Program	93
Best Practice in Project Management	100
Certificate III in Government- Purchasing Management	96
Certificate IV in Assessment and Workplace Training	91
Certificate IV in Government - Procurement and Contracting	96
Contract Award	97
Contract Management	97
Contract Negotiation	98
Conversing with the Community	93
Customer FOCUS: Improving the way we do Business	101
Disposal of Assets	98
Excellence in Customer Service	101
Front Counter Image	102
Heritage Management and Planning Course	94
Human Resource Management – The Role and Responsibilities of Members of Selection Panels	87
IDAPES training	87
Introduction and Overview of Public Participation – A Condensed Version of the Two-day Introductory Workshop	99
Introduction to Contracts and the Law	97
Job Application and Interview Skills	88
Logistics Management	58
Procurement Planning	96
Public Participation	95
Risk Management	98
Specification and Tender Development	97
Tools and Techniques for Public Participation	99
Train Small Groups	88
Working More Effectively With Groups – A Public Participation Toolkit	98
Workplace Assessment	90
Workplace Training Course	89

Part E – Courses in Management and Leadership	103
Business Services Training Package	104
Certificate III in Business	106
Diploma of Business	108
Leadership and Organisational Development Program	111
Leading Teams: A Professional Development Program for Overseers and	
Part F – Accessing the Australian Training Register	113
Accessing the Australian Register	114
Part G – Undergraduate and Postgraduate Courses	115
Certificate II, III, and IV in Conservation and Land Management	116
Postgraduate Courses	116
Undergraduate and Postgraduate Courses	116
Undergraduate Courses	116
Part H – Scholarships	118
Scholarships	119
Part I – Experiential Learning	121
Exchange and Placement Programs	122
Experiential Learning	122
Part J – Self-directed Education and Training (Video Training Programs)	123
On-line Learning	124
Self-directed Education and Training	124
Videos and Workbooks	124
Part K – Registered Training Organisation Procedures	126
Assessment Appeals and Reassessment	132
Assessment Appeals Application Form	135
Client Support	127
Grievances and Complaints	131
Mutual Recognition	128
Registered Training Organisation Procedures	127
Skills Recognition	128
Training Records	136
Part L – Departmental Staff Feedback	137
Departmental Staff Feedback	138
Departmental Staff Feedback Form	139



*Department of Conservation and Land Management
Training Centre, Dwellingup*