

FORM TITLE – Project Scope Development (PSD)

	Description	Provide Comments
Title	Value of Operator Competency Phase 2	
Project Type	<input type="checkbox"/> State-of-knowledge <input type="checkbox"/> Problem Definition <input type="checkbox"/> Knowledge Generation <input checked="" type="checkbox"/> Knowledge Transfer <input checked="" type="checkbox"/> Knowledge Adoption <input type="checkbox"/> Benefit Realisation	
Problem	<p>Problem: Lack of understanding of the minimum standard for technical competency of frontline operators</p> <p>Challenge: Organisational capability to create robust, fit-for-purpose technical competency frameworks in a cost-effective way</p>	
Background/Description:	<p>The Value of Operator Competency Project 1111, was a WaterRA member-funded initiative to communicate the value and benefits of an appropriately trained and competent frontline operator workforce.</p> <p>A key finding from the final Project 1111 Report was: <i>'The current governance approach to technical competency in the Australian water industry does not guarantee the implementation of L&D programs, that deliver the necessary competency required to undertake frontline operator roles.'</i></p> <p>Recommendations for further work from the project included:</p> <p>Recommendation 1: Regulators review frontline operator training and competency provision, using agreed minimum competency benchmarks.</p> <p>Recommendation 2: Targeted communication campaign to improve understanding of frontline operator competency requirements across the industry.</p> <p>This project proposes to bring industry and regulators together, to develop a set of tools that facilitates a more consistent approach towards evaluation and implementation of technical competency and L&D frameworks for frontline water industry operations.</p>	
Objectives:	<p>The objectives of this project are:</p> <p>Provide a roadmap for industry in the application of role-specific and fit-for-purpose skills sets and competency programs, regardless of location or size of the water utility.</p>	

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	An education campaign for operations supervisors and managers, as well as L&D staff in water utilities, in creating appropriate L&D systems in a cost-effective way. Tools and resources to facilitate better demonstrated compliance with the training and awareness obligations of the ADWG and AGWR, state acts, legislation.	
Scope/ Deliverables:	<ul style="list-style-type: none"> • Creation of technical competency benchmarking tool. Could be developed as a version for water utilities to self-audit and a version for regulators to provide to their safe drinking water auditors (SDWAs). • Learning from the Seqwater Operations Development Program case study, develop a set of generic Site Based Competency Assessment (SBCA) templates that water utilities can use to customise their own site-specific SBCAs. • Work with industry associations (e.g. WIOA, Vicwater, qldwater, NSW Water Directorate) to educate the industry on appropriate technical competency for frontline operators and communicate the availability and use of the tools. 	
Stakeholders	Previous stakeholders from Value of Operator Competency project (WIOA, qldwater, Seqwater, Veolia, Coliban Water SA water, DHHS Vic). State health regulators. Global Partners (e.g. Canadian Water network). Water directorates, industry associations (e.g. NSW water directorate, Vicwater).	
Investigative or Research approach	The research is a desk top study involving investigation and collation of international literature, with potential for visits to collaborating water utilities and health regulators. Literature review and then development of a competency benchmarking tool for water industry operators. Development of a site-based competency assessment approach – mapped to the national water package.	
Indicative Funding required:	<input type="checkbox"/> Small (<\$100k) <input checked="" type="checkbox"/> Medium (\$100-\$500k) <input type="checkbox"/> Large (>\$500k)	
Duration/Start	<input type="checkbox"/> Short (<6 months) <input checked="" type="checkbox"/> Medium (6-18 months) <input type="checkbox"/> Long (>18 months) Start: July 2020	