Order 34 Template

Training and Competence Management Schemes for NSW Coal Mines

Table of contents

[A. LEADERSHIP AND COMMITMENT 3](#_Toc112761540)

[A1. Resources 3](#_Toc112761541)

[A2. Responsibility and Accountability 4](#_Toc112761542)

[B. TRAINING AND COMPETENCE 6](#_Toc112761543)

[B1. Competency Standards 6](#_Toc112761544)

[B2. Training Needs Analysis 7](#_Toc112761545)

[B3. Induction Training & Assessment 8](#_Toc112761546)

[B4. Emergency Response Training & Assessment 9](#_Toc112761547)

[B5. WHS Representative Training 10](#_Toc112761548)

[B6. Supervisor and Manager Training & Assessment 10](#_Toc112761549)

[B7. Training & Assessment - General Requirements 11](#_Toc112761550)

[B8. Training Required by Legislation 12](#_Toc112761551)

[B9. Re-assessment / Maintenance of Competence 13](#_Toc112761552)

[B10. Revision of Training and Assessment Documents and Gap Training 15](#_Toc112761553)

[C. CONSULTATION AND COMMUNICATION 16](#_Toc112761554)

[D. DOCUMENTED INFORMATION 17](#_Toc112761555)

[D1. Documents 17](#_Toc112761556)

[D2. Records 17](#_Toc112761557)

[E. PERFORMANCE EVALUATION 18](#_Toc112761558)

[E1. Measurement and Evaluation 18](#_Toc112761559)

[E2. Audit 18](#_Toc112761560)

[E3. Management Review 19](#_Toc112761561)

Notes –

Replace front page with applicable operation details and add document control information to footer.

This Template document shows examples of possible wording for some of the Order 34 Guideline sections.

# **LEADERSHIP AND COMMITMENT**

## Resources

The Training and Competence Management Scheme (TCMS) must describe

* 1. the provision of adequate training and assessment personnel and resources commensurate with the size and nature of the coal operation.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Example wording:*

*Xyz mine provides the following resources for the provision of training and assessment:*

* *Qualified trainers and assessors to address all the requirements of this Training and Competence Management Scheme.*
* *Training resources, manuals and/or handbooks.*
* *Assessment tools.*
* *Training room(s).*
* *Audio visual equipment / aids; and*
* *Printing and photocopying facilities.*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording:*

*No referenced documents for this section.*

* 1. how the coal operation provides for specialist qualified training and / or assessment advice and services where these services cannot be provided in-house.

**How operation complies (provide details)**

*Example wording:*

*Where training services cannot be provided in-house external qualified trainers / specialists are engaged to provide training and assessment, and/or content, learning and assessment advice.*

*Examples of external training services include - OEM content experts, RTO for high-risk work licences.*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording:*

*No referenced documents for this section.*

## Responsibility and Accountability

The TCMS must describe the roles / responsibilities / accountabilities of:

* 1. the person (or persons) responsible for:
     1. managing the training and competence systems at the coal operation
     2. reporting on the performance of training and assessment at the coal operation
     3. reviewing and improving the TCMS.

**How operation complies (provide details)**

*Example wording:*

|  |  |
| --- | --- |
| ***Role*** | ***Responsibilities and Accountabilities*** |
| *Health Safety & Training Manager* | * *Manage the training and competence processes and systems at Xyz mine, as described in this Training and Competence Management Scheme* * *Report on the performance of training and competence processes and systems* * *Review and improve the Training and Competence Management Scheme.* |

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording:*

*No referenced documents for this section.*

* 1. trainers
  2. assessors
  3. mentors / coaches (if used at the coal operation)
  4. co-assessors / content experts (if used at the coal operation)

*see full copy of the Order 34 Guideline 2024 for definitions of* ***trainers****,* ***assessors****,* ***mentors / coaches*** *&* ***co-assessors / content experts***

**How operation complies (provide details)**

*Insert wording*

|  |  |
| --- | --- |
| ***Role*** | ***Responsibilities and Accountabilities*** |
| *Trainers* |  |
| *Assessors* |  |
| *Mentors/Coaches* |  |
| *Co-assessors* |  |

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Insert wording*

* 1. the person (or persons) responsible for the competencies of contractors

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Example wording:*

*Ensuring that contractors have the required skills / experience / competencies is the responsibility of the task coordinator/supervisor as outlined in the Contractor Management Plan.*

*The task coordinator/supervisor must identify the skills required for the scope of works to ensure that all contractors have the required skills / experience / competencies and have completed all induction requirements.*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording:*

*Contractor Management Plan – (insert document number).*

# **TRAINING AND COMPETENCE**

## Competency Standards

* 1. Where available, recognised units of competency from endorsed Industry Training Packages should be used as the minimum standard for training and assessment.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Insert wording*

* 1. The TCMS must describe:
     1. the competency requirements for persons who develop training and assessment materials, or who oversee the development of training and assessment materials.

Note - the minimum requirements are:

* + 1. a diploma or higher-level qualification in adult education, OR
    2. TAE40116 Cert. IV in Training and Assessment, OR
    3. TAE40110 Cert. IV in Training and Assessment (*see Note 1 in the guidance notes in the full copy of the Order 34 Guideline 2024*), OR
    4. any endorsed qualification replacing TAE40116.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Insert wording*

* + 1. the competency requirements for workplace trainers and assessors.

Note - the minimum requirements are:

* + 1. specific units of competency or Skill Sets from BSZ40198 (*see Note 2 in the guidance notes in the full copy of the Order 34 Guideline 2024)*, or TAA40104, or TAE40110, or TAE40116, or TAE40122 OR

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

* + 1. specific units of competency or Skill Sets from any subsequent endorsed qualification which replaces TAE40122, OR
    2. specific training and assessment units of competency and/or modules from a VET accredited course that has been confirmed by the National VET Regulator as compliant with the Standards for VET Accredited Courses 2012 and the Australian Qualifications Framework (AQF).

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Insert wording*

## Training Needs Analysis

* 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:

4.1.1 developed in consultation with relevant coal operation personnel, and

4.1.2 regularly reviewed and updated.

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Training Needs Analysis – (insert document number or location).*

* 1. The TNA must include as a minimum:
     1. required qualifications for specific positions

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

* + 1. specific training on the safety management system at the coal operation

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

* + 1. all machine/plant/process operation skills / competencies used at the coal operation
    2. specific pre-requisites and training for supervisors
    3. first aid roles and competencies required at the operation.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Insert wording*

## Induction Training & Assessment

* 1. The TCMS must describe the induction training and assessment process at the coal operation, including:
     1. induction for visitors and new workers (addressing all relevant categories of “workers”, including contractors)
     2. the types of site inductions – e.g., surface, CHPP, underground accompanied, underground unaccompanied, etc.
     3. before commencing work at the operation, how each worker is ‘*given information, training and instruction on the safety management system for the mine that is designed to provide the worker with knowledge of all relevant aspects of the safety management system*’ - WHS(MPS) Reg. s 108
     4. before commencing work at the operation, how workers are ‘*trained in relation to the emergency plan*’ - WHS(MPS) Reg. – s 98 (a)
     5. requirements for re-induction or refresher induction training.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Induction Procedure – (insert document number).*

## Emergency Response Training & Assessment

* 1. The TCMS must describe how the coal operation addresses the following matters in relation to emergency procedures and the operation’s emergency plan:
     1. “*an adequate number of persons (are) trained in the use of rescue equipment* …” - WHS(MPS) Reg. – c 91 (2) (a) (iv)
     2. for underground mines only *- “workers who may need to use exits are provided with sufficient training and instruction so as to be made familiar with those exits”* WHS(MPS) Reg. – s 99 (5) (c)
     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. – s 103 (2)

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

* + 1. for underground mines only - the criteria used to determine that “***surface contacts***” have the competence to perform the specific functions, as outlined in WHS(MPS) Reg. – s 105 *Competent persons at surface* - (b) to (d)
    2. *“the minimum mines rescue training to be provided”* - WHS(MPS) Reg. – Schedule 7 *Emergency plans* – s 4 (3) (a)
    3. *“…details of the persons having the competency to fight fires and to train others in firefighting”* - WHS(MPS) Reg. – Schedule 7 *Emergency plans* – s 5 (4)
    4. *“…appointing and training competent people to be responsible for the control of emergency situations*” - ***NSW Code of Practice: Safety management systems in mines –* NSW Mine Safety, February 2015, p. 26**

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Emergency Response Control Plan – (insert document number).*

*Fire and Explosion Response Control Plan – (insert document number).*

## WHS Representative Training

* 1. The TCMS must describe how the coal operation implements:
     1. training of safety and health representatives (includes *site safety and health representatives*, and/or *electrical safety and health representatives*) – as per the WHS(MPS) Act s. 45
     2. (if required) training of health and safety representatives in an approved course of training in work health and safety - as per the WHS Act s. 72.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Insert wording*

## Supervisor and Manager Training & Assessment

* 1. The TCMS must describe the process to:
     1. verify qualifications and provide specific training and assessment to “*ensure that any individual who is nominated to exercise a statutory function at the mine is ... capable of exercising, the statutory function”* - WHS(MPS) Reg. – s 133 (2)
     2. provide formal training and assessment to all managers and supervisors on the components of the coal operation’s SMS relevant to their role, including their specific roles/ responsibilities/ accountabilities detailed in all elements of the SMS.

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Supervisor Induction – (insert document number).*

## Training & Assessment - General Requirements

* 1. The TCMS must describe:
     1. training and assessment of inexperienced workers (i.e., workers who are new to the coal mining industry)
     2. recognition of current competency (RCC) and/or recognition of prior learning (RPL)
     3. assessment of competence following skills training
     4. the requirement for the trainee and assessor (and co-assessor if utilised) to sign all completed assessments
     5. how a person assessed as “not yet competent” is given the opportunity to become competent
     6. the process for authorisation / appointment / nomination, or other record following assessment of competence
     7. how language, literacy and numeracy issues are addressed in training and assessment.

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Insert wording*

## Training Required by Legislation

* 1. The TCMS must describe the training and assessment process for all workers in relation to the following requirements in the WHS(MPS) Reg. – s 107 (2) & (3):
     1. *hazards associated with the work being carried out by the worker* - s 107 (2) (a)
     2. *the implementation of risk control measures relating to the work being carried out by the worker, including controls in relation to fatigue, the consumption of alcohol and the use of drugs,* - s 107 (2) (b)
     3. *the content and implementation of the relevant parts of the safety management system for the mine,* - s 107 (2) (c)
     4. *the emergency plan for the mine,* - s 104 (2) (d)
     5. *the safety role for workers implemented under clause 114* - s 104 (2) (e).

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

* + 1. *ensur(ing) that each worker … is trained, and is competent, in basic risk management techniques used at the mine having regard to the nature of the work carried out by the worker -* s 107 (3)

*see full copy of the Order 34 Guideline 2024 for a copy of the referenced legislation clauses in this section*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Alcohol and Other Drugs Procedure – (insert document number).*

*Emergency Response Control Plan – (insert document number).*

*Fatigue Management Procedure – (insert document number).*

*Risk Management Procedure – (insert document number).*

*Safety Management Plan – (insert document number).*

## Re-assessment / Maintenance of Competence

The TCMS must describe:

* 1. For all skills and competencies at the coal operation:
     1. the process for re-assessment to ensure ongoing safe performance of a task or skill

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

* + 1. the process used to determine the interval between re-assessments

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Reassessment Frequency Risk Assessment – (insert document number).*

* 1. For all individuals nominated to exercise a statutory function, the retraining / reassessment process to ensure that competence is maintained.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Example wording:*

* + - * 1. *All persons who perform a statutory function as listed in Schedule 10 WHS (Mines and Petroleum Sites) Regulation 2022 must hold the necessary qualifications specified.*
        2. *Persons who perform statutory functions should be assessed as competent to perform those functions prior to commencing those activities.*
        3. *Training records must include verified evidence of qualifications and site competence assessments.*
        4. *Maintenance of competence for persons performing Statutory Functions will include:*
* *Undertake refresher training and reassessment in relevant elements as defined in the Safety Management System*
* *3 yearly reassessments in the Principal Hazard Management Plans and Principal Control Plans applicable to the statutory function, and*
* *Compliance with legislative requirements for Maintenance of Competence.*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording:*

*Training Needs Analysis – (insert document number).*

* 1. For all individuals nominated to exercise a statutory function who are required to have a Practising Certificate (PC), the support provided to PC holders to assist them to meet the NSW Resources Regulator’s Maintenance of Competence Scheme requirements.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Example wording:*

* + - * 1. *Under the NSW WHS (Mines & Petroleum Sites) Regulation, certain statutory functions require the nominated person performing that statutory function to hold a current Practising Certificate. Practising Certificates are valid for a period of 5 years unless otherwise stated.*
        2. *Personnel who are required to hold a Practising Certificate must meet the requirements as specified by the NSW Resources Regulator. New and renewed practising certificates must be presented to the operation and a copy filed in the individual’s training / competency record.*
        3. *The mine will assist the nominated person with their Maintenance of Competence requirements by providing relevant training, tracking, and recording of training activities and preparing reports. The mine will also regularly monitor that Maintenance of Competence requirements are being met through performance appraisals or similar.*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording:*

* + - * 1. *(if mine has a document addressing this issue) Xyz mine – Maintenance of Competence for Practising Certificate holders.*
  1. How the coal operation maintains the competence of workplace trainers and assessors.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Insert wording*

## Revision of Training and Assessment Documents and Gap Training

The TCMS must describe:

* 1. how training and assessment (including induction training) is reviewed and as necessary revised, and
  2. review of training and assessment for these “trigger events”:
     1. when new work processes, fixed plant / mobile equipment, technology, materials / substances, and/or work procedures are revised or being introduced
     2. when significant revisions are made to key elements of the safety management system (e.g., management plans, procedures, TARPs, etc.)
     3. when near misses or incidents / accidents occur, and training is identified as a contributing factor to the incident
     4. ‘*as soon as is reasonably practicable* *after any significant revision to the (*emergency*) plan’* - WHS(MPS) Reg. – s 98 (b).
     5. following changes to legislation and/or other significant “trigger events”, and
  3. follow-up information and/or gap training following revision to training/assessment materials.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Document Control Procedure – (insert document number).*

# **CONSULTATION AND COMMUNICATION**

* 1. The TCMS must describe the processes in place for consultation and communication on training, assessment, and competency issues at the coal operation. This must include consultation when:
     1. developing and reviewing the TCMS,
     2. developing and reviewing any Training Needs Analysis (TNA) – as required in section 4.1.1 of this Guideline

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Communication & Consultation Procedure – (insert document number).*

# **DOCUMENTED INFORMATION**

## Documents

* 1. The TCMS must:
     1. be detailed in a separate document within the coal operation's document management system
     2. define the procedures and processes for the training and assessment activities at the coal operation
     3. describe a process for controlling training and assessment documentation which is consistent with the document control system for the coal operation
     4. provide direction to related documentation, including relevant management plans, standards, procedures, etc.
  2. The controlled copy of the TCMS used by the coal operation must be the latest version of the TCMS approved by Coal Services.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Example wording*

*This document (Training & Competence Management Scheme):*

* *is contained in the operations document control management system*
* *defines the procedures and processes for the training and assessment activities at the coal operation*

*Training and assessment documentation is managed as per the Document Control Procedure – (insert document number).*

*References are contained throughout this document under the “Operation documents” headings of each section.*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Document Control Procedure – (insert document number).*

## Records

* 1. The TCMS must describe the system for the maintenance and storage of training and assessment records (including records of induction training), and must include:
     1. paper or electronic (or both) record of each worker’s training, assessments, re-assessments, and the currency of their competencies
     2. while a worker remains engaged at the operation, how training and assessment records are:
     3. stored.
     4. maintained.
     5. retrieved; and
     6. accessed by authorised personnel
     7. on request, providing a copy of training and assessment records to a worker (WHS(MPS) Reg. s 111)
     8. defining the period that records are preserved
     9. procedures for archiving and disposing of training and assessment records.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Records Management Procedure – (insert document number).*

# **PERFORMANCE EVALUATION**

## Measurement and Evaluation

* 1. The TCMS must describe the process(es) for monitoring, analysis and performance evaluation of training and assessment activities, including:
     1. goals and objectives for training and assessment activities; and
     2. monitoring and measuring progress towards achievement of the goals and objectives; and
     3. specific indicators to evaluate the effectiveness of training and assessment activities, and
     4. system improvements based on performance evaluation.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Example wording*

*At the commencement of each financial year the Safety and Training performance is reviewed, and goals and objectives are established for training and competence activities for that year.*

*Operation objectives are recorded in the Training Business Plan and reported on each quarter.*

*Specific indicators are developed to evaluate effectiveness of training and assessment activities each year and performance targets are reported through the Training Reporting process.*

*Management review processes evaluate performance to the Business Plan. Any system improvements identified are scheduled into the operations action management database.*

*Performance evaluation is conducted in accordance with the operation’s consultation and communication system.*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Annual Business Planning Process*

## Audit

* 1. The TCMS must describe:
     1. internal auditing of the TCMS at least once during the approval period of the TCMS

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

* + 1. the minimum qualifications and/or experience of persons conducting internal audits of the TCMS
    2. auditing of training and assessment records to determine their accuracy
    3. compliance auditing of the coal operation’s approved training scheme from time to time by representatives of Coal Services
    4. how actions from audits are tracked and implemented (external, internal and Coal Services audits)
    5. how information on the results of audits is communicated to management and workers.

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Communication and Consultation Procedure – (insert document number).*

*Internal Audit Procedure – (insert document number).*

## Management Review

* 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.

*see full copy of the Order 34 Guideline 2024 for additional guidance notes*

**How operation complies (provide details)**

*Insert wording*

**Operation documents (e.g., Management Plans, procedures, etc.)**

*Example wording*

*Document Control Procedure – (insert document number).*