Order 34
2023 Industry Update

Coal Services

December 2023

Cindy James

Today's session

Coal Services

Time	Agenda item	Presenter
10:30am – 10:35am	Welcome	Alaster Wylie
10:35am – 11:00am	Order 34 2023 Summary Information	Cindy James
11:00am – 11:15am	Maintenance of Competence Update	Cindy James
11:15am – 11:20am	Thank you and close out	Cindy James
11:20am – 11:30am	Certificate II in Underground Coal Update from Mine Rescue	Marc Grayson

2023 Order 34 Summary

Coal Services

21

Total TCMS Approvals

Covering:

- 9 Underground Operations
- 12 Open Cut Operations
- 1 Stand Alone CHPP

36

Total Audits Completed

Covering:

- 19 Underground Operations
- 21 Open Cut Operations

Coal Services

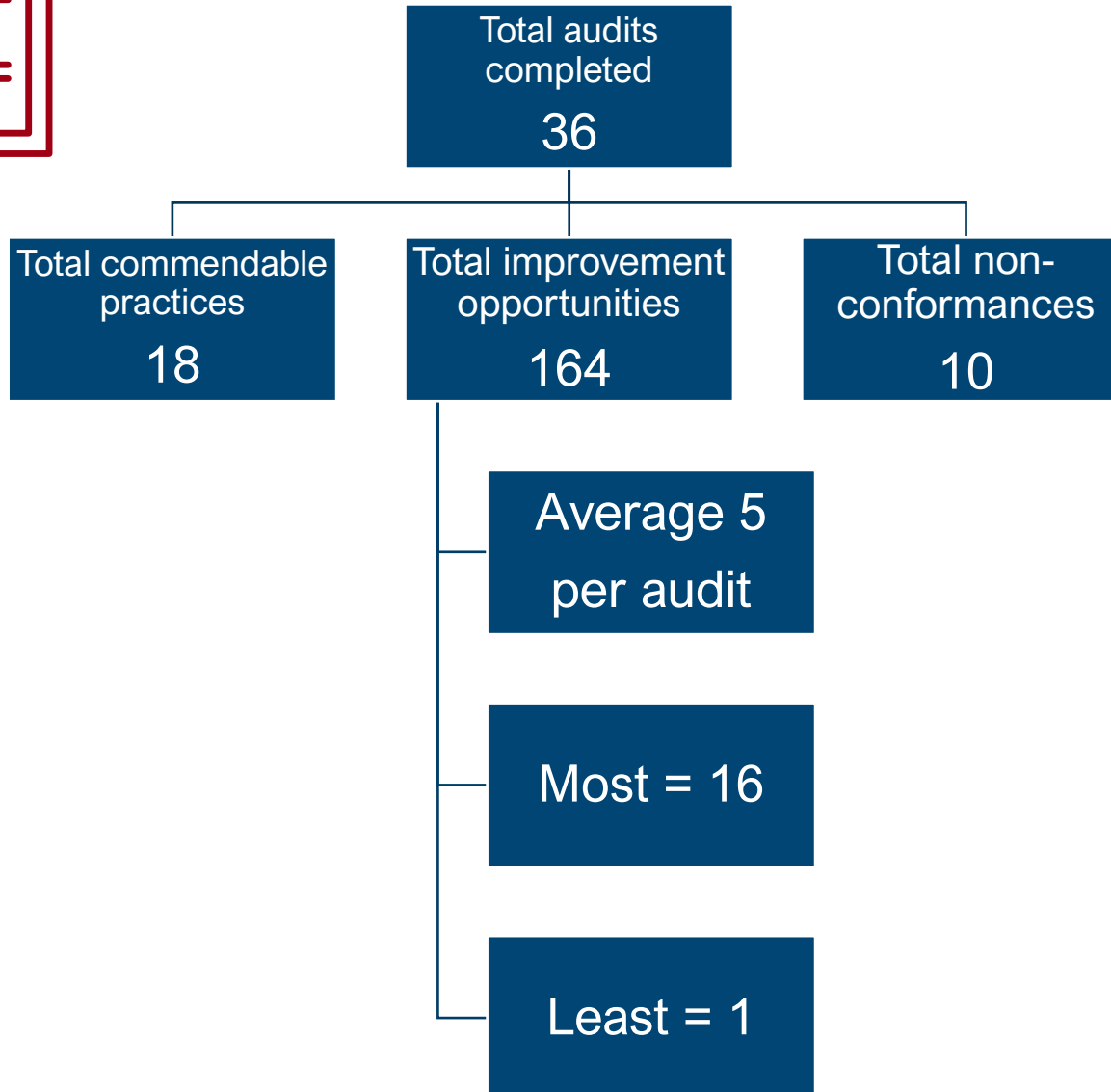**Order 34 Guideline 2021**

Coal Services

The objective of this audit is to determine if the mine operator has appropriate and effective induction and training programs for new to industry or inexperienced mine workers.

The scope includes:

1. Ensure that fundamental TCMS elements are correct (controlled copy/version control, audit processes, review and revision)

2. Ensure that action items from previous audit outcomes were addressed (audit improvement opportunities/NCR - responsibility, timing, tracking)

3. Confirm that arrangements are in place for induction and training of new or inexperienced mine workers. This includes the following areas:

   a. Training Needs Analysis/Onboarding

   b. Induction

   c. Training plan following induction, including:

      i. Supervision/Mentoring

      ii. Performance Review/Development

Coal Services

Order 34 Guideline 2021

2023 Order 34 Audits

 Coal Services

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                    ┌─────────────────┐
                    │  Total audits   │
                    │   completed     │
                    │                 │
                    │       36        │
                    └────────┬────────┘
          ┌──────────────────┼──────────────────┐
┌─────────────────┐ ┌─────────────────┐ ┌─────────────────┐
│Total commendable│ │Total improvement│ │   Total non-    │
│   practices     │ │  opportunities  │ │  conformances   │
│                 │ │                 │ │                 │
│       18        │ │      164        │ │       10        │
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                             │
                    ┌─────────────────┐
                    │    Average 5    │
                    │                 │
                    │    per audit    │
                    └─────────────────┘
                    ┌─────────────────┐
                    │   Most = 16     │
                    └─────────────────┘
                    ┌─────────────────┐
                    │   Least = 1     │
                    └─────────────────┘
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Unexpected Results:

A number of operations had not addressed previous IOs.

Action management systems exist but are not being utilised by all operations to track Internal Audits and Order 34 results.

 Coal Services

Order 34 Guideline 2021

# 2023 Order 34 Audits

Coal Services

Audit Scope Items 1 & 2:

1. Ensure that fundamental TCMS elements are correct (controlled copy/version control, audit processes, review and revision)

2. Ensure that action items from previous audit outcomes were addressed (audit improvement opportunities/NCR - responsibility, timing, tracking)

0 Commendable practices

52 Improvement opportunities
52 IOs from previous Audits had not been considered/implemented or required further follow-up

6 Non conformances

Coal Services

Order 34 Guideline 2021
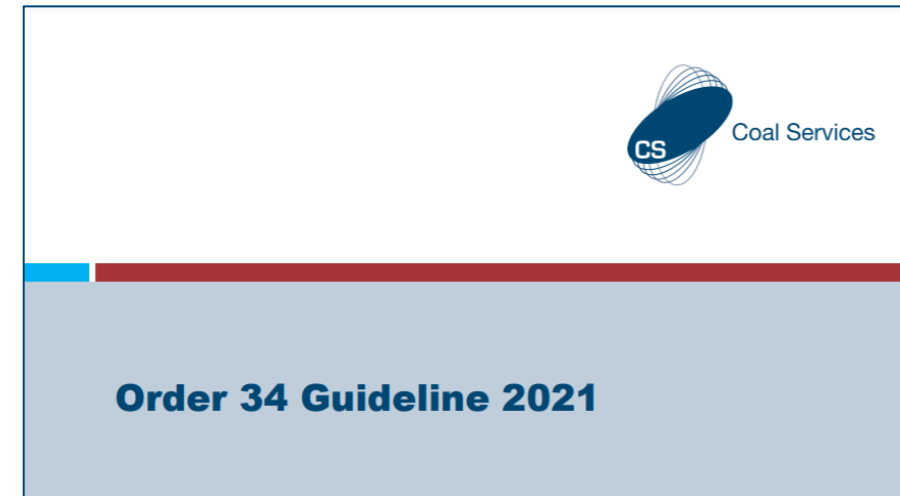
D1 Documents

E2 Audit

Audit Scope Item 1 & 2: Improvement Opportunities

Coal Services

Improvement Opportunities for these sections related to:	No of IOs
TCMS: - Displaying on document control system - References	10
Internal Auditing of the TCMS	6
Entering Improvement Opportunities into Action Management Systems	8
Follow on from previous Order 34 Audit Improvement Opportunities	28

Audit Scope Item 1 & 2: Non-Conformances

Coal Services

Order 34 Guideline Section	No of NCs
E2 Audit 17.1 The TCMS must describe: 17.1.1 internal auditing of the TCMS at least once during the approval period of the TCMS	1
E2 Audit 17.1 The TCMS must describe: 17.1.5 how actions from audits are tracked and implemented (external, internal and Coal Services audits)	2
E2 Audit 17.1 The TCMS must describe: 17.1.6 how information on the results of audits is communicated to management and workers	1
E3. Management Review 18.1 The TCMS must describe the process of reviewing the TCMS to ensure its continuing suitability, adequacy and effectiveness. As a minimum, this must state that the TCMS will be reviewed within 12 months of the commencement of mining operations at the operation and at least once every 3 years after that.	2

2023 Order 34 Audits

Coal Services

Audit Scope Item 3:
Confirm that arrangements are in place for induction and training of new or inexperienced mine workers.
This includes the following areas:
a. Training Needs Analysis/Onboarding
b. Induction
c. Training plan following induction, including:
   i. Supervision/Mentoring
   ii. Performance Review/Development

18 Commendable practices

112 Improvement opportunities

4 Non conformances

Coal Services

Order 34 Guideline 2021
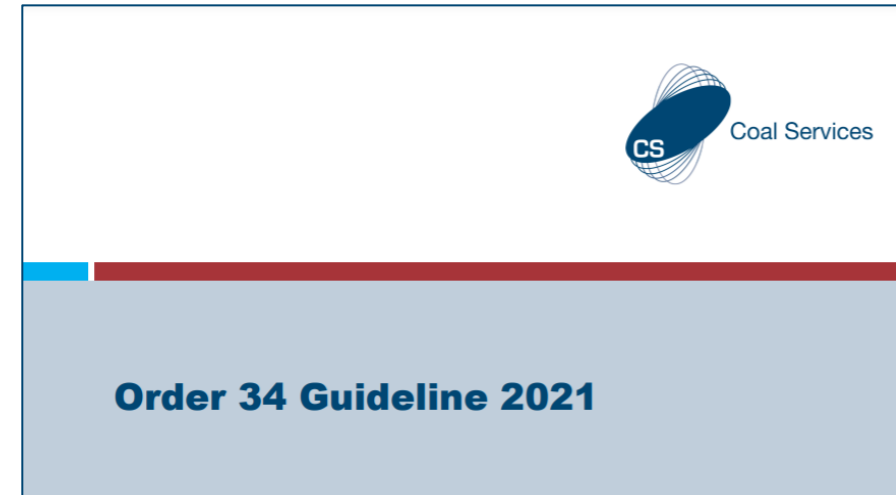
B2 Training Needs Analysis

B3 Induction Training & Assessment

B7 Training & Assessment - General Requirements

B8 Training Required by Legislation

Open Cut but could apply at any

Power BI Reporting is being developed to enable a full site view for Training Compliance at the operation. The Power BI platform can link data from multiple sources and allow filtering and drill through by things such as an individual worker, crew, shift or competency. This will give the operation the ability to report, plan and even budget for training compliance.

A site with electronic assessment has developed an e-form in the training system to allow trainees to request assessment. This form is completed by the trainee when they feel they are ready to be assessed. The form follows an approval workflow to a nominated Trainer and then if they approve to the Training Department for final approval, release of the assessment to their profile and allocation of an assessor.

A site conducted a risk assessment due to the increased onboarding of new and trainee operators into Mining and CHP areas at the mine. The purpose of the risk assessment was to identify hazards, assess risks and control associated risks using hierarchy of control methods and to safely integrate inexperienced and unfamiliar workers into the mine site to operate equipment safely and confidently in all areas and conditions of mining/CHP areas. An action from this resulted in a presentation to the workforce to provide them with an understanding of the risks and what role they have to play in ensuring these new workers are safe and become competent in the mining environment.

One site is utilising a role specific Progress Review form for new operators. The review form includes reference to applicable competency documents, company rules, PPE, tasks the role would perform and their understanding of those tasks including their responsibilities and feedback. This format gives great opportunity to ensure new workers can have their progress tracked and ensure their experience can be enhanced and targeted based on any gaps identified during these reviews. This also provides the operation with information to assist in evaluating and improving training and assessment for competence of new workers.

Audit Scope Item 3: Commendable Practices

Open Cut but could apply at any *continued*

An operation has developed a "Mobile Equipment Diary" for trainee operators which contains complete tracking of their progress. The diary includes daily log, review, and testing of their knowledge and competence. The diary is completed for each day by the trainee and a trainer and kept in the training office at the end of each shift. This allows for any trainer to pick up and review their progress if allocated to the trainee on the next shift. Quarterly check ins with the head crew trainer are also contained in the diary and allows for formal competency check, highlights for the period and opportunities for improvement, allowing the trainee to put this into their own words for reflection and ongoing commitment. These are regularly reviewed by the Production Training Officer to seek areas for improvement.

Trainee operators at the operation are provided with a Starter Pack that includes all the information they may need to refer to as a quick reference for a new to industry inexperienced mine worker. The pack has magnets, A5 books with pictures and summaries and cards with key information every worker must know.

A Quick Reference Guide has been developed for issue to new Haul Truck operators. The logbook contained within & quick reference guide is an excellent tool for new to industry operators. It assists the trainee on the trucks operating systems in general and the most overlooked items a new operator may miss on a walkaround inspection. There are pictures and points on pit operations to prompt the trainee. This reference book also helps the operator to identify oils or fluids that may need attention via the two-way system to the Lube cart or fitter they are talking too. Positive identification is a key aspect to a prompt and appropriate response. It also maintains a good standard level of knowledge to new operator on haul truck systems for future reference.

A Production Truck Logbook has been developed to support the learning activities and exposure to tasks and environments to ensure competence is achieved prior to being assessed and authorised to operate the Haul Truck.
The information outlined in the logbook includes Verification of specific tasks; Minimum hours for Observation, driving with a trainer, Dayshift and Night Shift with a Trainer (these can be amended at the discretion of the Senior Trainer based on competence achieved); and Activity log with required details.
This logbook format has also been applied to other mobile equipment on site.

Audit Scope Item 3: Commendable Practices

Open Cut but could apply at any *continued*

A Trainee Schedule is being utilised to track the progress of new operators at the operation. The schedule includes minimum activities and is updated to include the Trainers and any impacts (e.g., wet weather) giving a full picture of a Trainee's progression. This also allows for review and improvement to the trainee program prior to new trainee intakes commencing.

The Head Production Trainers take individual new trainees for a shift once they have been operating in minimal supervision for a period. During that shift they are out of the truck and are quizzed on site and truck procedures. Any gaps in knowledge identified are discussed until the Head Production Trainer feels the trainee has gained the required level of understanding.

An operation has introduced a shift equipment allocation system called Lineup. This system shows the equipment that is available on the shift and also who will be operating. This shows as a live dashboard and can be viewed by the entire shift. Only those that are authorised or with an authorised trainer can be allocated to the equipment. It also indicates those coming up to expiry for planning of reassessments.

An operation was experiencing a large number of fire-related incidents. On investigation, this came to 37 in the last 3 years. To address this issue targeted training was developed and is being rolled out to support their Fire and Explosion Principal Hazard Management Plan.

Open Cut Specific

The Certificate III in Surface Extraction Operations being undertaken with Programmed Trainee Operators at this operation is very well structured. There are clear schedules and goals for all involved. The site's inclusion of site check-ins on top of those being conducted as part of the RTO process shows their vested interest in getting the best outcomes for their Trainees.

A Production Equipment Training pathway is being introduced at the operation to ensure that there is a succession pathway for all personnel working there. It forms the basis of their minimum requirements that are mapped in the Training Needs Analysis across the site. The pathway has four levels of grouping of equipment.
-        Level 1: Haul Truck and incorporating the Water Cart
-        Level 2: Grader/Loader/Excavator (80t)
-        Level 3: Loader, Dozer and Tracked Dozer
-        Level 4: Excavator

New Haul Truck trainees, at the operations Open Cut, begin their training by being an observer only for the first 2-3 weeks on site. This includes being a passenger in other equipment that the Haul Truck interacts within its operation. This gives the trainee the full perspective of the Haul Truck operations.

A two-way radio channel has been established for Training. This dedicated channel allows anyone requiring assistance from a Trainer to do so without having to interrupt or be heard by everyone. The Trainer in control of the Training Two Way can also call out and seek information from others as required. This initiative allows trainees at any stage an easy and accessible method of seeking assistance on the job as they need it.

Audit Scope Item 3: Commendable Practices

Coal Services

Underground Specific

To aid the mine in complying with Work Health and Safety (Mines and Petroleum Sites) Regulation 2022, Part 3, Division 7 (Emergency Management), Section 103 (self-rescuers) they have:

- Purchased additional training SCSRs and CABAs for increased training capability.
- Built a training shed on the surface of the mine which enables a simulated underground environment, including the use of smoke to reduce visibility.
- Had washer and dryers installed to increase training capability for self-escape/emergency response training.
- Trained competent persons in the washing and maintenance of the escape equipment used for training.
- Developed a procedure for their Self Rescuer and Self Escape Familiarisation training to be achieved in the training shed or underground to a required standard.

The training includes the donning of and changeover to another SCSR and then to CABA.

This practical training is completed by all underground workers twice per year in addition to their annual Safety Day completed at their local Mines Rescue Station.

Apprentices are required to re-complete their site induction each year. These workers receive a substantial amount of training and information, not only in relation to Underground Mining but their trade. This practice re-enforces the key information required for these new workers to work safely underground.

Audit Scope Item 3: Improvement Opportunities

Coal Services

Improvement Opportunities applicable to all related to:	No of IOs
All competencies and roles required at the operation are reviewed to ensure they are included in the site's Training Needs Analysis and enable efficient reporting for compliance.	17
Documented Program for each type of Inexperienced/Trainee Mine Worker *(Operators, Trades, Graduates, Apprentices)* – covering induction, competencies, exposure to areas/activities, timeframes, reviews etc.	16
Documented Training Plan for new workers	11
Review of TCMS referenced internal documents, or referencing the TCMS	11
Consideration of formal Qualifications in (or mapping to) Cert II or III for Inexperienced Mine Workers	8
Worker competency records: complete, entered into LMS correctly and storage	5

Audit Scope Item 3: Improvement Opportunities

Coal Services

Improvement Opportunities applicable to all related to *(continued):*	No of IOs
Documented work area familiarisation/ assessment	3
Formal process and timing to check the progress of trainees with some general knowledge questions, feedback both from the trainee and to them on how they are progressing.	3
Site familiarisation/ checklist for Site Safety and Health Representatives (SSHR) to complement the Regulator course and allow the SSHRs to gain the knowledge and support to effectively fulfil their role at the site.	3
Mentors knowing their role and responsibilities and allocation of mentors	2
More interactive induction to accommodate different learning styles	2
Ways to reinforce the risk management tools during and post-induction – *when are they done and why*	2

Audit Scope Item 3: Improvement Opportunities

Coal Services

Improvement Opportunities applicable to all related to *(continued):*	No of IOs
Expiries in LMS: Recommend reviewing the expiries of competencies to ensure they are set correctly in the LMS	1
Equipment logbooks: include required activities or scenarios within the equipment logbook(s) to ensure that personnel get exposure to critical tasks prior to being assessed as competent to operate.	1
Competency Authorisation: It may be worth removing the authorisation section of competency documents at the operation, to avoid delay, if deemed not necessary.	1
Communication with Training Team: It may be of benefit, if it is possible, to introduce a two-way radio channel dedicated to Training.	1
Assessment Answers: It may be effective to develop answer versions for assessments to ensure a set standard for the answers expected by workers.	1
Review of reassessment frequencies – risk based matrix	1

Audit Scope Item 3: Improvement Opportunities

Improvement Opportunities applicable to all related to *(continued):*	No of IOs
Workplace Trainer Assessor: include a check or some key questions to acknowledge that they understand their role and responsibilities at the operation prior to being appointed to Train and Assess.	1
Printed Training Material: ensuring the latest version of a training document is used while still allowing for easy access to documents for the crew trainers.	1
Workplace/Safety Interaction Competency check: It may of worth considering adding in a check/question around training and competence to Workplace/Safety interactions	1

Audit Scope Item 3: Improvement Opportunities

Open Cut Specific Improvement Opportunities related to:	No of IOs
Time spent in interacting equipment for perspective from that equipment and operators of that equipment *(e.g. Trainee Haul Truck operator spends time in an excavator)*	6
Set an experience level for operators in vehicles who may be required to host trainee operators or anyone other than experienced operator for ride alongs	1
Review of the Production Technician - Induction and Haul Truck Training Manual, with some recent trainees, to reduce in size and only contain relevant information.	1

Audit Scope Item 3: Improvement Opportunities

Coal Services

Underground Specific Improvement Opportunities related to:	No of IOs
Review of all worker records and competencies in the LMS to ensure the critical competencies relating to self-escape are recorded and being reported on for all Underground workers.	4
More regular training on Self-Escape equipment for inexperienced workers	4
Documented requirements for how to determine underground experience – what evidence is required	2
Way to identify Workplace Trainer Assessors	1
Provide Inexperienced Mine Worker Logbook at time of Site Induction and explain its purpose to ensure they commence using it on their first shift Underground.	1

Audit Scope Item 3: Non-Conformances

Coal Services

Order 34 Guideline Section	No of NCs
B2 Training Needs Analysis 4.1 The TCMS must describe a Training Needs Analysis (TNA) process to determine the competencies required to safely undertake all processes and activities performed at the coal operation. This must include describing how the TNA is: 4.1.2 regularly reviewed and updated.	1
B3 Induction Training & Assessment 5.1 The TCMS must describe the induction training and assessment process at the coal operation, including: 5.1.2 the types of site inductions – e.g. surface, CHPP, underground accompanied, underground unaccompanied, etc.	1
B4 Emergency Response Training & Assessment 6.1 The TCMS must describe how the coal operation addresses the following matters in relation to emergency procedures and the operation's emergency plan: 6.1.3 for underground mines only - that a person who is to go underground "is trained in the use of and is able to use, the self-rescuer provided" WHS(MPS) Reg. – cl 103 (2) *WHS(MPS) Reg: cl 103 Self rescuers - sub-clauses (3) to (5) provide additional information on training in the use of self-rescuers*	1
D1 Documents 14.1 The TCMS must: 14.1.4 describe a process for controlling training and assessment documentation which is consistent with the document control system for the coal operation.	1

MoC Discussion Paper

Coal Services

Public consultation for the statutory function of practising certificate maintenance of competence (MoC) scheme requirements is now open.

The Resources Regulator is seeking written submissions from the community.

Details of the consultation process are found on [the Regulator's consultation website](#).

On the website you can:

* Download the [discussion paper](#)

* Download and submit the [fillable PDF form](#); or

* Take the [online survey](#).

Written submissions can also be emailed to meg.policy@regional.nsw.gov.au

The consultation period closes on 5pm, Friday 16 February 2024.

If you have any questions, please contact Angela Hudson Director Policy and Reform on telephone 0407 951 538 or via email at angela.hudson@regional.nsw.gov.au.

MoC Discussion Paper

Coal Services

Recent industry and stakeholder feedback included the following suggestions for improvement:

- reducing the number of informal learning types and areas of competence, but retaining caps

- standardising and simplifying caps on types of learning

- summarising what can be claimed by function, like that provided in Qld

- recognition of audits (e.g., critical controls) and in-house assessments

- clarifying whether in-house supervisor sessions and in-house assessments of training can be claimed.

MoC Discussion Paper

Coal Services

A summary of all questions in the paper:

1. How important is consistency in approaches to MoC criteria across relevant Australian jurisdictions?
See QLD Scheme Requirements here: Continuous Professional Development Opportunities · Customer Self-Service (boepcs.qld.gov.au)

2. To what extent is the current MoC scheme keeping practising certificate holders up to date with respect to their competencies?

3. Do you think the current MoC requirements strike the right balance between administrative requirements and the scheme's safety benefits?

4. Are the hours of learning over the five-year period attainable for each of the types of practising certificates?

5. Does the MoC scheme provide sufficient flexibility for practising certificate holders to achieve the scheme's objectives? For example, with respect to:
   a) the number hours needed to meet MoC requirements
   b) the staggered learning approach (i.e. the restrictions on the number of hours that can be claimed in a year and the requirement to undertake learning in at least three of the five years)
   c) the requirement to undertake learning in the three specified areas (eight sub areas), including the minimum/maximum hours for each area
   d) the compulsory requirement to undertake a minimum of seven hours of learning from disasters
   e) the proportions of formal and informal learning and the caps on the hours for each
   f) the allowable types of learning activities
   g) the caps on hours placed on types of learning activities each year

MoC Discussion Paper

Coal Services

A summary of all questions in the paper *continued*

6. Is it appropriate to not allow a carryover of excess hours from when a practising certificate is renewed after 5 years?

7. How easy is it to access the formal and informal learning opportunities required to meet the learning hours?

8. How easy and efficient is it to record your hours of learning?

9. What further support, guidance and oversight should the Regulator provide?

10. Do you have any suggestions that may improve the MoC Scheme?

All PC holders were sent an email from Angeline Harper *(Assistant Project Officer, Mining Competencies & Authorisations)* on the 23rd of November which included information on the discussion paper.

New process for applying for a practising certificate after expiry

Coal Services

The NSW Resources Regulator has developed a robust process for applying for a practising certificate after it has expired.

Applicants who allow their practising certificate to lapse will now be issued with a notice under section 155 of the WHS Act to provide documents and information to demonstrate they complied with the conditions on their previous certificate, including maintaining competence and contact details with the Regulator.

The new process may take up to 8 weeks to obtain a certificate, depending on how quickly information is provided.

The Regulator is aware of some incidents where practising certificate holders were letting their certificates expire and then applying for a new one, thereby avoiding the requirement to declare they were compliant with the conditions on their previous certificate in the renewal process.

Other holders had not satisfied the condition to keep their email address up to date through the **Resources Regulator portal**, thereby missing the email reminder 3 months prior to the expiry date.

The Regulator also strongly recommends that holders who plan to renew their certificate ensure they do so before it expires to avoid a longer process to obtain a new one.

Email **mca@regional.nsw.gov.au** or phone 1300 814 609 for more information (options 2, then 3).

All PC holders were sent an email from Anthony Margetts *(Chief Inspector of Mines)* on the 29th of November which included this renewal information.

Questions

Thank you and close out for Order 34

Mines Rescue Update on
Certificate II in Underground Coal Mining

Open Cuts and CHPPs may now drop off

RTOs with RII20320 on scope in NSW

Mines Rescue

training.gov.au/Training/Details/RII20320

The slow response times when loading pages and web service issues should be resolved shortly. We apologise for any inconvenience.

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Home > Training > RII20320

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Qualification details

RII20320 - Certificate II in Underground Coal Mining (Release 2)

Summary

Usage recommendation: **Current**

Mapping		Notes	Date
Supersedes RII20315 - Certificate II in Underground Coal Mining			22/Sep/2020

Release Status: **Current**

Releases:	Release	Release date	Compare
	2 (this release)	**12/Mar/2021**	☐
	1 (View details)	23/Sep/2020	☐

Companion volumes: • Companion Volume implementation guides is found on VETNet

Delivery: Find RTOs approved to deliver this qualification.

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6 result item(s) match your search.

32507 - Coal Train Australia Pty Ltd
Trading as:
• Coal Train
Status: **Current**   Start date: 13/Feb/2017
Registration manager: ASQA   End date: 11/Feb/2024
[View RTO's scope]

30820 - Down Under Training and Consulting Pty Ltd
Trading as:
• Down Under Training
Status: **Current**   Start date: 06/Jun/2017
Registration manager: ASQA   End date: 05/Jun/2024
[View RTO's scope]

21359 - Local Employment and Training Services Pty Ltd
Trading as:
• Walan-Miya
Status: **Current**   Start date: 01/Aug/2018
Registration manager: ASQA   End date: 30/Jul/2025
[View RTO's scope]

90508 - Mines Rescue Pty Limited
Status: **Current**   Start date: 17/Oct/2019
Registration manager: ASQA   End date: 15/Oct/2026
[View RTO's scope]

31900 - MyneSight Pty Ltd
Status: **Current**   Start date: 09/Dec/2019
Registration manager: ASQA   End date: 07/Dec/2026
[View RTO's scope]

91576 - STRATEGIC CORPORATE TRAINING PTY LTD
Status: **Current**   Start date: 10/Sep/2019
Registration manager: ASQA   End date: 29/May/2026
[View RTO's scope]

2023 RII20320 Progress

- Four cohorts now complete

- Five more cohorts for 2024

- Cert III being explored

Current Qualification Structure

- Generic Underground Induction (4 days, $1910pp)

- Fire Team Operations (1 day, $420pp)

- Underground Lifting Operations (1 day, $365pp)

- Basic Strata & Gas Management Theory (1 day, $365pp)

- Basic Strata & Gas Management Practicals (1 day, $2,500 per day)

Future Variations

- Offer different electives
  e.g. RIIMCU203D Conduct wheeled vehicle operations (non-articulated), RIIVEH201E Operate a light vehicle, etc.

- Using another party to collect evidence i.e. an assessor and another party (usually an industry expert) work together to conduct assessment.
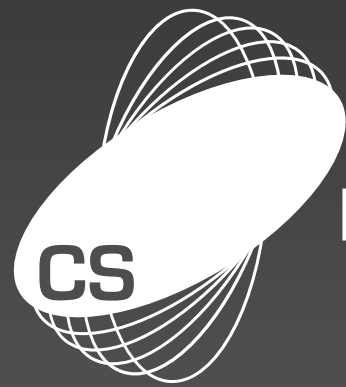
Smart and Skilled Funding

- Funding may be available

- Yet to utilise funded training

- Will access future viability in 2024

Questions

CS Mines Rescue