

## **Documents related to Standard 11 training (a history)**

Compiled from publicly available sources

26 Nov 2010 MISC Bulletin No: 1 (attached)

- “(MISC) has had discussions with the inspectorate regarding the process for the introduction of Standard 11.”
- “The revised coal surface course will take 2 days to complete”

*MISC*

---

16 Dec 2010 DEEDI – Mines Inspectorate letter to SSE’s of Coal Mines (attached)

- MISC has issued 2 bulletins which have exacerbated concerns of RTO’s about Standard 11. To clarify:
  - An individual does not require Generic Induction or Standard 11 to commence employment at a mine
  - Assessment must be conducted in a work place
  - It is incorrect to state that all individuals that have undertaken a GI will have to immediately undertake the additional components to meet standard 11
  - It is errant nonsense for MISC to state in the Bulletins that the additional competencies decreed in recognised standard 11 can be undertaken in 2 days.

*Chief Inspector of Coal Mines*

---

7 June 2011 DEEDI – Commissioner for Mine Safety and Health letter to Coal SSE’s about supervisor competencies

- “(Assessment for Standard 11 and Supervisor Competencies) must be conducted in a work place”

*Commissioner for Mine Safety and Health*

---

20 June 2011 letter to RRTO from MISC

- “comments stating that GIQ is not being delivered under the RII assessment principles are, quite simply, untrue”
- RRTO members who are licenced GIV3 providers are developing a competing product in breach of current license conditions
- Legal actions:
  - Filing a claim for damages
  - Seeking interim and/or permanent injunctions

*MISC*

---

19 July 2011 letter to RRTO from MISC via Carter Newell Lawyers (attached)

---

16 Sept 2011 letter to RRTO members from MISC via Carter Newell Lawyers (attached)

---

7 Nov 2011 MISC submission to the Industry Forum (attached)

- MISC submission to the industry forum: **“we do not believe this style of discussion is appropriate for making decisions on behalf of industry”**

*MISC*

---

8 Nov 2011 DEEDI – Mines Inspectorate letter to SSE’s of Coal Mines (attached)

- Complaint received and under investigation:
  - Some RTO’s inappropriate issuing of statements of attainment after having only completed classroom training
  - Some trainers have never worked on a mine
  - One RTO transferring partial completion cards to a MI Skills Centre GIQ full card and statement of attainment regardless of mine site experience
  - Some RTO’s accepting non mining experience as sufficient for Standard 11

*Chief Inspector of Coal Mines*

---

10 Nov 2011 Industry Forum (attached)

- Attended by: DEEDI – Mines Inspectorate, DET, CFMEU, QRC, SkillsDMC, RRTO, BMA, Anglo, Peabody, Westfarmers, G&S Eng, Leighton, Golding, Mastermyne, BMC. MISC chose not to attend (as per letter of 7 Nov – attached)
- Final outcome: **“The issuing of statement of attainment for 6 units of competency after 3 days in the classroom only, without the capturing/verification of site workplace evidence, is not acceptable.”**

*Forum participants (as above)*

---

16 Dec 2011 MISC Product “launch” (attached)

MISC begins using “workplace experience log book”

*MISC*

---

## **The Introduction of Recognised Standard 11: Training in Coal Mines**

As you are aware a new recognised standard for Training in Coal Mines has been issued under the Authority of the Minister for Natural Resources, Mines and Energy, The Hon. Stephen Robertson. The Coal Mining Safety and Health Act 1999 provides that the Minister may make recognised standards and that the recognised standard be notified in the gazette. Recognised standards are not mandatory, but when followed they provide a way of meeting safety and health obligations. A person may adopt another way of managing a risk, ***but in the event of an incident the person may be required to show that the method adopted was at least equivalent if not better to the method in the recognised standard.***

Standard 11 was gazetted on October 1, 2010 and from that date has become the new Standard for meeting the health and safety obligations in the coal mining industry in Queensland.

While the Mining Industry Skills Centre acknowledges that many of you have commenced the integration of Standard 11 into workplace practices we are also aware of a significant level of confusion surrounding the requirements of the new Standard. The Skills Centre will be issuing a series of bulletins to provide clarity on this issue. We will continue to liaise with the Queensland Mines Inspectorate and work with industry to help ensure that the requirements of the new standard are understood and integrated into training programs as quickly as possible.

### **Confirmation of requirements under the Standard**

The Skills Centre has had discussions with the Inspectorate regarding the process for the introduction of Standard 11. We can confirm that the expectation of the Inspectorate is that industry must demonstrate an awareness of the introduction of Standard 11 and that they are immediately taking action to comply with the new Standard.

### **Competencies**

The new Standard 11 document is currently available on the Department of Mines and Energy [website](#). This document states that induction participants should be trained and assessed against the following units of competency:

#### **Underground Coal**

- RIIOHS201A Work Safely
- RIIERR205A Apply Initial First Aid
- RIIGOV201A Comply With Site Work Systems
- RIIRIS201A Conduct local risk assessment
- RII COM201A Communicate in the Workplace
- RIIERR203A Escape from a Hazardous Situation Unaided

#### **Surface**

- RIIOHS201A Work Safely
- RIIERR205A Apply Initial First Aid
- RIIGOV201A Comply With Site Work Systems
- RIIRIS201A Conduct local risk assessment
- RII COM201A Communicate in the Workplace
- RIIERR302A Respond to Local emergencies and incidents

The Skills Centre has identified errors in these listings and in an effort to ensure absolute clarity of the requirements for industry - the correct names of the units of competency are listed below:

## **Underground Coal**

- RIIOHS201A Work Safely and follow OHS Policies and Procedures
- RIIERR205A Apply Initial Response First Aid
- RIIGOV201A Comply With Site Work Processes/Procedures
- RIIRIS201A Conduct Local Risk Control
- RII COM201A Communicate in the Workplace
- RIIERR203A Escape from a Hazardous Situation Unaided

## **Surface**

- RIIOHS201A Work Safely and follow OHS Policies and Procedures
- RIIERR205A Apply Initial Response First Aid
- RIIGOV201A Comply With Site Work Processes/Procedures
- RIIRIS201A Conduct Local Risk Control
- RIIERR302A Respond to Local emergencies and incidents

The Skills Centre has had specific confirmation from the Inspectorate that all competencies listed in Standard 11 must be attained in full. Partial attainments will not be accepted.

For further information about these competencies please refer to the Training Package or contact Skills DMC at [www.skillsdmc.com.au](http://www.skillsdmc.com.au)

## **The Skills Centre Response**

In an effort to assist industry in meeting the new requirements of Standard 11 the Skills Centre is immediately updating its GI Safety Induction program to include the competencies required by Standard 11. The revised coal surface course will take two days to complete and updated course material will be available from December 17.

The Skills Centre is also currently developing a Bridging Course to update workers who currently hold a GI passport. This new course will be able to be completed by participants within a day and will also be available for delivery from December 17.

Approximately 55,000 people currently hold a GI passport and they will need to complete the Bridging Course to up-skill and meet requirements of Standard 11 if they wish to work in the Queensland coal mining industry.

## **Next Steps**

The Mining Industry Skills Centre is keen to work with industry to help facilitate the smooth introduction of Standard 11. Future bulletins will contain information on the specific accountabilities of industry sectors including RTOs and sites. For more information please continue to check the Skills Centre website for updates and FAQs. [www.miskillscentre.com.au](http://www.miskillscentre.com.au)

File: 001645  
LDN:MI10/13846

16 December 2010

**Letter to All Coal SSEs**

Dear SSE

**Subject: Recognised Standard No. 11- Training in coal mines**

Recognised Standard No 11 was drawn up and issued due to ongoing concerns across a wide cross section of the industry with respect to the standards being adopted and achieved as applied to training. As with all Recognised Standards the origins commence through discussion at the Coal Mining Safety and Health Advisory Committee (CMSHAC) or Standards Committee which is a sub-committee of the CMSHAC.

In this particular instance the issue of a lack of comprehension of what was required in the training and assessment of coal mine workers was raised at the Standards Committee and the initial draft was drawn up by a senior training officer of one of the larger coal companies. The draft, apart from very minor amendments, was accepted by the Standards Committee and sent to the CMSHAC for endorsement, which was readily given. From there the "Draft Standard" was sent to the Minister for his approval and gazetting occurred on October 1, 2010. Both the Standards Committee and CMSHAC are tripartite bodies and at each step of the process significant engagement with stakeholders were undertaken.

In the recent past a number of concerns have been raised about Recognised Standard No. 11 and these concerns appear to have emanated from RTOs (Recognised Training Organisations) who are dealing with MISC (Mining Industry Skills Centre). MISC have issued two Bulletins which appear to have exacerbated the situation and after discussion with the QRC, Grant Cook, Director Safety and Health and the CFMEU, Greg Dalliston, ISHR we believed a letter should be forwarded to all SSEs to clarify some misconceptions regarding training and particularly where that applies to Generic Inductions.

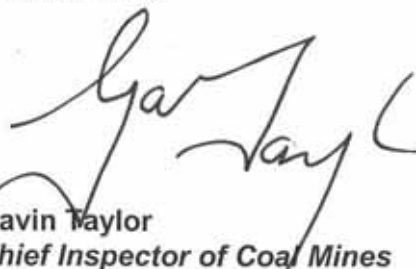
1. An individual does not require a generic induction (GI) or the competencies listed in Recognised Standard 11 to commence employment at a mine but must have the stated competencies before they undertake physical tasks that will require any of the competencies mentioned. It is at the SSEs discretion as to what competencies an individual should have before commencing work but clearly the SSE must ensure recognised competencies are held for any task being undertaken and for which a competency is deemed necessary under the coal competency package.

2. A specialist contractor or service engineer does not require a GI as long as when the specialist is on site they are accompanied at all times but a fully inducted coal mine worker at that site. That is, if a specialist who conducts work requiring specialist competencies not covered by the RII09 training package must be accompanied at all times or where the specialist is conducting a one-off specialist task where the task has been fully risk assessed and a work instruction has been issued inclusive of any additional competencies required.
3. With any training under the Coal Competency package training is preferred, unless there is a safety concern, to be undertaken in a work place, but can be undertaken in a class room or other place including a simulator. The assessment component must be conducted in a work place.
4. Training and assessment does not need to be undertaken by an RTO. It can be done on site by a company trainer/assessor given that individual has the necessary competencies and they train and assess against the coal competency package. The SSE can then sign off. All it means is that the trainee will not be given a statement of attainment, unless of course the company is an RTO.
5. It has been claimed that all individuals that have undertaken a GI will have to immediately undertake the additional components that have been decreed in the Recognised Standard No. 11. That is incorrect. There is no immediate retrospectivity included in the Standard but it is expected that all coal mine workers will, as their refresher training comes due, undertake training and assessment in the new competencies.
6. In the Bulletins issued by MISC it states that the additional competencies decreed in Recognised Standard No 11 can be undertaken in two days. That is errant nonsense and any RTO that provides that training within two days will come under scrutiny by the Mines Inspectorate.

Grant Cook, Greg Dalliston and I plan to meet with Derek Hunter; the CEO of MISC in the near future to ensure his organisation understands the content and intent of the "Standard"

In the meantime if any concerns are raised with you that you may not be able to answer, please direct the persons concerned to Grant, Greg or myself. Any questions on this communication can be directed to me on 3237 1585.

Yours faithfully



**Gavin Taylor**  
**Chief Inspector of Coal Mines**

cc: Grant Cook - QRC  
Greg Dalliston - CFMEU



File: 029900

7 June 2011

**BY EMAIL - Letter to all Coal Mining SSEs on supervisors competencies**

Dear Sir

**Subject: Coal Mining Safety and Health Advisory Committee concerns regarding the provision of S1, S2 and S3 competencies to coal mining personnel**

As Chair of the Coal Mining Safety and Health Advisory Committee, I am concerned that **supervisor's training and supervisor's competencies** are not being adequately addressed at some minesites.

*The Coal Mining Safety and Health Act 1999* reflects the importance of supervisor's competencies, which fully occupies section 56 of the Act, and states that a site senior executive must not assign the tasks of a supervisor to a person unless the person is competent to perform the task assigned; and if there is a safety and health competency for supervisors recognised by the advisory committee, has the relevant competency.

For almost 9 years, the Coal Mining Safety and Health Advisory Committee has recognised three competencies, Apply the risk management process, Conduct safety and health investigations, and Communicate information, as vital for the supervisor position. The original competency designators, S1, S2 and S3, are still widely referred to in industry.

Given this investment in training over so many years, we should now have skilled supervisors, competent in applying risk management, conducting investigations and communication. In fact we frequently identify issues with supervisors and supervisor's competencies in our accident investigations and mines inspections. This raises concerns over the quality of S1, S2 and S3 competency provision to coal mining personnel on their sites.

As the Chief Inspector of Coal Mines identified when he wrote to you on 21 August 2009, we continually identify training courses, including the provision of S1, S2 and S3, with truncated delivery times. Now, as then, you as a customer can ensure the standards of training provided to your people are effective and deliver the quality of trainee you are entitled to expect.



Since that letter, Recognised Standard 11 Training in coal mines, has been issued (at [www.dme.qld.gov.au/zone\\_files/mines\\_safety-health/attach a recognised standard 11 training in coal mines.pdf](http://www.dme.qld.gov.au/zone_files/mines_safety-health/attach_a_recognised_standard_11_training_in_coal_mines.pdf) ). It addresses two further concerns I have with the delivery of S1, S2 and S3, namely SSEs obligations regarding refresher training, and training delivery in a workplace context.

Recognised Standard 11 states that the SSE is responsible for ensuring refresher training occurs. The *Coal Mining Safety and Health Regulation 2001*, section 84, requires each coal mine worker at the mine, including each worker holding a senior management or supervisory position and each worker holding a certificate of competency, be given refresher training under the mine training scheme at least once in every five years.

Refresher training isn't necessarily full training and assessment against the full unit of competency and may be partially achieved by keeping a record of observations against the standards while the person under assessment is conducting routine work.

With respect to the workplace context, the Chief Inspector of Coal Mines' letter to you dated 10 December 2010 states that any training under the Coal Competency package training is, unless there is a safety concern, preferably undertaken in a work place, but can be undertaken in a class room or other place including a simulator. The assessment component must be conducted in a work place.

It is vital for the safety and health of coal mineworkers in this state that we ensure our supervisors training standards, including the provision of the required supervisors competencies, are to the highest achievable.

We must take every step to ensure that all of our workforce return home safe and healthy every day.

Yours sincerely



Stewart Bell  
**Chair, Coal Mining Safety and Health Advisory Committee**  
**Commissioner for Mine Safety and Health**

cc CMSHAC members



**MINING  
INDUSTRY**  
SKILLS CENTRE INC.

ABN 16 473 902 925

**Head Office**

GPO Box 2462, Brisbane, QLD 4001  
T: (07) 3872 8500 F: (07) 3852 5966

**Mackay Office**

PO Box 1012, Mackay, QLD 4740  
T: (07) 4944 6900 F: (07) 4944 6999

**Rockhampton Office**

PO Box 251, Rockhampton, QLD 4700  
T: (07) 4927 1947 F: (07) 4927 1947

Mr Tony Mapp  
President  
The Resource RTO Organisation  
c/- 167 Logan Road  
**WOOLLOONGABBA QLD 4102**

By email: tony.mapp@4sighttrainingsolutions.com.au

CC: rod.ramsay@sgs.com

Dear Tony

**ACTIONS OF RESOURCE RTO ORGANISATION ("RRTO") MEMBERS**

It has come to our attention that certain members of the RRTO, whether in their own capacity or on behalf of the RRTO, have been making comments to various organisations and people working in the resources sector. The purpose of these comments is to actively change those organisations and individuals' opinions of the Skills Centre and its staff, in a negative and harmful way.

We specifically would like to point out to you and the other RRTO members that comments stating or inferring that GIQ Coal is not being delivered under the RII assessment principles are, quite simply, untrue.

To say these actions are disappointing would be understating the situation, particularly as the source of these comments appear to stem from certain RTOs attitudes towards the most recent changes to the GI program introduced to address the requirements of Recognised Standard 11.

We appreciate that implementation of GIQ requires RTOs to undergo change. However, this type of response is completely inappropriate, especially given your member organisations have had in excess of 6 months to start preparing for change since we first notified them about Standard 11 in November 2010. We have been engaging with your members in relation to GIQ and invited them to discuss its introduction with us.

While we are continuing to investigate this issue, based on the initial information received we believe these actions could constitute publication of matter defaming both the Skills Centre and its employees.

Also, these actions could also be a breach of the GI Licence Agreement terms prohibiting RTOs, their trainers and assessors:

- from acting in a way that brings or may bring the Skills Centre into disrepute; and/or
- from doing anything which would or may mislead or deceive anyone about the GI courses and materials.

In addition, we have been informed that certain of the RRTO members are developing an induction course and associated product which would operate in direct competition with GIQ and the GI suite of products generally. Given many RRTO members will be licensed GI providers:

- Developing such a course while remaining a licensed provider would be a clear conflict of interest, meaning any RTO involved in developing such a course is in breach of clause 5.12 of the GI Licence Agreement.
- Developing such a course may also be in breach of each RTOs obligations of confidentiality, both at common law and as described in clause 10 of their GI Licence Agreement.

In addition, regardless of who develops it, the courseware will most likely breach our intellectual property rights. As you would appreciate the GI courseware and associated materials are a valuable, proprietary resource, the rights in which are owned by the Skills Centre.

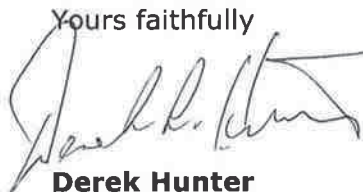
As such we reserve our rights against the RRTO, its Management Committee, and its members, including the right to take appropriate legal action such as filing a claim for damages and/or seeking interim and permanent injunctions against one or more of these bodies without further notice. We strongly recommend you forward a copy of this letter to your members cautioning them of the dangers of acting in this way, both to themselves and to the RRTO as a body.

Tony, I am personally quite disappointed to have to write this letter. We wish to work with the RRTO and its member bodies both in relation to the GI program, and various other initiatives coming in the next 12 months, all of which are very exciting.

However I must put the interests of the Skills Centre first and foremost. I cannot allow these sorts of actions to occur without taking the appropriate steps to protect the Skills Centre.

If you wish to discuss the contents of this letter please contact me.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Derek Hunter', with a long horizontal line extending to the right across the page.

**Derek Hunter**  
**CEO**

Our ref: James Plumb: Andrew Shute  
Direct Line: (07) 3000 8367  
Email: james.plumb@carternewell.com

19 July 2011

Mr Tony Mapp  
President  
The Resource RTO Organisation Inc  
c/- 167 Logan Road  
WOOLLOONGABBA QLD 4102

**BY EMAIL:** [tony.mapp@4sighttrainingsolutions.com.au](mailto:tony.mapp@4sighttrainingsolutions.com.au)  
**cc:** [rod.ramsay@sgs.com](mailto:rod.ramsay@sgs.com)

Dear Sir

### **Our client: Mining Industry Skills Centre Inc**

We act on behalf of the Mining Industry Skills Centre Inc (**Skills Centre**).

As you know, our client provides a number of training programs to registered training organisations in the resources industry, including the GI Safety Induction and the GIQ Coal courses.

We are instructed that our client has written to you on two occasions regarding statements being made by your members concerning our client's courses, which it believes have been sourced from or authorised by the Resources Registered Training Organisation Association Inc (**RRTO**). As no response has been received, we have been asked to write directly to you.

### **Misrepresentations concerning the Skills Centre**

We are instructed as follows:

1. Over the past week, the Skills Centre has been contacted by mine site management staff, contracting companies servicing various sites, and individual mine site contractors and workers, who have brought to their attention some concerning practices being employed by RRTO and its members.

#### **PARTNERS**

Paul Hopkins  
Patrick Mead  
Rebecca Stevens  
Bronwyn Clarkson  
Michael Gapes  
Cameron Jorss  
Mark Brookes  
David Rodighiero  
Glenn Biggs  
Jonathan Cheyne  
James Plumb  
Stephen White

#### **SPECIAL COUNSEL**

John Grant  
Brett Heath  
Philip Glaister  
Luke Preston  
Peter Nugent  
Nola Pearce  
Andrew Shute  
Stephen Hughes

#### **SENIOR ASSOCIATES**

Amy Gill  
Laura Pavlovski  
Dee Wood  
Jodi Palmer  
Sarah Robinson  
Peter Dovolil  
Shannon O'Hara  
Elisha Goosem

#### **ASSOCIATES**

Jason Savage  
Andrew Persijn  
Johanna Kennerley  
John Matthews  
Rochelle Rieck  
Caren Klavsen  
Kelly Pain  
Tracey Maskell  
Tom Miers  
Allison Bailey  
Heidi Bayles  
Karen Brown  
Sarah Hutchinson  
Eva Chong



2. In particular, it appears that representations to the following effect are being made:
  - (a) that our client's GI Safety Induction and GIQ Coal courses are no longer available;
  - (b) that our client's GI Safety Induction and GIQ Coal courses have been replaced by a RRTO course;
  - (c) that our client's GI Safety Induction and GIQ Coal courses are obsolete and not in line with industry standards; and
  - (d) that the resources industry no longer supports our client's GI Safety Induction or GIQ Coal courses.
3. We are instructed that the above statements are untrue in that:
  - (a) our client's courses continue to be available and are being offered by numerous RTOs in Queensland and other states;
  - (b) while the GI coal surface and underground courses have changed to GIQ Coal and GIQ Coal Underground respectively, they have not been replaced by the RRTO Standard 11 course;
  - (c) GIQ uses best practice adult-learning methodologies, high-technology simulation through the incorporation of PROJECT CANARY, group activities and role playing to accelerate learning. It is in no way obsolete; and
  - (d) GIQ was developed in close consultation with the resources industry and continues to enjoy its support.
4. Investigations undertaken by our client have confirmed that RRTO members are continuing to make statements to the effect of those referred to in paragraph 2 above.
5. This ongoing conduct is particularly concerning to our client given it has previously raised these issues with you but no response has been received. Our client therefore believes that the RRTO is not taking our client's concerns seriously and, further, that it is continuing to sanction or encourage misrepresentations concerning the Skills Centre and its GIQ courses to the mining industry (including, without limitation, mine sites, contracting companies, individual workers, and individuals seeking employment in the resources sector).
6. Our client is concerned that such conduct is directed at the personal gain of the RRTO and its members and is being undertaken in a manner that is:

- (a) inconsistent with the RRTO's Mission Statement, namely to uphold its Vision (to be at the forefront of education, training and safety in the resources sector) with, amongst other things, integrity; and
  - (b) directed at damaging our client's reputation and its business.
7. Further, in the absence of any assurance to the contrary, our client remains concerned that the RRTO or its members, in developing training materials, may act in a manner contrary to our client's intellectual property rights.

### **Our client's demands**

In light of the above, our client requires by midday on Thursday 21 July 2011, that the RRTO provide us with the following:

1. Written confirmation that the RRTO will:
  - (a) publish (or cause to be published) a prominent public statement on the RRTO's website and in the Queensland regional press (ensuring coverage for Mackay, Moranbah, Emerald and Blackwater) by no later than Saturday 23 July 2011 which:
    - (i) is approved by our client;
    - (ii) addresses each of the matters set out in paragraphs 2 and 3 above; and
    - (iii) is to the effect that the RRTO wishes to correct any misunderstandings which they may have caused in the industry regarding the Skills Centre and the GIQ courses; and
  - (b) send a copy of the above public statement to each of its members by close of business on Monday 25 July 2011.
2. A draft public statement complying with the above, for our client's approval.
3. Written undertakings that the RRTO:
  - (a) will not make any representations in the future concerning our client or its courses; and
  - (b) has not, and will not, use our client's intellectual property in developing the RRTO's training material.

Should you fail to respond as required:

1. our client instructs us that it will publish corrections of these misunderstandings in the Queensland regional press, on its website, and to relevant mine sites in Queensland; and



2. we will seek our client's instructions in relation to taking such further action as it believes necessary to protect its interests, including commencing legal proceedings against the RRTO, its Management Committee, and its members, for relief including damages and injunctive relief.

We fully reserve our client's rights.

Finally, given the importance of the issues raised in this letter, and the lack of response to previous correspondence from our client, our client will be corresponding directly with members of the RRTO in relation to its concerns regarding their conduct.

Yours faithfully

A handwritten signature in blue ink, appearing to be 'C. Newell', written over a light blue horizontal line.

**CARTER NEWELL**

Our ref: James Plumb: Andrew Shute:150973  
Direct Line: (07) 3000 8367 / (07) 3000 8371  
Email: [jplumb@carternewell.com](mailto:jplumb@carternewell.com) / [ashute@carternewell.com](mailto:ashute@carternewell.com)

16 September 2011

**BY EMAIL:**

Dear Mr

**Our client: Mining Industry Skills Centre Inc.**

We act on behalf of the Mining Industry Skills Centre Inc. We understand is a member of the Resources Registered Training Organisation Association Inc. ("RRTO").

We are instructed that on 19 July 2011 our client wrote to you to advise that a number of misunderstandings were being circulated by some RRTO members, in particular the following:

- (a) that our client's GI Safety Induction and GIQ Coal courses are no longer available or have been replaced by an RRTO course;
- (b) that our client's GI Safety Induction and GIQ Coal courses are obsolete and not in line with industry standards; and
- (c) that the resources industry no longer supports our client's GI Safety Induction or GIQ Coal courses.

We raised similar concerns with the RRTO that same day.

Our client also requested that refrain from making any comments or statements which further spreads or perpetuates these misunderstandings.

We are instructed that our client has undertaken further investigations which reveal that:

- (a) RRTO members, including , are continuing to make both written and verbal representations regarding our client's induction courses; and
- (b) has made written statements in emails sent in September 2011 to the effect that before 1 July 2011 there was only one provider of

**PARTNERS**

Paul Hopkins  
Patrick Mead  
Rebecca Stevens  
Bronwyn Clarkson  
Michael Gapes  
Cameron Jorss  
Mark Brookes  
David Rodighiero  
Glenn Biggs  
Jonathan Cheyne  
James Plumb  
Stephen White

**SPECIAL  
COUNSEL**

John Grant  
Brett Heath  
Philip Glaister  
Luke Preston  
Peter Nugent  
Nola Pearce  
Andrew Shute  
Stephen Hughes

**SENIOR  
ASSOCIATES**

Amy Gill  
Laura Pavlovski  
Dee Wood  
Jodi Palmer  
Sarah Robinson  
Peter Dovoll  
Shannon O'Hara  
Elisha Goosern  
John Matthews

**ASSOCIATES**

Jason Savage  
Andrew Persijn  
Johanna Kennerley  
Rochelle Rieck  
Caren Klavsen  
Kelly Pain  
Tracey Maskell  
Tom Miers  
Allison Bailey  
Heidi Bayles  
Karen Brown  
Sarah Hutchinson  
Eva Chong  
Rebecca Johns  
Beau Mollinger





Generic Inductions, but now there are two providers. Our client believes such statements are misleading in that they suggest that you deliver a Generic Induction course.

In light of the failure of [redacted] and the RRTO to provide any substantive response to previous correspondence, our client is concerned that this ongoing conduct is of a deliberate nature directed towards damaging our client's reputation and its business. In addition, our client is concerned that [redacted]'s ongoing conduct is misleading and confusing to potential mining industry trainees.

In the circumstances, our client requires, by midday on Friday 23 September 2011, that [redacted] provide us with a written undertaking that it will not in the future make misleading comments relating to any or all of the Generic Induction Courses, either verbally or in writing, including without limitation:

- (a) that our client's GI Safety Induction and GIQ Coal courses are no longer available or have been replaced by an RRTO course;
- (b) that our client's GI Safety Induction and GIQ Coal courses are obsolete and not in line with industry standards; and
- (c) that the resources industry no longer supports our client's GI Safety Induction or GIQ Coal courses.

nor cause or permit any other person to do any such act and that it has taken steps to inform its staff of the undertaking.

In the meantime, we fully reserve our client's rights.

Yours faithfully



**CARTER NEWELL**

ABN 16 473 902 925

**Head Office**

GPO Box 2462, Brisbane, QLD 4001  
T: (07) 3872 8500 F: (07) 3852 5966

**Mackay Office**

PO Box 1012, Mackay, QLD 4740  
T: (07) 4944 6900 F: (07) 4944 6999

**Rockhampton Office**

PO Box 251, Rockhampton, QLD 4700  
T: (07) 4927 1947 F: (07) 4927 1947

7 November 2011

Mrs Heather Munro  
Secretary  
Resources RTO Association Inc

**By email: [info@resourcesrto.org](mailto:info@resourcesrto.org)**

Dear Heather

**Standard 11 Induction Forum – 10 November 2011**

Thank you for your invitation to attend the above forum.

This letter is to confirm that the Mining Industry Skills Centre will not be attending.

We would request you table this letter at the forum, if it proceeds, and provide a copy to Ms van Asche beforehand, as it outlines our views on each agenda item and the reasons why we do not believe this style of discussion is appropriate for making decisions on behalf of industry.

Taking each agenda item in turn:

1. The intent of the competencies standards and the training / assessment delivery

The information set out in Recognised Standard 11 is sufficiently clear. Its "intent" does not require further discussion or debate.

Standard 11 provides that the requirements of an induction training program will be determined by using information sourced from, among other things, the units of competence listed in Appendix 3 to the Standard.

If an organisation requires interpretation of any legislation, gazetted standards, or training packages, we would recommend independent legal advice be obtained.

2. Interpretations of the various Acts in relationship to Training

The chief executive of each RTO has signed a declaration certifying that the organisation will operate in accordance with the *Vocational Education, Training and Employment Act 2000*, guidelines and policies made under the Act, and the AQTF Essential Conditions and Standards.

As such, all RTOs should already understand and meet all legislative requirements which impact on their delivery of accredited courses.

A public forum is not the appropriate venue for statutory interpretation, or discussions about interpretation. Again, if assistance is required, that is a matter on which organisations or individuals should obtain independent legal advice.

### 3. The intent of the Standard 11 implementation

We refer you to our comments on agenda item 1 above – to some extent, this seems to be a repeat of item 1.

To the extent this item relates to timing and process, we would refer you to the letter dated 16 December 2010 from Gavin Taylor to all Coal SSEs (a copy of which we presume you received), which included the following:

*"An individual does not require ... the competencies listed in Recognised Standard 11 to commence employment at a mine but must have the stated competencies before they undertake physical tasks that will require any of the competencies mentioned. It is at the SSEs discretion as to what competencies an individual should have before commencing work but clearly the SSE must ensure recognised competencies are held for any task being undertaken and for which a competency is deemed necessary under the [RII] competency package".*

and

*"There is no immediate retrospectivity included in the Standard but it is expected that all coal mine workers will, as their refresher training comes due, undertake training and assessment in the new competencies."*

4. Models used in the industry to this point
5. Considerations associated with the various models

These are discussed together as they essentially cover the same ground.

As we are all aware, there are a number of training programs addressing the units of competency described in Standard 11.

However, it is up to industry and/or employers to decide what they require from a training program and make an appropriate selection. It is also up to industry and/or employers to drive and lead initiatives around their training requirements. The Skills Centre supports such initiatives.

The Skills Centre has been formally requested by industry to review the RII09 assessment guidelines, and the interpretation of these specifically in the Qld context. That research is almost complete and the report will be tabled to appropriate stakeholders.

Specifically in relation to our own products - the Skills Centre consulted industry widely in relation to the content and framework of the Generic Induction courses including GIQ. We continue to consult widely with industry on our GI program, and their requirements will be taken into account as part of a continuous improvement program.

The Skills Centre supports GIQ and its other Generic Induction courses being a component of induction programs which meet site and industry requirements, as determined by employers in the industry.

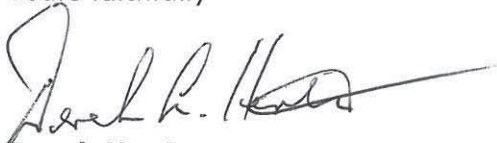
**Outcome:** To agree to a consistent quality delivery and implementation model for the delivery of Standard 11 Induction for the Coal Industry across all RTOs in Queensland

Just as each site has the accountability to determine an appropriate induction program, there must also remain the flexibility for employers to select how, when and where this is delivered.

Again, we reiterate that this is a matter for industry to drive. Industry – whether as a whole or on a site / company basis – will decide its preferred model and choose an RTO or alternative training solution accordingly. In the Skills Centre's view, this is not something which the group invited to the meeting can simply mandate in a forum.

Any industry questions can and should be resolved in an industry led forum. The Skills Centre already convenes a quarterly meeting of the Strategic Leaders Group which represents the widest cross-section of stakeholders regarding this matter. The Skills Centre is comfortable its Generic Induction model, including GIQ, meets the needs and requirements identified both in that forum and through close industry liaison.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Derek Hunter', with a long horizontal flourish extending to the right.

**Derek Hunter**  
**CEO**

File: 001645

8 November 2011

**BY EMAIL – Letter to all SSEs coal mines**

Dear SSE

**Subject - Recognised Standard 11**

The mines inspectorate has received a complaint alleging that;

1. Some RTO's are inappropriately issuing inexperienced coal mine workers with a Statement of Attainment after having only completed class-room training for competencies required by the generic OH&S induction requirements of Recognised Standard 11 (**Training in Coal Mines and Appendix 3 Generic OH&S Induction**).
2. Some people conducting the assessment (trainers) have never worked on a mine site.
3. One RTO is automatically transferring the partial completion cards and Statement of Completion to a MI Skills Centre GIQ full card and Statement of Attainment regardless of whether the students have worked on a mine site or not.
4. A number of RTO's are accepting non-mining experience as sufficient workplace evidence to be deemed competent and receive a Statement of Attainment to the 6 units of competency as selected by Recognised Standard 11 Training in Coal Mines Appendix 3 Generic OH&S Induction.

The purpose of this letter is to inform you that the mines inspectorate are investigating the complaint as it potentially raises a safety and health issue for coal mine workers.

**Background**

- On 16 December 2010 I sent a letter to all Site Senior Executives (SSE) that stated any training under the Coal Competency package training is preferred, unless there is a safety concern, to be undertaken in a work place, but can be undertaken in a class room or other place including a simulator. The assessment component must be conducted in a work place.

- Recognised Standard 11 states that assessment is the process of collecting evidence and making judgements about whether competency has been achieved and to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.
- A statement of attainment is issued by a Registered Training Organisation (RTO) to students it has assessed as competent in accordance with the requirements of a training package or accredited course.

### **Generic OH&S induction requirements**

Recognised Standard 11 (Appendix 3) states that;

- The site induction is to be developed so as to ensure appropriate safety information and obligations are provided to a coal mine worker prior to commencing work.
- Induction Training Program requirements will be determined by using information sourced from (amongst other things) units of competence identified in appendix 3. Appendix 3 states that participants shall be trained and assessed against the following units:
  - RIIOHS201A Work Safely
  - RIIERR205A Apply Initial First Aid
  - RIIGOV201A Comply With Site Work Systems
  - RIIRIS201A Conduct local risk assessment
  - RIICOM201A Communicate in the Workplace
  - RIIERR203A Escape From a Hazardous Situation Unaided

and for a Surface mine:

- RIIOHS201A Work Safely
- RIIERR205A Apply Initial First Aid
- RIIGOV201A Comply With Site Work Systems
- RIIRIS201A Conduct local risk assessment
- RIICOM201A Communicate in the Workplace
- RIIERR302A Respond to Local emergencies and incidents

### **Departmental Investigations**

Our investigations will be asking the following questions to relevant parties;

#### **Are coal mine workers being given effective induction training before they commence work, as required by section 83<sup>1</sup> of the regulation?**

83 New coal mine worker not to carry out task until induction training completed

(1) A person starting work at a coal mine must not carry out any task at the mine unless the person has completed induction training for the mine.

---

<sup>1</sup> Coal Mining Safety and Health Regulation 2001.

(2) Subsection (1) does not apply to a task carried out by the person in the course of induction training.

**Are the people providing the training suitably qualified, as required by Standard 1.4 of the Essential Conditions and Standards for Continuing Registration under the Australian Quality Training Framework<sup>2</sup>?**

1.4 Training and assessment is delivered by trainers and assessors who:

- (a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and
- (b) have the relevant vocational competencies at least to the level being delivered or assessed, and
- (c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and
- (d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

**Are the competencies being assessed to the standard set out in the competency standards?<sup>3</sup>**

- The RII units of competency in question require that the unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environmental skills.
- Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.

**Is the SSE applying subsequent validation processes (as relevant) to endorse the competency?**

- A site senior executive for a coal mine has the obligation<sup>4</sup> to train coal mine workers so that they are competent to perform their duties. This may require subsequent evidence of competency to be collected on a mine site irrespective of the off-site training path.
- Competence for a task at a coal mine is the demonstrated skill and knowledge required to carry out the task to a standard necessary for the safety and health of persons<sup>5</sup>.
- Specific regulations may apply, and some competency assessments may only be validated in the workplace. For example, the underground mine manager has the

---

<sup>2</sup>

ATQF. Essential Conditions and Standards for Continuing Registration Version: 2010 Issue Date: June, 2010

<sup>3</sup> RIIRIS201A Conduct local risk control

<sup>4</sup> s42 Obligations of site senior executive for coal mine, Coal Mining Safety and Health Act 1999

<sup>5</sup> s12 Meaning of Competence, Coal Mining Safety and Health Act 1999

obligation to ensure each coal mine worker at the mine is competent in operating the mine's telephonic communication system<sup>6</sup>.

### Summary

- Coal mine workers should be either trained, or in training before they commence work at the mine. The training must be provided by a person who has relevant industry experience and current industry knowledge.
- Developing industry knowledge takes time. Some of the knowledge can be gained in class rooms or simulators. Much of it can only be gained at an operating mine. The size of equipment in use in open cut mines cannot be represented effectively anywhere other than near the equipment. The concept of a several kilometre long evacuation from underground cannot be effectively simulated. On the other hand, "smoky conditions" is a case where safety may preclude on-site training.
- An assessment must be in context of the work environment. Until the person has experience underground or been in the vicinity of large machinery for example, they cannot visualise what fire fighting or first aid will be like in that context.
- This training and assessment must be carried out by people who are familiar with the conditions. And they must update that familiarity on an ongoing basis.
- Any person employed on a mine site that has been assessed as competent, and who has not completed a training and assessment path consistent with Recognised Standard 11 and the Coal Mining Safety and Health Act 1999, will be determined not to be operating at an acceptable level of risk. As such they must cease performing that task until assessed to the "standard".

For further information please contact Ken Singer, Deputy Chief Inspector of Coal Mines on (07) 340 43147 or 0459 819 763.

Yours sincerely



Gavin Taylor  
**Chief Inspector of Coal Mines**

att

cc: Lauren Regan – Director, Qld Resource Council  
Greg Dalliston – ISHR, CFMEU

---

<sup>6</sup> s177 Coal mine workers must be competent in operating telephonic communication system



## R1109 Assessment Requirements Advice for RTO's, Auditors and Compliance Officers

SkillsDMC been advised that Statements of Attainment for R1109 Units of Competency have been issued without demonstration of the practical application of the required skills and knowledge to achieve the performance outcomes as defined by the range statement. This is not an assessment of competency.

The Training Package Development Handbook defines a unit of competency as:

'the specifications of knowledge and skill, and the application of that knowledge and skill to the standard of performance required in the workplace.'

Assessment practices must ensure that the learner has been assessed accordingly.

### R11 Unit of Competency Assessment Requirements

There are clear requirements for assessment for all R1109 units of competency. These requirements are stated in the Evidence Guide of the unit of competency and the training package assessment guidelines. Extracts are provided below for your reference:

All R11 units of competency state:

**Critical aspects for assessment and evidence required to demonstrate competency in the unit includes:**

- knowledge of the requirements, procedures and instructions for the task
- **implementation** of requirements, procedures and techniques for the safe, effective and efficient completion of the task
- working with others to undertake and complete the task
- **consistent** timely **completion of the task**

**Context of and specific resources for assessment which states:**

- This unit must be assessed **in the context of the work environment**. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it **is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills**.
- Assessment of this competency **requires typical resources normally used in a resources and infrastructure** sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances.

Assessment in the **work environment** means that the candidate is assessed in a context that is a workplace, or that very closely replicates a workplace. The collection **of evidence should be**

**conducted over a period of time (at the workplace) to ensure that the demonstration of competency is valid and reliable**. The candidate should be aware that **collection of evidence needs to be ongoing** and he/she, needs to be part of the planning, conduct and review of the assessment process.

### Method of assessment

The assessment strategy for this unit must verify **required knowledge and skill and practical application using more than one of the following assessment methods:**

- written and/or oral assessment of the candidate's required knowledge
- **observed**, documented and/or first hand testimonial evidence of the candidate's:
  - **implementation** of appropriate requirements, procedures and techniques for the safe, effective and efficient achievement of required outcomes
  - **consistent** achievement of required outcomes
- **first hand testimonial** evidence of the candidate's working with others to **undertake and complete** the task

The assessment must ensure that it addresses all areas of the **application** of required skills and knowledge in the context of the range statement, in the work environment to satisfy the performance criteria to the standard of the workplace.

### Quality Training Strategy

Training Package do not specify delivery methodologies however RTO's are expected to develop and implement a training and assessment strategy that provides learners with adequate opportunity to develop and demonstrate competency.

An effective training strategy will include opportunity for:

- Introduction
- Demonstration
- Explanation
- Supervised Practice
- Consolidation
- Review
- Assessment

as a minimum requirement.



### Contact Us

For further information please contact [skillsdmc@skillsdmc.com.au](mailto:skillsdmc@skillsdmc.com.au) to be referred to a SkillsDMC representative in your region.

## INDUCTION TRAINING FOR THE COAL INDUSTRY (Standard 11)

### FORUM OUTCOMES

#### OVERVIEW OF KEY POINTS RAISED THROUGH DISCUSSION and GENERAL AGREEMENT of MAIN POINTS

Present	Name
<b>Organisation</b>	
<b>Industry Representatives</b>	
Anglo American	Janine Berry (Corporate)
	Justin Murray (Site)
	Roger Bonython (Site)
	Tim Magoffin
G&S Engineering (Contractor)	Francesca Lehmann (Corporate)
Peabody Energy	Brian Waugh (Site)
	Gary Saunders
	Richard Ball
Westfarmers Curragh	Kerry Andrew (Corporate)
Downer EDI Mining (Contractor)	Malcolm Stanley (Corporate)
Leighton Contractors	Judy Mounjoy
Golding (Contractor)	Nathan Smith
Mastermyne	Brenda Witt

BMA	Andrew Clegg (Corporate)
BMC	Jason Callaghan (Corporate) Jasmine Beard (Corporate) Georgia Maw (Corporate) Greg Dalliston
Union Representative:	CFMEU
Mining Industry Peak Body:	QRC
Industry Training Advisory Body:	SkillsDMC
DEEDI Mines Inspectorate	Laura Regan (Director Safety & Health) Greg Taylor Michelle Day Ken Singer Trevor Brown
DET- Training Quality Regulation	David Garner (Director, Training Quality) Rex Tom (Manager, Complaints) Daniel Taylor (Complaints Team) Sue Cameron (Complaints Team)
Resources RTO Association	The Executive : Tony Mapp, Rod Ramsay, Brian Wilson and Heather Munro
<b>Apologies: John Tate, Cockatoo Coal – Tony Peterson, Xstrata Copper, Rio Tinto, Mines Inspectorate – Gavin Taylor, Anglo –Debbie Butler</b>	

<p><b>Welcome and Introduction</b> Sheridan van Asch SAVA <i>ideas to outcomes</i> Facilitator</p>	<ul style="list-style-type: none"> <li>• Overview of the Forum – an opportunity for key stakeholders – Industry Representatives, Mines Inspectorate, Department of Education and Training (DET), Skills DMC and Resources RTO Association to discuss and aim to come to agreement as to the most effective delivery and implementation of induction training for the industry – in this case with a focus on the Coal Industry.</li> <li>• Mining Industry Skills Centre Inc – letter of 7 November 2011 – <b>Standard 11 Induction Forum – 10 November 2011 – TABLED copies</b> provided where requested.</li> <li>• DEEDI – Mines Inspectorate letter of 8 November 2011 – <b>Subject: Recognised Standard 11 – TABLED</b> copies provided where requested.</li> </ul>
<p><b>Purpose and Overview of the Forum</b> Tony Mapp – President RRTO Association</p>	<ul style="list-style-type: none"> <li>• Welcome – background and purpose for holding an Industry led Forum the aim of which is to seek clarity from industry as to the most appropriate induction training for the mining sector.</li> <li>• Aim of the Resources RTO Association is that the Forum is to be led by industry – providing the opportunity for industry representatives to share and discuss induction training – particularly in relation to Standard 11.</li> <li>• The Executive of the Resources RTO Association represents RTOs; the Forum is an initiative of the Association. The outcomes of the Forum, once endorsed by participants, will be shared with RTOs through the Association.</li> <li>• Currently there appears to be a range of models in the delivery and implementation of induction training – and Standard 11 – resulting in confusion of what is expected by key stakeholders – including Industry, Mines Inspectorate – management of the Act and Regulations, DET – management of Australian Quality</li> </ul>

	<p>Training Framework (AQTF) and Skills DMC – management of Training Package.</p> <ul style="list-style-type: none"> <li>• The Forum is an opportunity to share with Industry some of the issues, seek clarification and agreement/resolution if possible.</li> <li>• RTOs provide a service to the mining sector in assisting them to meet their obligations under their relevant Act and Regulations – there is a desire to ensure quality and effective service delivery.</li> </ul>
<p><b>Mines Inspectorate – Comments</b></p> <p><b>Ken Singer</b> outlined the Inspectorate’s position in relation to -</p> <p><b>Standard 11 Induction for Coal Mining</b> – expectations of the <b>Inspectorate</b> in relation to the Act and Regulations.</p> <p>Definition of <b>Workplace, Site Practices</b> – <b>Industry</b> and <b>Inspectorate</b> position</p>	<ul style="list-style-type: none"> <li>• Congratulated the Resources RTO Association on taking the initiative to run the Forum.</li> <li>• Cooperation has been the key to positioning Queensland in terms of safety in the mining industry the Blackwater Risk Management Workshop achieved a great deal through co-operation amongst key stakeholders – key information is on DEEDI Internet site.</li> <li>• Today is a similar forum and therefore a great initiative.</li> <li>• The Inspectorate is in the process of investigating complaints in relation to the delivery methods of some induction training.</li> <li>• It is anticipated the outcome of the investigation will inform future delivery of induction training – including Standard 11 and hopefully the development of an Audit Tool.</li> <li>• Training and competency is a system – Quality standards are best judged when applied on the mine site and it is therefore best to collect evidence in the context of the working environment where there is an exposure to a range of variables.</li> <li>• If assessment does not take place on the mine site – where should it take place? If it doesn’t occur on a mine site – what is the difference between simulation and the real workplace – what is the RISK that needs to be considered by the Mine Sites, if assessment is only taken in an “off the job” (classroom) environment?</li> <li>• Key tools have been identified in Standard 11 and should be implemented by the Mine Sites e.g. Training Plans, identification of training gaps</li> <li>• Statement of Attainment – one part of the journey and Mine Sites need to consider them on a case by case basis – context of the individual as to - Mine Site should understand the person’s CV. How did they get the ticket – What does it look like if there is an accident?</li> <li>• Inspectorate – is currently exploring what the valid process is in issuing a Statement of Attainment – this will need to be undertaken with the co-operation of DET.</li> <li>• Mine Sites are ultimately responsible to ensure their workers are safe and should consider the general principles required to ensure safety.</li> </ul> <p><b>ACTION: Mines Inspectorate to conduct audits to determine whether some practices to gain Statement of Attainment are valid.</b></p> <p><b>Mines Inspectorate will provide advice, once investigations are complete, it is anticipated the results will inform a valid process to be used when issuing a Statement of Attainment and provide a level of guidance in relation to what is good practice.</b></p> <p><b>Audit Tool to be developed to assist sites in auditing their processes.</b></p>

<p><b>Skills DMC – Greg Taylor Comments</b></p> <p>Training Package RII109 – what is the intent?  <b>Assessment requirements.</b></p>	<ul style="list-style-type: none"> <li>• Skills DMC have worked with Industry representatives and the CFMEU to develop the Training Packages and competencies.</li> <li>• Competencies need to be transportable – and demonstrate safety principles as well as understanding the context in which training takes place.</li> <li>• <i>CFMEU– Unit of competency has to be assessed on the work site....prior to competency being signed off - challenge is where is training delivered that will ensure competency achieved has been assessed in the workplace context.</i></li> <li>• Is the competency standard right? Does this need to be revisited to ensure the wording is correct in relation to what competencies need to have been undertaken at the workplace.....</li> <li>• Some competencies can be undertaken off the job – others need to be validated on site – the relevant workplace.</li> </ul> <p><b>ACTION: Skills DMC, with the Coal Working Group to -</b></p> <ul style="list-style-type: none"> <li>• <b>revise competency standards to allow some units of competency (e.g. First Aid) to be delivered fully off site as well as determining which ones require on site assessment/validation or off job practice v theory prior to a Statement of Attainment being granted. This may take some time to complete;</b></li> <li>• <b>review and change the wording “context of the workplace” in competency standards to provide a much clearer definition.</b></li> </ul>
<p><b>DET Training and International Quality – David Garner and team Comments</b></p> <p>Requirement of <b>Statements of Attainment, meaning of competence</b> – within the context of expectations of the Industry. Role of DET.</p>	<ul style="list-style-type: none"> <li>• Competency – is demonstrated through consistent application and knowledge to apply skills in new environment.</li> <li>• Statement of Attainment to be seen separate to Standard 11.</li> <li>• Concerns being raised re classroom delivery – the bulk of competencies identified in Standard 11 cannot be assessed in a classroom and the cost would be prohibitive to most RTO’s to develop simulation to the level required to be as close as practicable to the real work site.</li> <li>• Training and assessment needs to closely replicate the “real” workplace, if not practical for work place – then it needs to replicate it as close as possible.</li> <li>• Competencies are generic skills and should not replace site induction; there should not be the expectation that a Statement of Attainment will replace site induction.</li> <li>• Not practical to do the 6 competencies unless you go on a site – provided it is a relevant work site.</li> <li>• Assessment – needs to be clearly articulated in the training package.</li> <li>• Points to consider <ul style="list-style-type: none"> <li>○ Where and what can be legally achieved on site or not on site</li> <li>○ How can Industry ensure they are meeting legal requirements –</li> <li>○ What can be done practically off site and still ensure people will be safe and competent.</li> </ul> </li> <li>• Desire of industry that people be trained and assessed on a work site.</li> <li>• RTO can deliver a generic type induction; it is the obligation of the Site to ensure application.</li> </ul>

	<ul style="list-style-type: none"> <li>• DET currently also undertaking investigations as to the issuing of Statements of Attainment in line with the intent of the Training Package.</li> <li>• DET does not develop training packages, they only ensure compliance with them – development of training packages is an industry (ie Skills DMC) responsibility.</li> <li>• Audits undertaken by DET are conducted with the sole purpose of establishing whether an RTO complies with the AQTF and training package requirements.</li> <li>• Should SkillsDMC consider a set of assessment guidelines?</li> </ul> <p><b>ACTION: DET representatives have passed on issues raised at the forum to the audit team, who will keep the concerns in mind when conducting scheduled audits.</b></p>
<p><b>RTO Comments</b></p> <p>Capacity of RTOs to deliver expectations of the Inspectorate, Skills DMC, Industry and DET</p>	<ul style="list-style-type: none"> <li>• RTOs need clarity from the industry as to their expectations in relation to the delivery of induction training.</li> <li>• RTOs must comply with AQTF standards.</li> <li>• Resources RTO Association wants to drive quality outcomes and will work with members to ensure they meet “best practice” – this can only be achieved with direction and support from Industry.</li> </ul> <p><b>ACTION: RRTOA to forward the mapping guide to attendees.</b></p>
<p><b>Industry Comments -</b></p>	<ul style="list-style-type: none"> <li>• Responsibility of Industry (SSE) to implement and meet the obligations of Standard 11</li> <li>• Statements of Attainment provide a base level of learning – an employee’s further capability to undertake their work is gained when undertaking relevant tasks and work on a mine site.</li> <li>• Statements of Completion can be issued once competencies have been completed and a Statement of Attainment issued once they have been validated on a relevant worksite.</li> <li>• DET do not recognise the Statements of Completion, as a person is not yet competent in the unit at that stage.</li> <li>• Generic induction – is not anything to do with Standard 11 &amp; there is not a consistent approach due to the way different sites implement induction programs – general induction may give people an idea of what it is like on mine site but if undertaken in a class room it will not provide an understanding of the true reality of working on a site.</li> <li>• Mapping of site inductions to specific induction process should take place.</li> <li>• Anglo Coal – no one undertakes a course that gives an individual everything required to work on site.</li> <li>• “Peabody – sees that induction is like P plate</li> <li>• For Contractors – the Statement of Attainment = constant - - however not necessarily consistent.</li> <li>• Contractors often required to have content of induction programs delivered prior to going on site – consistency is being sought this could be achieved through a mapping document.</li> <li>• Need a process that will allow the portability of the induction process – the Statement of Attainment allows this to occur.</li> </ul>

### General Conclusions –

There was general acceptance that:

- Statement of Attainment should not be issued without clear demonstration of work place evidence/experience – this is a desired position however this is sometimes seen as not practical from some sites.
- The issuing of Statement of Attainment for 6 units of competency after 3 days in the classroom only, without the capturing/verification of site workplace evidence, is **not** acceptable.
- As the training package is currently written, a Statement of Attainment **can** be issued without on-site assessment, although this is highly undesirable – it would be preferred that competencies should be validated on site after site inductions and other requirements have taken place.
- A Statement of Attainment should not be issued for any of the Standard 11 units **without the collection of site evidence** –competencies should be validated on site after site inductions and other requirements have taken place.
- Once the Inspectorate has undertaken their investigation greater clarity may be provided as to how this can be achieved.
- Statement of Attainment for **all** 6 competencies within Standard 11 should not be completed offsite, however there may be some competencies that could be achieved in the classroom. Therefore clarification is needed as to what evidence/understanding can be achieved in a classroom – and what can be achieved on a site.
- In terms of simulated workplace/s it was agreed that the level of simulation required to adequately replicate the mine site environment and conditions could be cost prohibitive to RTOs.
- Some competencies can be modified to allow for their completion offsite. Such modification has to occur via the various SkillsDMC working parties.
- Many pathways to gain a SOA – an SSE is required to validate competency in the context of the workplace – capturing evidence on a mine site is considered an important part of the process.
- Obligation of the SSE to be satisfied that people employed have the right competencies to work safely and competently.
- Obligation of the SSE to implement and meet the obligations of Standard 11.
- The mapping of the various induction products to show alignment to the competencies within Standard 11 is seen as best practice.

**Tabled: Letter – MISC – Standard 11 Induction Forum – 10 November 2011**  
**Letter – Mining Inspectorate – Recognised Standard 11.**

The Mining Industry Skills Centre has launched a new induction product to help provide a pathway for new entrants to the resources industry.

*GIQ New Entrant* is designed for cleanskins and sits within the Skills Centre's suite of long-standing, industry recognised Generic Induction products, including the *G/Q* program for the Queensland Coal Mining Industry.

It is important that our industry stakeholders are aware of the significant differences between the enrolment and assessment procedures around GIQ and GIQ New Entrant.

## **GIQ**

The enrolment and assessment process for GIQ has not changed. Individuals who can display transferable skills and/or relevant industry experience and/or are currently working in the industry will be directed to undertake the GIQ course or the GIQ Challenge Test. Individuals who successfully complete either of these courses will be issued with a GIQ passport.

## **GIQ New Entrant**

Individuals who are not able to demonstrate that they have transferable skills or relevant industry experience and are not currently working in the industry will be directed to undertake GIQ New Entrant. This course will provide them with the underpinning knowledge for the units of competency required under Recognised Standard 11.

Once underpinning knowledge has been completed for these units of competency the participants will have met the initial requirements for Recognised Standard 11 and will be issued with a Workplace Experience Log Book and a distinctive GIQ New Entrant passport.

If the individual wants to obtain a full GIQ passport they will be required to complete the Work Experience Log Book in a workplace and have it validated by a site-endorsed competency assessor or training co-ordinator. They will then return to their Registered Training Organisation for competency assessment. If they are assessed competent they will receive relevant Statements of Attainment and a full GIQ Passport.

It is important to note that the GIQ Workplace Experience Log Book meets AQTF Standard 1, Element 1.2 and has undergone a Quality Assurance process.

Click here to view the [GI Pathways](#) available.

If you have any queries regarding GIQ New Entrant or any other GI product please contact the Skills Centre at [support@miskillscentre.com.au](mailto:support@miskillscentre.com.au) or visit [www.miskillscentre.com.au](http://www.miskillscentre.com.au)