



**WATER INDUSTRY TRAINING CONSULTANTS**

# **TRAINING HANDBOOK**

May 2, 2017.1

## FOREWORD

The wise management of one of our most precious natural resources, water, is of vital importance to the Australian community and training of operations personnel for the water industry is consistent with Total Quality Management and essential if a high standard of water management is to be attained.

Water Industry Training Consultants (WITC) is located at Deakin University's Geelong, Waurn Ponds Campus in Victoria. It maintains comprehensive training facilities which are used for on campus training and off-campus training at customer locations. Details of our location are given on Page 23 of this Handbook.

WITC specialises in the provision of vocational training for operators of water and wastewater treatment plants throughout Australia. It has built a reputation for providing quality training in skills and underpinning knowledge of treatment processes started by the former Water Training Centre located in Werribee from 1978 and Deakin from 1997. Training resources from the original Training Centre are maintained by WITC and have been continuously updated and improved. WITC is fortunate to retain staff with a training background with each of these training bodies with many years of training expertise unique to the water industry.

WITC is a corporate member of the Water Industry Operators Association of Australia (WIOA).

Through an outsourcing agreement with TAFE NSW Riverina Institute WITC can offer training leading to the award of:

Certificate II in Water Industry Operations (NWP20115)

Certificate III in Water Industry Treatment (NWP30315)

Certificate IV in Water Industry treatment (NWP40615)

These Certificate qualifications are part of the National Water Training Package (NWP).

Demand for training in the many subject areas offered by WITC comes from throughout Australia and the high standing of the training provided by WITC has not been possible without continued support from the many diverse businesses and organisations of the water industry.

## PREFACE

This latest edition of the Water Industry Training Consultant's Training Handbook provides general information concerning WITC, its training programs, facilities and capabilities.

A Training Schedule including a Module Nomination Form detailing Training Fees is available in six monthly cycles ([www.witc.com.au](http://www.witc.com.au)) advertising training modules and scheduled dates. If you have a training requirement and the module is not listed on the Training Schedule, please contact us. The Schedule is prepared and constantly updated according to demand and your requirement may be accommodated.

The latest edition of this Training Handbook is available on [www.witc.com.au](http://www.witc.com.au).

It is recommended that you use this Handbook as an overall reference for WITC and its training programs. Brief descriptions of the modules offered are included in this Handbook and more detailed module descriptions are available upon request and can be forwarded by email.

If you have any queries relating to the Handbook, please contact WITC.

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## 1 INTRODUCTION

Water Industry Training Consultants Pty Ltd is a private training company with an outsourcing agreement with TAFE NSW Riverina Institute. Its relevance to the needs of the Water Industry is undoubtedly due to the experience gained since 1978 in the delivery of a wide range of programs which have given WITC national prominence in the field of operator training.

Whilst training may provide credit towards nationally recognised qualifications, it may also be undertaken separately by any student without the intent of completing a qualification from the National Water Training Package. This modular flexibility enables the WITC to provide for specific training needs that trainees might require as part of their employment.

Note: To receive a Statement of Attainment for the Unit/s of Competency associated with modules, the student needs to be implementing the relevant skills of the unit in the workplace. Students not involved in operations (for example: engineers/scientists) wishing to attain the underpinning knowledge aspects of the unit may enroll in individual modules and a Certificate of Completion can be issued on request.

Previous Training Packages include the Water Industry Training Package (UTW98) which was originally endorsed by the National Utilities Industry Training Advisory Board in 1999 and the Water Industry Training Package (NWP01) endorsed by Local Government Training. The Water Training Package (NWP07) endorsed by Government Skills Australia and the current National Water Training Package (NWP).

The Training Package includes a range of qualifications, including-

- NWP20115 Certificate II in Water Industry Operations
- NWP30315 Certificate III in Water Industry Treatment
- NWP30215 Certificate III in Water Industry Operations
- NWP40615 Certificate IV in Water Industry Treatment

As part of the National Water Training Package, these qualifications aim to provide operations staff with the competencies required to efficiently and effectively operate, and control plant and equipment used in drinking water and wastewater treatment to standards required to protect public health and the environment.

A similarly important aim is to ensure that a high standard of Work Health and Safety practice is maintained and promoted within the industry.

More detailed information on the National Water Training Package is available from the website - [www.training.gov.au](http://www.training.gov.au).

## 2. SAMPLE TRAINING PROGRAMS

### NWP30315 Certificate III in Water Industry Treatment

(Extract from: NWP National Water Training Package first release)

This qualification allows for the attainment of general competencies in water industry treatment or specialisation in drinking water or wastewater.

The general qualification reflects the skills required to conduct treatment for drinking water, wastewater and recycled water.

The drinking water specialisation covers skills required to monitor, operate and control treatment processes within a drinking water plant.

The wastewater specialisation covers skills required to monitor, operate and control treatment processes within a wastewater treatment plant.

#### Packaging Rules

11 units of competency are required for this qualification:

- 2 core units
- 9 elective units

	General	Specialisation	
		Drinking water	Wastewater
<b>Core</b>	2	2	2
<b>Group A: Work health safety</b>	Choose 1	Choose 1	Choose 1
<b>Group B: Sampling and testing</b>	Choose at least 1	Choose at least 1	Choose at least 1
<b>Group C: Drinking water</b>	Choose at least 3 from groups C and/or D, with no more than 2 from any one group	Choose at least 4	
<b>Group D: Wastewater</b>			Choose at least 4
<b>Group E: General</b>	Optional – choose no more than 2	Optional – choose no more than 1	Optional – choose no more than 1
<b>Flexible choice</b>	Choose the remaining elective units from the list below or from elsewhere within this training package. Alternatively, up to 2 of the elective units may be selected from another endorsed training package, or from an accredited course.		
<b>Total number of units</b>	11	11	11

## **Drinking Water Specialisation**

The drinking water specialisation covers skills required to monitor, operate and control treatment processes within a drinking water plant.

### **Core Units**

NWPGEN001 Apply the risk management principles of the water industry standards, guidelines and legislations

NWPGEN004 Assess, implement and report environmental procedures

### **WHS Unit**

BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control

### **Sampling and Testing Units**

NWPGEN007 Sample and test drinking water

### **Drinking Water Units**

NWPTRT015 Operate and control coagulation and flocculation processes

NWPTRT033 Operate and control DAF processes

NWPTRT041 Operate and control granular media filters

NWPGEN009 Perform laboratory testing

### **General Units**

NWPTRT012 Operate and control fluoride addition process

### **Flexible Choice**

NWPTRT001 Operate and control water treatment processes

NWPTRT013 Operate and control liquefied chlorine gas disinfection

## **Wastewater Specialisation**

The wastewater specialisation covers skills required to monitor, operate and control treatment processes within a wastewater treatment plant.

### **Core Units**

NWPGEN001 Apply the risk management principles of the water industry standards, guidelines and legislations

NWPGEN004 Assess, implement and report environmental procedures

### **WHS Unit**

BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control

### **Sampling and Testing Units**

NWPGEN008 Sample and test wastewater

### **Wastewater Units**

NWPTRT081 Operate and control activated sludge processes

NWPTRT082 Operate and control nutrient removal processes

NWPTRT091 Operate and control solids handling processes

NWPGEN009 Perform laboratory testing

### **General Units**

NWPTRT053 Operate and control UV processes

### **Flexible Choice**

NWPTRT061 Operate and control wastewater processes

NWPTRT071 Operate and control pre-treatment processes



### 3. ASSESSMENT PROCEDURES

The WITC assessment requirements for each module are consistent with the requirements of the National Water Training Package and are generally based on the following approach-

- Knowledge Assessment
- Calculations Assessment
- Structured Activities
- Skills (Performance)
- Workplace Evidence

Assessment methods used will include a blend of written assessments, structured activities and third party workplace evidence.

- Learners are required to complete an open book written short answer test to demonstrate understanding of each of the knowledge requirements for the unit.
- Structured activities that may include treatment plant site visits, trouble shooting exercises, operation of small scale treatment rigs, simulated operational procedures and process monitoring exercises.

These structured activities will be undertaken as small group exercises but each student is required to submit their own reports such as completion of daily log sheets, short answers to written questions from the treatment plant site visits and troubleshooting exercises

- Third party reports completed by an experienced practitioner in the workplace.
- Assessment of any practical skills will be assessed by observation which may require students to answer questions as part of the assessment. Students may use standard operating procedures as a reference during these skills assessments.

#### 3.1 GRADINGS

Units are ungraded.

Students will receive a result of AC – Achieved competency or NC – Not yet competent

Where a student does not achieve competency at the first attempt at an assessment the assessor will identify those parts of the assessment that need to be repeated and provide feedback to the student.

Apart from the formal assessment, assessors may choose to use other techniques to ascertain student's progress and discover learning difficulties. This might apply particularly to those activities which are part of the student's normal classroom and/or work activities, for example, classroom discussion, practical exercises and diagnostic tests.

### **3.2 Plagiarism and Cheating**

Plagiarism is defined as passing off another person's work as one's own.

Plagiarism and cheating during off-the-job training is prevented by appropriate supervision of assessments.

Where assessments are completed off-site or where WITC is not present, assessments are to be supervised by appropriate Supervisors who are required to sign a Declaration stating that the WITC Assessment Rules have been applied.

For Student Assignments, a Participant Declaration and Supervisor Declaration Form is required to be completed and submitted with the assignment.

Where it is believed that plagiarism or cheating has occurred, an oral interview might be used to confirm this or the trainee may be required to sit a Supplementary Test.

## **4. CREDIT TRANSFER**

Statements of Attainment awarded by the Water Industry Training Centre for NWP07 units may provide credit for units into the new NWP National Water Training Package where they are deemed to be equivalent. A credit transfer fee will be payable.

A mapping of units from the NWP07 Training Package to the NWP Training Package is given at the end of this section.

## **5. PROVISION OF TRAINING**

Training is provided by the WITC which is based at Deakin University, Waurn Ponds Campus in Geelong. The duration, delivery strategy and content of modules can be customised to suit local needs and training is available either on-site at regional locations or at our fully equipped training facility.

Training modules are mapped to relevant Units of Competency in the National Water Training Package. These modules are designed to be vocationally relevant and need not be completed in a specific sequence. This means they can be undertaken as required and/or when available

The WITC Training Schedule is published every 6 months listing modules regularly conducted. This schedule can be accessed on the web at [www.witc.com.au](http://www.witc.com.au).

## **6. TRAINING MODULES AVAILABLE**

WITC offers modules which align to specific units of competency in the Water Training Package.

<b>WITC Module</b>	<b>NWP CODE</b>	<b>NWP Unit of Competency</b>
Water Treatment	NWPTRT001	Operate and control water treatment processes
Wastewater Treatment	NWPTRT061	Operate and control wastewater processes
Fluoridation	NWPTRT012	Operate and control fluoride addition process
Chloramination	NWPTRT054	Operate and control chloramination processes
Chlorination (Gas/Hypo)	NWPTRT013	Operate and control liquefied chlorine gas disinfection
	NWPTRT052	Operate and control hypochlorite disinfection processes
Hypochlorination	NWPTRT052	Operate and control hypochlorite disinfection processes
Wastewater Pre-treatment	NWPTRT071	Operate and control pre-treatment processes
Wastewater Sedimentation	NWPTRT073	Operate and control wastewater sedimentation processes
Lagoons	NWPTRT101	Operate and control lagoon processes
U.V Disinfection	NWPTRT053	Operate and control UV processes
Activated Carbon	NWPTRT034	Operate and control activated carbon processes
Coagulation/Flocculation	NWPTRT015	Operate and control coagulation and flocculation processes
Sedimentation - Clarification	NWPTRT031	Operate and control sedimentation and clarification processes
Trickling Filters	NWPTRT083	Operate and control aerobic bioreactor processes
Activated Sludge	NWPTRT081	Operate and control activated sludge processes
Dissolved Air Flotation	NWPTRT033	Operate and control DAF processes
Digestion	NWPTRT092	Operate and control digestion processes
Filtration	NWPTRT041	Operate and control granular media filters
Ion Exchange	NWPTRT035	Operate and control ion exchange and softening processes
Membrane Filtration	NWPTRT043	Operate and control membrane filters
Reverse Osmosis	NWPTRT044	Operate and control desalination processes
Reclaimed Water	NWPTRT062	Operate and control reclaimed water irrigation
Nutrient Removal	NWPTRT082	Operate and control nutrient removal processes
Solids Handling	NWPTRT091	Operate and control solids handling processes
Laboratory Skills	NWPGEN009 NWPGEN007 NWPGEN008	Perform laboratory testing <b>and</b> Sample and test drinking water <b>or</b> Sample and test wastewater
Respond to Blue Green Algae	NWPSOU001	Respond to blue green algae outbreaks
Identify Blue Green Algae	NWPSOU003	Identify and confirm blue-green algae outbreaks
Mathematical Calculations	FSKNUM21	Apply an expanding range of mathematical calculations for work
Environmental Procedures	NWPGEN004	Assess, implement and report environmental procedures
Risk Management Principles	NWPGEN001	Apply the risk management principles of the water industry standards, guidelines and legislation
Work Health Safety	BSBWHS303	Participate in WHS hazard identification, risk assessment and risk control
Chemistry	NWPGEN013	Apply principles of chemistry to water systems and processes
Microbes	NWPTRT051	Assess and improve treatment for pathogen removal
Chemical Dosing	NWPTRT011	Assess and improve chemical dosing process

**7. MAPPING OF NWP07 UNITS TO NWP**

NWP07 Unit Code	NWP15 Unit Code	NWP Unit Title	Equivalency
NWP201B	Unit deleted, content drawn upon in new unit NWPGEN012 merger of NWP201 and NWP207		
NWP202B	NWPGEN003	Apply environmental and licensing procedures of the water industry	Equivalent
NWP203B	Unit deleted		
NWP208A	Unit deleted, content drawn upon in new unit NWPGEN007 Sample and test drinking water		
NWP210B	Unit deleted, content drawn upon in new unit NWPGEN008 Sample and test wastewater		
NWP218B	Unit deleted, content drawn upon in new units NWPGEN007 and NWPGEN008.		
NWP260A	Units deleted, content drawn upon in new unit		
NWP261A	NWPTRT001 Operate and control water treatment processes		
NWP262A	Units deleted, content drawn upon in new unit		
NWP263B	NWPTRT061 Operate and control wastewater processes		
NWP264B	NWPTRT071	Operate and control pre-treatment processes	Equivalent
NWP268B	NWPTRT052	Operate and control hypochlorite disinfection processes	Equivalent
NWP270B	Unit merged with NWP353B to form new unit NWPTRT092		
NWP271B	NWPTRT073	Operate and control wastewater sedimentation processes	Equivalent
NWP272B	Unit merged with NWP369 to form new unit NWPTRT101		
NWP273A	NWPTRT053	Operate and control UV processes	Equivalent
NWP274A	NWPTRT056	Operate and control ozone processes	Equivalent
NWP276A	NWPTRT012	Operate and control fluoride addition process	Equivalent
NWP277A	Unit deleted, content drawn upon in new unit NWPTRT013 Operate and control liquefied chlorine gas disinfection		
NWP278A	Unit deleted, content drawn upon in new unit NWPSOU001 Respond to blue - green algae outbreaks Merger of NWP368A and NWP278A		
NWP279	Unit deleted, content drawn upon in new unit NWPGEN001 Apply the risk management principles of the water industry standards, guidelines and legislation		
BSBWOR301B	Unit removed		
BSBOHS303B	Unit removed		
NWP301B	NWPGEN004	Assess, implement and report environmental procedures	Equivalent
NWP347B	NWPTRT015	Operate and control coagulation and flocculation processes	Equivalent
NWP348B	NWPTRT031	Operate and control sedimentation and clarification processes	Equivalent
NWP350B	NWPTRT083	Operate and control aerobic bioreactor processes	Equivalent
NWP351B	NWPTRT081	Operate and control activated sludge processes	Equivalent
NWP352B	Unit deleted, content drawn upon in new unit NWPTRT033 Operate and control DAF processes Merger of NWP352B and NWP407A		
NWP353B	Unit deleted, content drawn upon in new unit NWPTRT092 Operate and control digestion processes		
NWP354B	NWPTRT041	Operate and control granular media filters	Equivalent
NWP355B	NWPTRT043	Operate and control membrane filters	Equivalent
NWP356B	NWPTRT035	Operate and control ion exchange and softening processes	Equivalent
NWP357B	Unit deleted, content drawn upon in new unit NWPTRT044 Operate and control desalination processes		
NWP359B	NWPTRT082	Operate and control nutrient removal processes	Equivalent
NWP360B	NWPTRT091	Operate and control solids handling processes	Equivalent

NWP361B	Unit deleted, content drawn upon in new unit NWPTRT072 Operate and control odour removal processes		
NWP362B	NWPTRT062	Operate and control reclaimed water irrigation	Equivalent
NWP363B	Unit deleted		
NWP364B	NWPGEN009	Perform laboratory testing	Equivalent
NWP365A	NWPSOU003	Identify and confirm blue-green algae outbreaks	Equivalent
NWP366A	NWPTRT054	Operate and control chloramination processes	Equivalent
NWP367A	Unit deleted, content drawn upon in new unit NWPTRT034 Operate and control activated carbon processes		
NWP369	Unit deleted, content drawn upon in new unit NWPTRT101 Operate and control lagoon processes		
NWP370	Unit deleted		
LGACOM405B	Unit removed		
NWP401B	NWPGEN005	Coordinate and monitor the application of environmental plans and procedures	Equivalent
NWP404A	NWPGEN013	Apply principles of chemistry to water systems and processes	Equivalent
NWP406A	NWPTRT042	Assess and improve granular media filters	Equivalent
NWP407A	Unit deleted		
NWP408A	NWPTRT032	Assess and improve sedimentation processes	Equivalent
NWP409A	NWPTRT011	Assess and improve chemical dosing process	Equivalent
NWP411A	Unit deleted, content drawn upon in new unit NWPTRT051 Assess and improve treatment for pathogen removal		
NWP412A	NWPTRT084	Assess and improve activated sludge and nutrient removal processes	Equivalent
NWP413A	NWPTRT093	Assess and improve anaerobic digestion processes	Equivalent
NWP414A	NWPTRT085	Assess and improve wastewater processes to control microbial impacts	Equivalent

## 8. LITERACY AND NUMERACY

Where applicants do not have the prerequisite literacy and numeracy skills for course entry they will be advised of other training providers who could assist them in gaining these prerequisite skills.

Refer to Appendix IV for details of the WITC's Language, Literacy and Numeracy Policy.

## 9. ON-SITE DELIVERY OF MODULES

Selected modules may be delivered at regional centres on the basis of sufficient local demand and facilities appropriate to the selected module being available eg. suitable laboratory facilities.

Any organisation or regional group wishing to discuss this delivery option should contact the staff of WITC.

## 10. FLEXIBLE TRAINING DELIVERY

There are two broad approaches to training -

- (i) Group Studies – off the job block release typically 2-5 days
  - . Delivered at the WITC, Deakin University, Waurn Ponds, Geelong
  - . Delivered on-site in regional locations
  
- (ii) Individual Studies (for selected modules)
  - . Distance delivery
  - . Self paced learning.

Flexible delivery enables the trainee to use both of these approaches – block release and distance delivery to suit the requirements of themselves and their employer. Flexibility exists for trainees to change their mode of study as required.

Knowledge can be attained by either the Group Mode or Individual Mode of Study.

Assessment of both the knowledge and skills (performance) components can be carried out by WITC staff at Geelong or at a suitable location. WITC has a wide range of current, well maintained equipment and facilities to support the practical assessment of trainees.

For the award of a Statement of Attainment, evidence of on the job application of the skills associated with the unit of competency is required. This evidence can be collected by a suitably qualified workplace supervisor or workplace assessor.

The proportion of each module which can be undertaken by individual study will vary according to the amount of skills training involved.

## 11. RELEVANT LEGISLATION

There is a range of legislation that significantly affects students participating in vocational education and training.

Legislation includes:

- Occupational Health and Safety Act, 2004, (Vic)
- Equal Opportunities Act, 2010, (CTH)
- Education and Training Reform Act, 2006, (Vic)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Working with Children Act, 2005 (Vic)
- National Vocational Education and Training Regulator Act 2011
- Student Identifier Act 2014

**12. WITC STAFF****Greg Creek**

Dip.C.E.,B.Eng.,Grad.Dip.Nat.Res.

Certificate IV in Training and Assessment

Position: Senior Trainer

Experience: After completing studies in engineering and natural resource management Greg worked with local government, sewage contractors, consulting engineers and various government agencies. He joined the WTC in 1989 and was involved in training for 5 years. Greg worked with the Environment Protection Authority throughout SW Victoria for nearly 14 years as a Project Manager. He joined the WITC in 2007 and is involved in developing and delivering training courses.

**Anthea Duthie**

Position: Administrative Officer

(Administrative arrangements for bookings & Student Records Systems Maintenance)

Experience: Her broad experience in computer applications is used in general word processing spreadsheet applications, graphics and manual preparation as well as keeping accounting records.

**Stephen Wilson**

B.App.Sci.(App Chem.), M.App.Sci.(App Chem.), Grad. Dip.Ed

Certificate IV in Training and Assessment

Position: Director

Experience: Post graduate research into the removal of heavy metals from wastewater; Examination of patent, applications related to water and wastewater processes; Chemical analysis. Stephen joined the Water Training Centre in 1985, and has expertise in water and wastewater treatment, process monitoring and the development of the Water Training Package.

Current water memberships include: Water Industry Operators Association of Australia committee, Australian Industry Standards (Skills Service Organisation) – Water Industry Reference Committee member.

## **13. SPECIAL FACILITIES AVAILABLE FOR TRAINING**

### **13.1 Laboratory**

WITC has access to a laboratory that is well equipped with a range of up-to-date scientific equipment required to perform routine process monitoring of water and wastewater treatment plants and has a policy of continually upgrading the laboratory equipment and process monitoring procedures in line with current industry standards.

### **13.2 Pilot Scale Training Rigs and Sampling Equipment**

WITC maintains a number of pilot scale treatment rigs which provide trainees with a hands-on approach to learning.

Examples include

- Filter rig – a modular pilot granular media filter rig which incorporates both single media and dual media filter columns. This rig is fully transportable and can be test run with a wide range of raw water qualities.
- Disinfection of water mains – a transportable pilot water pipe and associated sodium hypochlorite dosing equipment, flow measurement and valving
- Membrane Filtration – a module pilot micro filtration rig which is transportable
- Reverse Osmosis – a module pilot reverse osmosis rig
- Safe Handling of Liquefied Chlorine Gas - trainees gain hands-on experience at correctly operating disinfection equipment used to demonstrate routine change over procedures for gaseous chlorine cylinders in a simulated environment
- General sampling equipment for drinking water and wastewater
- Algae sampling equipment including plankton nets



## 14. MODULE DESCRIPTION INDEX

Brief descriptions of the modules offered by WITC have been included in Appendix 1.

More detail on the content of individual modules is available upon request. These modules have been mapped to units of competency from the National Water Training Package, so the outcome of training can lead to the award of a Statement of Attainment for the respective Unit/s.

<b>MODULE</b>	<b>PAGE NUMBER</b>
Activated Carbon	33
Activated Sludge	34
Chemical Dosing	39
Chemistry	38
Chloramination	34
Chlorination (Gas/Hypo)	28
Coagulation Flocculation	31
Digestion	35
Dissolved Air Flotation	32
Environmental Procedures	31
Filtration	32
Fluoridation	29
Hypochlorination	28
Blue Green Algae	37
Ion Exchange	34
Laboratory Skills	37
Lagoons	36
Mathematical Calculations	39
Membrane Filtration	33
Microbes	38
Nutrient Removal	35
Reclaimed Water	36
Respond to Blue Green Algae	37
Reverse Osmosis	33
Risk Management Principles	27
Sample and test drinking water	30
Sample and test wastewater	30
Sedimentation/Clarification	32
Solids Handling	36
Trickling Filters	35
U.V. Disinfection	30
Wastewater Pre-Treatment	29
Wastewater Treatment	29
Water Treatment	27
Work Health Safety	31

## 15. RECOGNITION OF PRIOR LEARNING (RPL)

RPL processes are available for all students. Given the nature of previous skill development for many students, much of the prior learning credit consideration will relate to:

- On-the-job work experience;
- Short course training related to specific processes or equipment applications provided by manufacturers, suppliers or other training providers.

The assessment requirements contained in the National Water Training Package will form the basis for RPL consideration. Information about the unit of competency requirements is available to assist in RPL applications and assessment.

The RPL procedures are outlined in Appendix 2 and the Certified Document Policy is given in Appendix 3.

## 16. WITC TRAINING FEES AS AT 01/02/2017

### All fees include GST

TAFE NSW annual enrolment fee	\$66
Elective module fee per participant	
1 day	\$429
2 day	\$726
3 day	\$1089
3 day – Blue green algae module	\$1386
4 day	\$1452
5 day	\$1815
5 day – Laboratory skills	\$1881
(Includes sample and test water and/or wastewater)	
Module mapped to Certificate IV unit	\$1089
Distance Learning – core units	\$429
Distance Learning – elective units	\$726
On-site Training	Quote upon request
Certificate of Completion Reprint	\$55
Training Report	no charge
Credit transfer for equivalent units	\$22
Recognition of Prior Learning – single unit	\$429
Onsite RPL – multiple units	Quote upon request

## 17. TRAINING PLANS

Training plans can be prepared for individual trainees on request these plans list the recommended units of competency to meet the qualification rules and enterprise requirements.

An example of the training plan format is given below.

**NWP30315- CERTIFICATE III IN WATER INDUSTRY TREATMENT  
GENERAL  
TRAINING PLAN/STATUS REPORT**

Unit Code	Unit Title (Short Title)	Outstanding Requirements and Comments	Workplace Evidence Completed	Statement of Attainment to be issued
<b>Core Units (2 units)</b>				
NWPGEN001	Risk management principles			
NWPGEN004	Environmental procedures			
<b>WHS units (Choose 1 from Group A)</b>				
BSBWHS303	Hazard ID, risk assessment			
<b>Sampling and testing units (Choose at least 1 from Group B)</b>				
NWPGEN008	Sample and test wastewater			
NWPGEN007	Sample and test drinking water			
<b>Drinking water and wastewater units (Choose at least 3 from Groups C and/or D with no more than 2 from any one group)</b>				
NWPTRT081	Activated sludge processes (Grp D)			
NWPTRT091	Solids handling processes (Grp C)			
NWPGEN009	Perform laboratory testing(Grp C)			
<b>General Units (Optional no more than 2 units from Group E)</b>				
NWPTRT053	UV processes			
<b>Flexible Choice (Up to 4 depending on number of General Units chosen)</b>				
NWPTRT061	Wastewater treatment processes			
NWPTRT001	Water treatment processes			

Packaging Rules: 11 units required

2 core units and 9 elective units

Elective Units as follows:

Group A: Work, health safety - choose 1 unit

Group B: Sampling and testing – choose at least 1 unit

Groups C and D: Drinking water and wastewater – choose at least 3 units with no more than 2 units from any one group

Group E: General – Optional, choose no more than 2 units

Flexible choice: Choose the remaining electives units from the water industry treatment electives list or elsewhere within this training package.

Alternatively, up to 2 of the elective units may be drawn from another endorsed training package or from an accredited course.

## **18. ENROLMENTS**

### **18.1 Enrolment procedures for modules provided by WITC.**

Organisations will be asked to specify a Training Contact Officer as the formal point of contact for bookings into modules.

An electronic Nomination Form is available on our web site and can be retained as an e-mail master.

On receipt of the Nomination Form, the WITC Administrative Officer will send an acceptance letter which will notify the Training Contact Officer of the date of the module/s into which the nominee/s have been booked, together with an invoice for the module fees.

In the event of cancellation of published modules, the Contact Officers will be advised and alternative arrangements publicised. Additional classes may be scheduled according to numbers of nominations received.

### **18.2 Under age trainees.**

Trainees under 18 years of age may enrol in off-the-job training at WITC subject to the availability of suitable supervised residential accommodation.

### **18.3 Student support services and Code of Conduct**

The training delivery for all modules is supported by a Module Reference Manual which is a comprehensive set of notes that are distributed to trainee at the commencement of each module.

The preamble in these notes supplies general information and maps the relationship between Module/s and the Units of Competency from the National Water Training Package.

Trainees who are experiencing any difficulty are encouraged to discuss such problems with WITC staff that will endeavour to find a sensitive, confidential and timely resolution of any problems.

Appendix 4 includes the Student Code of Conduct Policy.

### **18.4 Complaints and Appeals**

WITC has a Complaints and Appeals Policy that is included in Appendix 5.

The Policy sets out how to make a complaint regarding training and assessment and how such complaints are handled and resolved.

## 19. GENERAL INFORMATION

### 19.1 Daily Program

#### Registration:

Trainees arrive on the first day of a module **between 8.30 and 9.00 am** unless advised otherwise. Registration is in the WITC Training Room as indicated on the attached map.

#### Training Sessions:

Morning Sessions	8.30 am - 12.00 pm
Lunch	12.00 pm - 12.30 pm
Afternoon Sessions	12.30 pm - 4.30 pm

Please note, that the training hours may be varied occasionally according to need.

Meals: Trainees are advised that they will need to make their own arrangements for all meals. Lunch may be purchased at Deakin University student food hall, which provides a wide range of food and other services including an ATM.

#### Module Finish Times:

Times vary due to assessment requirements and individual student progress however we aim to have most programs finished by 4pm on the final day to enable students to travel home. If using air travel out of Tullamarine, it is suggested that flight times at approx. 6 pm on the last day of a course be sought.

### 19.2 Module Information

Prepared notes are issued to participants. Trainees need to bring some equipment eg. pens, pencils, eraser, ruler, paper, calculator and appropriate clothing and safety equipment for laboratory sessions and site visits.

**Note: Laboratory sessions require safety glasses and fully enclosed footwear.**

**Site visits require high-vis vest or shirt and fully covered footwear to be worn.**

**Long sleeves and long pants are recommended.**

Plant Details: During the module some emphasis may be placed on particular aspects of the operating problems experienced by Operators at their own plants. Where appropriate, it would be helpful if trainees could bring general details of their plants, manufacturer, schematic layout and flow diagrams, although this is optional

### 19.3 Travel Arrangements.

Travel to and from the WITC will need to be arranged privately. Those trainees who intend to travel to Melbourne by air can travel between the airport and Geelong by bus. The Service is provided by Gull Airport Service.

Buses regularly depart from the lower level between the Australian Airlines and International terminals and the trip to Geelong takes approximately 1.5 hours. Bookings for the bus are recommended and can be made for the Terminal to Geelong leg at the Qantas Airlines booking services or book directly through the Gull Bus Airport service (03) 5222 4966. The Geelong train station is located approximately 8 km from Deakin University Waurin Ponds campus. A bus service from the City to the Deakin site is available.

The following Internet sites might be of help in planning travel arrangements-

- Train travel from Spencer Street Station, Melbourne to Geelong is about 1 hour. The timetable can be found at [www.vlinepassenger.com.au/timetables/southwest/vline\\_glng.htm](http://www.vlinepassenger.com.au/timetables/southwest/vline_glng.htm)
- For information on transport in Geelong try - [www.deakin.edu.au/geelong/doc/geelong-20.htm](http://www.deakin.edu.au/geelong/doc/geelong-20.htm)
- For transport information for Melbourne try- [www.custard.net.au/melbtrans/](http://www.custard.net.au/melbtrans/)

#### 19.4 Safety Information

The Deakin University Waurin Ponds campus is patrolled by security officers, 24 hours per day, seven days per week.

**Security** may be reached by phoning (03) 5227 2222

The Deakin University **Emergency Information** can be found at

URL: [www.deakin.edu.au/emergency/Students/index.php](http://www.deakin.edu.au/emergency/Students/index.php)

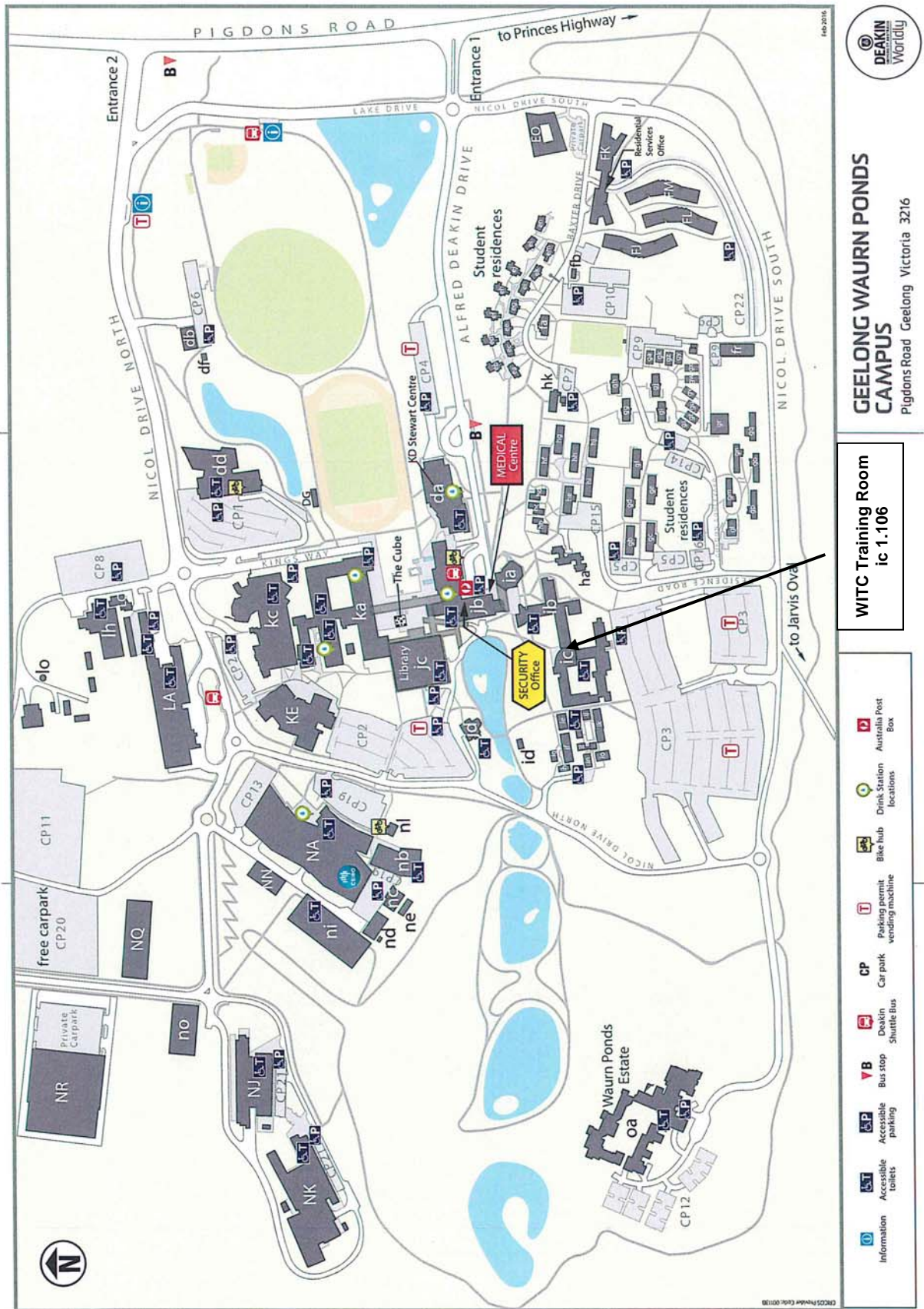
#### 19.5. Location map (Refer to the attached map and photos)

WITC is located at **Deakin University – Waurin Ponds Campus** approx. 8 km south-west of Geelong City off Pigdons Road.

Enter the Waurin Ponds Campus by Nicol Drive North (Campus entrance No. 2) to access car parks CP2 or CP20 or enter by Nicol Drive South (Campus entrance No. 1) to access carpark CP3

**Note that all Car Parking Areas require a daily parking permit except the free car park, CP20.**





**GEELONG WAURN PONDS CAMPUS**  
 Pigdons Road Geelong Victoria 3216

**WITC Training Room ic 1.106**

Geelong Waurr Ponds Campus

Academic/Research	Building	Level
Deakin Research	jb	3
Faculty of Arts and Education	ic	2
Faculty of Health	dd	2
School of Medicine	ka	3
Faculty of Science, Engineering and Built Environment	ka	3
School of Engineering	KE	3
Institute for Frontier Materials	NA	1
Institute of Koorie Education	kc	2
<b>LIBRARY</b>	jc	
Carbon Revolution	NR	
Commonwealth Scientific and Industrial Research Organisation (CSIRO)	NA	2
Deakin College	ka	4



Lecture Theatres

dd2.101
la1.006 (Peter Thwaites)
ib3.232
ib3.311
ka3.403
ka3.406
ka3.411

Room numbers

Room numbers at Deakin University comprise the building letter or letters; the level (starting at 1 for ground level); the primary room number; and a secondary room number for rooms that are accessed via another room. Thus ib3.110 indicates Building ib, level 3, room 110.

Accessibility

Wheelchair access is available for most buildings. Please see   icons on map for accessible toilets and accessible parking locations.

Administrative/General	Building
ATM	jb
Bookshop (DUSA)	jb
Bike hub (with showers) • Bike racks	dd da ka ni
Cashier	jb
Chapel	id
Chaplains	jb
Childcare centre	EO
Deakin Card reload stations	jb jc
<b>DEAKIN CENTRAL</b> (student administration)	jb
Deakin International	jb
Deakin Lakehouse	jd
Deakin Merchandise Shop	jb
Deakin University Student Association (DUSA)	jb
Deliveries/Supply distribution centre	LA
Disability Resource Centre	jb
Facilities Services	LC
Fitness club (Waurr Ponds Fitness Centre)	da
Food outlets	jb jc NA
Hairdresser	jb
JobShop	jb
Medical Centre (business hours only)	jb
Muslim Prayer Room and Multi Faith Room	ik
Parents Room/ baby change facilities	jb
Public Telephone	jb
Residential Services Office	FK
<b>SECURITY – Ph 5227 2222 or 1800 062 579</b>	jb
<b>STUDENT LIFE</b> (DSL) (Medical Centre, counselling, international student support, study and language skills)	jb jc
Students Helping Students Hub	jb
Waurr Ponds Estate (previously known as Deakin Management Centre)	oa

Construction activity


A number of major developments are under way on campus in 2016. Visit [deakin.edu.au/fmsd](http://deakin.edu.au/fmsd) for more information.

Parking

Parking availability on campus can be limited, particularly at the start of Trimester 1. We encourage you to consider alternatives such as the intercampus shuttle bus and the BVAC car park and ride service, public transport, cycling or carpooling.

Visit [deakin.edu.au/life-at-deakin/get-to-deakin](http://deakin.edu.au/life-at-deakin/get-to-deakin)

or [ptwvc.gov.au](http://ptwvc.gov.au)

To park on campus, you will require a parking permit. Please note that buying a permit allows you to park in defined zones but does not guarantee that a space will be available. Different permits apply in different areas so please follow the signs. Long term permits can be purchased from Deakin Central. Daily permits can be purchased using the PayByPhone parking app or from parking permit vending machines located in car parks. See  icon on map for parking permit vending machine locations.

Please visit [deakin.edu.au/parking](http://deakin.edu.au/parking) for further parking information.

Smoke-free Deakin

Deakin University proudly provides a smoke-free environment on all its campuses. Visit [deakin.edu.au/smoke-free](http://deakin.edu.au/smoke-free) for more information.

Security

Security Officers are available on campus 24 hours a day, seven days a week. Call 2222 from any internal phone, or 1800 062 579 or 5227 2222 from any phone. Subject to availability, a Security Officer can accompany you to your vehicle or another location on campus whenever you do not feel comfortable making the trip alone. Call 10 minutes before you wish to leave. For more information, visit [deakin.edu.au/security](http://deakin.edu.au/security).

Further information

[deakin.edu.au/life-at-deakin](http://deakin.edu.au/life-at-deakin)  
[deakin.edu.au/students/deakin-central](http://deakin.edu.au/students/deakin-central)  
[deakin.edu.au/security](http://deakin.edu.au/security)  
[deakin.edu.au/parking](http://deakin.edu.au/parking)



WITC Offices are located in Building **ib** (Room No. ib.3.217)

Phone number (03) 5227 2301, 0418 510793 (office hours)

The **Training Room** is located in the Education Building **ic** (Room No. ic 1.106.)



Training Room inside glass doors and to the right

Below view of building ic from the lake



**19.5. Accommodation:** The following motels are within a 5 minute driving distance of Deakin University Waurm Ponds campus.

Abbotswood Motor Inn  
308 High Street  
Belmont 3216  
Tel: (03) 5243 0122  
RACV 3 star  
[Melway Map 229, Ref. F-1]

Aristocrat Waurmvale  
90 Waurm Ponds Drive  
Waurm Ponds 3216  
Tel: (03) 5241 8211  
RACV 3 star  
[Melway Map 229, Ref. E-2]

Rose Garden  
14-16 Settlement Rd  
Belmont 3216  
Tel: (03) 5241 9441  
RACV 4 star  
[Melway Map 229, Ref. C-4]

Parkside Motel  
68 High Street  
Belmont 3216  
Tel: (03) 5243 6766  
RACV 4 star  
[Melway Map 227, Ref. K-8]

**Appendix 1: Brief Module Descriptions****Module: RISK MANAGEMENT PRINCIPLES**

Duration: 2 day also available by distance learning mode

The topics covered include:

- An overview of the ADWG and AGWR inc. guiding principles and the 12 elements
- Risk Management Principles
- Australian and International Case Studies
- Introduction to Risk management Plans

**Module: WATER TREATMENT**

Duration: 5 days

The topics covered include:

- The impact of water quality on treatment processes eg. physical, chemical bacteriological.
- Principles and practices of operation of water treatment unit processes
- Operation of major mechanical equipment.
- Safety for water treatment processes
- Disinfection
- Water sources and water use
- Requirements for monitoring water treatment processes
- Basic process monitoring procedures.
- Sampling.

**Module: CHLORINE (Gas/Hypo)**

Duration: 4 days

***Note: The prerequisite for this module is evidence of current accredited SCBA training.***

The topics covered include:

- The need for disinfection, waterborne diseases, indicator organisms and process control
- Gaseous chlorinator & hypo chlorinator components and operation
- Process monitoring and sampling
- Safe handling of chlorine including cylinder change-over.
- Sources of water contamination and microbiology processes
- Chlorination principles
- Emergency procedures including plans and implementation
- Process calculation to permit feed rate adjustment
- Routine troubleshooting and fault finding.

**Module: HYPOCHLORINATION**

Duration: 3 days

The topics covered include:

- The disinfection of water and factors which affect the efficiency of the process
- Components and operation of hypochlorination systems
- Process monitoring and sampling
- Procedures for the safe handling of hypochlorites.
- Sources of water contamination and microbiology
- Hypochlorination principles
- Process calculations to permit feed rate adjustment.
- Operation & monitoring of the hypochlorination processes

**Module: FLUORIDATION**

Duration: 2 days

The topics covered include:

- Rationale for fluoridation
- Methods of application
- Process Calculations
- Analysis of fluoridated water supplies
- Individual demonstration of fluoride residual measurement
- Safety and emergency procedures.

**Module: WASTEWATER PRE-TREATMENT PROCESSES**

Available by distance learning mode.

The topics covered include:

- Features of pre-treatment processes
- Routine operation and control of pre-treatment processes
- Process monitoring and chemical usage

**Module: WASTEWATER TREATMENT**

Duration: 5 days

The topics covered include:

- Sources and characteristics of wastewater
- Wastewater quality and operational response to changes
- Operation and features of wastewater treatment processes
- Operation and maintenance programs for a range of wastewater treatment mechanical equipment.
- Safety aspects for wastewater treatment processes
- Monitoring requirements of wastewater treatment processes
- Basic monitoring procedures for wastewater analyses

**Module: ULTRAVIOLET DISINFECTION**

Duration: 2 days also available by distance learning mode

The topics covered include:

- The need for disinfection of water and wastewater and factors which affect the efficiency.
- Components and operation of a ultraviolet disinfection system
- Monitoring and maintenance of the ultraviolet process.

**Module: SAMPLE AND TEST DRINKING WATER**

Duration: 2 days (Delivered as part of the Laboratory Skills module)

Also available as a one day seminar style non-accredited training course

The topics covered include:

- Water sampling equipment and techniques
- Chain of custody principles
- Basic on – site water quality tests

**Module: SAMPLE AND TEST WASTEWATER**

Duration: 2 days (Delivered as part of the Laboratory Skills module)

Also available as a one day seminar style non-accredited training course

The topics covered include:

- Wastewater sampling equipment and techniques
- Chain of custody principles
- Basic on – site wastewater tests

**Module: ENVIRONMENTAL PROCEDURES**

Available by distance or off-the-job learning mode

The topics covered include:

- Identify environmental impacts and assess environmental requirements
- Implementing environmental plans and procedures
- Management of environmental incidents
- Monitoring and reporting on environmental issues.

**Module: WORK HEALTH SAFETY**

Available by distance learning mode

The topics covered include:

- Hazard identification tools
- Workplace hazard ID
- Risk assessment processes
- Work health safety risk controls

**Module: COAGULATION AND FLOCCULATION**

Duration: 4 days

The topics covered include:

- The characteristics of water quality and their impact on water treatment process
- Water quality standards in Australia
- Coagulation-flocculation principles and processes
- Chemical additions including handling, points of application and calibration of feeding equipment.
- Jar testing on a range of raw water samples.

**Module: SEDIMENTATION-CLARIFICATION**

Duration: 3 days

The topics covered include:

- Features and operation of sedimentation and clarification processes
- Process calculations
- Process monitoring
- Operational problems and corrective actions

**Module: DISSOLVED AIR FLOTATION**

Duration: 2 days

The topics covered include:

- Operation and routine maintenance of dissolved air flotation unit processes
- DAF Process calculations
- DAF Process monitoring

**Module: FILTRATION**

Duration: 3 days

The topics covered include:

- Applications, major components and process features
- Principles of operation, filter and backwash modes
- Filter bed function and maintenance procedures
- Process calculations.
- Optimisation and comparison of performance of rapid sand and multi media filters
- Sludge treatment and disposal.



**Module: MEMBRANE FILTRATION PROCESSES**

Duration: 3 days

The topics covered include:

- Typical membrane processes – micro and ultra filtration
- Operational requirements
- Process monitoring and chemical usage
- Process calculations

**Module: REVERSE OSMOSIS**

Duration: 3 days

The topics covered include:

- Membrane Processes – reverse osmosis and nano filtration
- Membrane material, form and structure
- Process operation and monitoring
- Process calculations

**Module: ACTIVATED CARBON**

Duration: 2 days

Topics covered include:

- Water characteristics associated with activated carbon treatment
- Activated carbon characteristics
- Activated carbon uses
- Activated carbon equipment
- Operational Aspects
- Process monitoring

**Module: ION EXCHANGE**

Duration: 2 days

Topics covered include:

- Ion exchange and adsorption processes
- Operational requirements
- Process monitoring.

**Module: CHLORAMINATION**

Duration: 3 days

The topics covered include:

- Chloramination principles and processes
- Ammonia handling and emergency procedures
- Process monitoring
- Process calculations
- Operation of aqua ammonia dosing equipment.

**Module: ACTIVATED SLUDGE**

Duration: 4 days

The topics covered include:

- Process features,
- Operation and monitoring procedures for activated sludge processes
- Process calculations for activated sludge
- Performance of monitoring tests and interpretation of results.
- Troubleshooting activated sludge operations
- Flow measurement.

**Module: NUTRIENT REMOVAL**

Duration: 3 days

Topics covered include:

- Nutrient reduction principles
- Nitrogen and phosphorus reduction techniques
- Process monitoring data and interpretation of results
- Process monitoring and calculations
- Chemical feeders

**Module: TRICKLING FILTERS**

Available by distance or off-the-job learning modes (2 days)

The topics covered include:

- Process features of trickling filters and operating variations
- Operation of trickling filters and their maintenance requirements
- Performance of routine monitoring tests
- Trickling filter process calculations
- Troubleshooting trickling filter operations

**Module: DIGESTION PROCESSES**

Duration: 3 days

Topics covered include:

- Principles of anaerobic treatment
- Anaerobic processes
- Operational requirements
- Process monitoring
- Process calculations.

**Module: SOLIDS HANDLING**

Duration: 2 days

Topics covered include:

- Sludge thickening and dewatering techniques
- Routine operation and maintenance
- Process monitoring
- Process calculations

**Module: LAGOONS**

Duration: 3 days

The topics covered include:

- Major applications of lagoon systems
- Lagoon biology
- Types of lagoons & Physical features
- Process monitoring & laboratory procedures
- Lagoon operation & maintenance
- Measurement of flows
- Lagoon Process Calculations

**Module: RECLAIMED WATER**

Duration: 3 days

*This module will be offered as a non- accredited seminar.*

The topics covered include:

- Objectives for operating a reclaimed water irrigation schemes
- Water quality for irrigation
- Irrigation system types
- Soil properties important for irrigation
- Plant water use
- Water, nutrient and salt budgets
- Drainage requirements and groundwater protection
- Field trips and water & soil parameters practical

**Module: BLUE GREEN ALGAE**

Duration: 3 days

The topics covered include:

- Characteristics of blue-green algae and factors which influence growth.
- Methods of control and safety precautions.
- Individual demonstration of blue green algae sampling, identification and counting.
- Trigger levels for algae and appropriate responses.
- Reporting arrangements.

**Module: LABORATORY SKILLS**

Duration: 5 days

The topics covered include:

- Safe working practices in laboratories
- Quality control
- Laboratory equipment
- Gravimetric analysis
- Sampling and testing of drinking water and wastewater
- Individual demonstration of laboratory and sampling and testing skills
- Volumetric analysis
- Instrumental analysis

**Module: CHEMISTRY**

Duration: 3 days

The topics covered include:

- Matter and Energy
- Elements and Compounds
- Chemical Equations
- Acids and Bases
- Solutions and Solubility
- Chemical Properties of Water
- Corrosion
- Saturation Indices
- Water Industry Chemicals – functions and selection criteria
- Storage and Handling of Chemicals.

**Module: MICROBES**

Duration: 3 days

The topics covered include:

- Microbes; Problems & Benefits
- Introduction to Biology & Microbiology
- Major Types of Microbes in Water
- Microbes & Disease
- Multi-barrier Approach
- Disinfection
- Monitoring Microbial Water Quality

**Module: CHEMICAL DOSING**

Duration: 2 days

The topics covered include:

- Water Quality Guidelines & Legislation
- Characteristics of Water
- Treatment with Metal Coagulants & Polymers
- Process Optimisation
- Dosing Points & Mixing

An understanding of the principles of process optimisation covered in this Unit is required for the preparation of workplace assignments which are a major part of the assessment for all Cert. IV treatment modules.

**Module: MATHEMATICAL CALCULATIONS**

Available by distance

The topics covered include:

- Total Surface Area
- Metric Conversion
- Ratios and Proportions
- Multiple Parameter Graphs
- Flow Measurements

## Appendix 2: RPL Procedures

For Recognition of Prior Learning(RPL) to be granted, the applicant must make the claim in writing and provide sufficient validated evidence that clearly demonstrates that by virtue of any previous studies and work experience, they are worthy of recognition for the particular Unit.

The decision relating to the granting of any credit rests with the RTO and such a decision will only be reached after examination of documented results of prior studies, support information provided and trainee interview, if necessary, related to the request.

Students wishing to obtain Statements of Attainment for Units of Competency by virtue of RPL should contact WITC for further advice.

## Appendix 3: Certified Document Policy

### Purpose

When credit transfer or national recognition is required it may be more convenient to provide a copy of a document rather than present the original certificate, in this situation a certified copy is required.

### Policy Statement

A certified copy is a copy of the original document that has been verified as a true copy by an authorised person after they have sighted the original.

A scanned document cannot be certified.

The authorised person is required to

- annotate the copy stating that it is a true copy and the date the original document was sighted
- sign and print their name.
- state their profession or occupation group as an authorised person

For example:

This is a true copy of the original document sighted by me on ...../...../20.....

Name: ..... Signature: .....

Signatory's authority: .....

The true copy should then be returned by registered post to WITC by the student or alternatively a copy may be e-mailed to WITC directly by the authorised person.



**Authorised Persons include:**

Councillor of a municipality

Dentist

Justice of the Peace

Learning and Development officer of a council or water corporation including alliance partners

Legal Practitioner

Medical Practitioner

Member of the Institute of Chartered Accountants or CPA or the National Institute of Accountants

Member of the Institution of Engineers Australia

Member of the Police Force

Patent Attorney

Pharmacist

Physiotherapist

Veterinary Surgeon

**Appendix 4: Code of Conduct Student's Responsibilities**

All students have the right to participate in training conducted by Water Industry Training Consultants (WITC) in an environment free of inappropriate behaviour. Conduct considered to be unsuitable or unprofessional should not have to be tolerated by staff or fellow students.

All students will be required to observe the following guidelines whilst undertaking training and assessment:

- Respect other students, staff and guest presenters including those of WITC and Deakin University
- Allow all students to freely contribute to training and not cause disruption
- All work submitted for assessment must be the original work of the student
- Complete all assessment tasks on time
- Abide by the dress code for laboratory and field work
- Punctual attendance at training sessions
- All non-attendances require the employer and a WITC staff member to be notified
- Attend training sessions in a sober and drug free condition
- Follow all work health and safety requirements
- Students with an infectious disease have a duty of care to minimise the risk of transmission to fellow students and staff members and should exclude themselves from training sessions.
- No smoking on Deakin University property

Failure to meet these guidelines will initially result in counselling of the student by a staff member, continued failure to comply will result in contact being made with the student's employer with the possible exclusion from future training courses.

## Appendix 5: Complaints and Appeals Policy and Procedure

This procedure applies to all persons enrolled with or seeking enrolment with the WITC for the delivery of training and assessment services as well as those employed by, or contracted to WITC for the delivery of training, conduct of assessments, administrative duties and/or provision of support services.

### ***Policy***

All employees/contractors and prospective trainees will be provided with a copy of the complaints and appeals procedures.

All complaints and appeals are to be heard by an independent person or panel.

All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.

All parties will have a clear understanding of the steps involved in the complaints and appeals procedure.

Each appellant/complainant will be provided with the opportunity to present his or her case at each stage of the process.

All complaints will be managed fairly and equitably and as efficiently as possible.

All discussions relating to complaints and appeals are to be recorded in writing and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision.

WITC will provide trainers and/or trainees with details of external authorities that they may approach with respect to their complaints if required.

This policy provides an avenue for most complaints to be addressed. However, in some cases, alternative measures may need to be explored.

WITC will encourage the parties to approach a complaint with an open view and attempt to resolve issues through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation WITC acknowledge the need for an appropriate external and independent agent to mediate between the parties.

An appeals committee would comprise at least three of the following people; providing that the complainant and the subject of the complaint, if it relates to the action or inaction of a person, are ineligible to participate in the appeals committee set up to consider that particular complaint:

- A trainer with expertise in the area concerned
- A Director of WITC
- A representative of the trainee's employer

***Complaints procedures***

The complaints procedures involve the complainant initiating the following:

- Discussion with the relevant trainer, trainee, administrator or coordinator about the complaints (Level 1)
- If it is unable to be resolved, the complaints can be taken before the Board of Directors (Level 2)
- If it is unable to be resolved at this level, the complaints can be formalised and the written complaint/appeal lodged with the Board of Directors who will refer the complaints to the appeals committee. (Level 3)

**The Board of Directors will convene a meeting with the appellant/complainant as soon as is practical after the complaint, complaints or appeal is referred to level 3 in the complaints procedure.**

The Board of Directors will provide to the appellant/complainant in writing, the outcome of each complaint, complaints or appeal, including reasons for the decision, within five working days of the decision being made.

Any participant who has concerns with the assessment of performance, or any other issue, may discuss these matters with the staff of Water Industry Training Consultants Pty Ltd or submit a more formal written complaint. The organisation will respond to such complaints as quickly as possible and such a response will be made no later than one month after the receipt of the complaint.

## **Appendix 6: Language Literacy & Numeracy Policy**

### **Purpose**

Water Industry Training Consultants (WITC) recognises the importance of basic skills in English language literacy and numeracy (LLN) and that language and literacy problems may prevent a student from achieving the outcomes required from particular training programs.

### **Policy Statement**

The WITC is committed to ensuring accessibility to all prospective students for the training courses they provide. The purpose of this policy is to establish guidelines to identify students in need of support for their basic skills in LLN and also for the provision of support services to students to enable them to participate effectively in vocational training offered by WITC.

Where possible, the learning activities/assessments will be modified to compensate for those with language, literacy or numeracy skill needs. In instances where the degree of LLN difficulty is beyond the scope of the course, they will be referred to an outside organisation that is able to provide specialist support.

WITC does not advertise publicly for students and only accepts enrolments from employers for their own staff. It is a requirement of the enrolment process that the employer provides the WITC with confirmation that their employee has the required LLN skills to successfully participate in the training programs offered by the WITC. Students can provide evidence of completion of Year 10 or equivalent to demonstrate that their literacy and numeracy skills are adequate. Provision of evidence of recent study or employment that requires literacy and numeracy skills will also be acceptable.

Where an employer is unsure of the LLN ability of their employee then the WITC will provide a validated assessment task that can be used to assess the LLN ability of the prospective student. We acknowledge that WITC staff are not trained language and literacy specialists however the assessment task will provide evidence that can be used to make a recommendation to the employer.

If a student experiences language, literacy or numeracy difficulties whilst attending training it is important that they contact a staff member to discuss their problem. Trainers will endeavour to help and accommodate participants with difficulties in Language, Literacy or Numeracy however in the event that we are unable to meet the specific needs of the student they may have to defer their study and we will contact their employer and refer them to an external support provider such as

Reading Writing Hotline at 1300 6555 06

[www.literacyline.edu.au](http://www.literacyline.edu.au) for language, literacy and/or numeracy support

## **Appendix 7: Privacy Policy**

### **Purpose**

WITC is committed to the protection of personal privacy within the scope of applicable law. This privacy policy covers the treatment of personal information that we collect, use and disclose. Personal information is information which directly or indirectly identifies a person.

### **Policy Statement**

WITC will only collect personal information that is required for the purpose of identifying and recording student's progress within qualifications from the National Water Training Package for its partnering Registered Training Organisation (RTO).

We will also disclose information to your employer and confirm qualification and statements of attainment awarded if requested by other Registered Training Organisations with whom you are currently enrolled.

We will not disclose personal information to any other party without the written permission of the individual.

The personal information that is collected and held includes information required by TAFE NSW Riverina Institute as shown on Enrolment and Unit Registration Form.

This personal information includes:

- Personal details
- Disabilities
- Schooling history
- Qualifications held
- Employment status
- Reasons for study

All paper based information collected is transferred to a computer based storage system and password protected from unauthorised access or modification. The original hard copy documents are regularly destroyed via a commercial secure destruction service.

WITC will take all reasonable steps to ensure that personal information is accurate and up to date. An individual may request access to their personal information at any time. We may charge a fee for retrieving this information, in which case we will seek agreement to the fee before providing the information.

We will acknowledge and investigate promptly any written complaint about the way in which personal information is handled.