Order 34
Mid-Year Workshop

Open Cut session

Hunter Valley Mines Rescue

Wednesday, 24 June 2026

Cindy James
Order 34 Manager

Acknowledgement of Country

Coal Services

We acknowledge the Wanaruah, Wonnarua People as the traditional owners and custodians of the land within the Hunter Valley area.

We pay respect to all Aboriginal Elders, past, present and emerging, who have a spiritual connection to these lands.

Evacuation

Coal Services

In the event of an emergency there are tones that operate throughout the building. There is a pre-tone that leads to the full evacuation alarm.

- Location of Exits and Emergency Evacuation Points
  Primary location - outside front gate
  Secondary location in Vehicle Extrication Area

- The site Emergency Warden is the Office Administrator (Taylor/Libby).
  Upon evacuation you must report to the Warden

Facilities

There are several toilets on site:

- M/F toilets near front administration
- M/F toilets off the main crib room
- M/F toilets at bottom of stairs off the BA room

Smoking is prohibited within the boundaries and 10 metres outside the boundary of Mines Rescue.

Today's program

Coal Services

Time	Agenda item	Presenter
9.00 am	Registration	
9:15 am	Welcome and overview	Cindy James (Order 34)
9.20 am	Introductions, general discussion	Group
9:30 am	Industry update	Cindy James (Order 34)
9:40 am	First Aid Training Insights	Chloe Betts (Central West FA)
Break: 10:40 am, 20 minutes		
11.00 am	Leadership Capability & Maintenance of Competence	Elliot Baume and Bethany Hord (Critical Risk Group)
11:30 am	CMI Industry Data – Open Cut Specific	Bede Baratta (CMI)
12.00 pm	An Outlook for Statutory Supervision	Jay Jensen-Langford & Lincoln Amidy (Benchmark Mining) (Amidy)
Lunch: 12:30 pm, 30 minutes		
1.00 pm	Course in Field-based Training and Assessment	Helen McMahon (Training Services Australia)
1:50 pm	Summary and close out	Cindy James (Order 34)

Introductions and general discussion

Coal Services

Introductions

- Name
- Company/Operation
- Role
- What would you like to get out of today?

Coal Services

Order 34

Industry Update

Current NSW coal operations

Open Cut

Gunnedah Region
Boggabri (Idemitsu)
Maules Creek (Whitehaven)
Tarrawonga (Whitehaven)
Vickery (Whitehaven)

Hunter Region
Bengalla (New Hope Group)
Bulga (Glencore)
Hunter Valley Operations (Glencore/Yancoal)
Mangoola (Glencore)
Mount Thorley Warkworth (Yancoal)
Mt Arthur North (BHP)
Mt Arthur South (Thiess)
Mt Owen Glendell (Glencore)
Mt Pleasant (Thiess)
Ravensworth (Glencore)
Rix's Creek (Bloomfield Group)
United Wambo Joint Venture (Glencore/Peabody)

Newcastle Region
Bloomfield Mine (Bloomfield Group)

Western Region
Invincible (Castlereagh Coal)
Moolarben Open Cut (Yancoal)
Wilpinjong (Peabody)

Underground

Gunnedah Region
Narrabri (Whitehaven)

Hunter Region
Ashton (Yancoal)
Maxwell (Malabar Resources)

Newcastle Region
Chain Valley (Delta Coal)
Mandalong (Centennial)
Myuna (Centennial)

Southern Region
Appin (GM3)
Dendrobium (GM3)
Metropolitan (Peabody)
Tahmoor – *Currently Offline*

Western Region
Airly (Centennial)
Clarence (Centennial)
Moolarben Underground (Yancoal)
Springvale (Centennial)
Ulan Underground (Glencore)
Ulan West (Glencore)

Resources Regulator incident summary

10 May 2025 – 16 May 2026

Coal Services

Reportable incidents for **all sectors**

2,020

Reportable incident summaries provided for **all sectors**

148

Reportable incident summaries provided specific to the **coal sector**

88

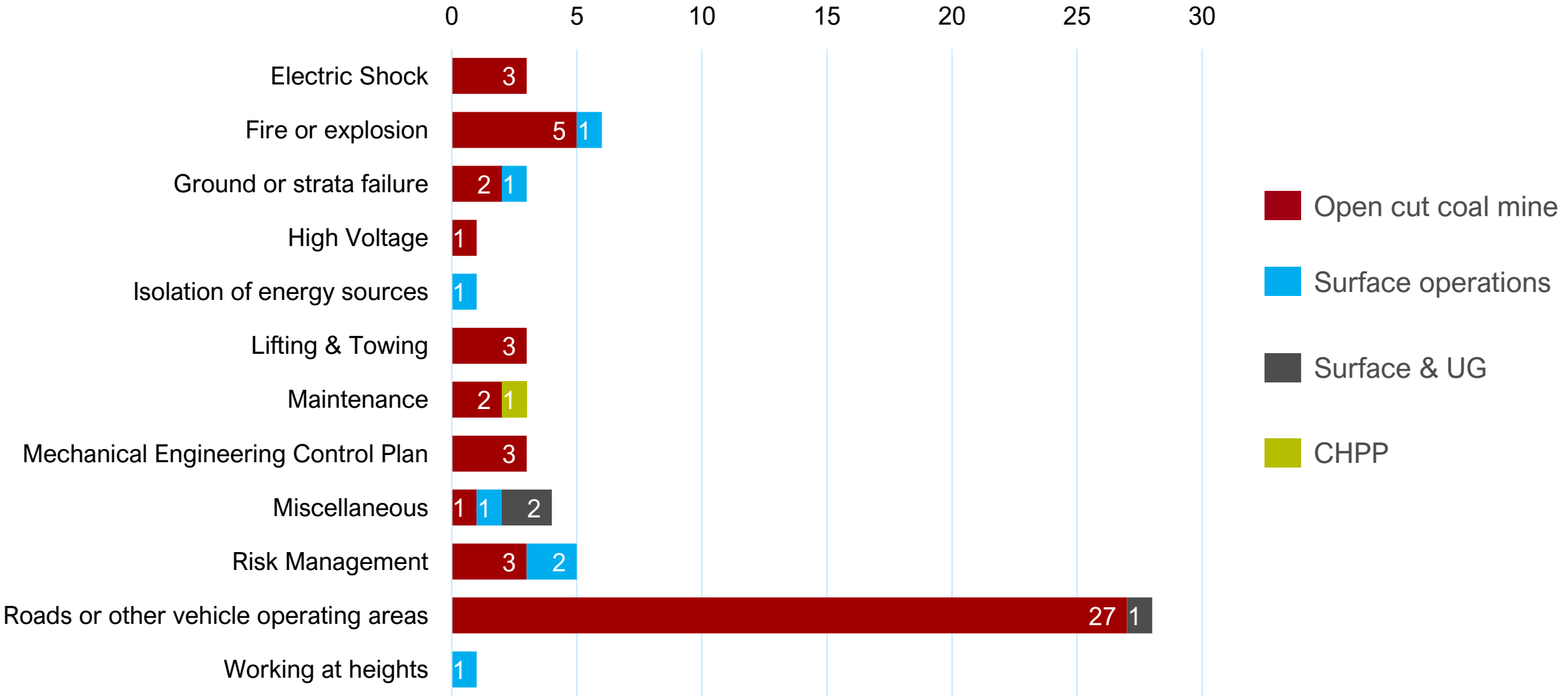
Reportable incident summaries provided for

50	Open cut coal operations
10	Non-specific surface and underground operations
1	CHPP

Resources Regulator incident summary
10 May 2025 – 16 May 2026

Coal Services

Notifiable Incidents where summary provided by the Resources Regulator



Open Cut incidents

Training and competency

Coal Services

Category	Comments to Industry
Roads or other vehicle operating areas	Situational awareness is a key control when operating mobile equipment. Workers should be trained in the importance of this control and include it in their pre-task risk assessments. Mine operators should continually review the suitability of collision avoidance technology as it evolves, and new products become available. Operators should prioritise segregation between dozers and haul trucks over lower order controls such as positive communication and work procedures.
	Trainees must have a clear understanding about the operating parameters and characteristics of the plant they are operating, such speed limits and braking performance. The Resources Regulator has published a technical reference guide (TRG) to assist mine operators with developing their principal hazard management plan for roads or other vehicle operating areas. Inattention and distraction while driving can have fatal consequences. Drivers must remain vigilant and avoid distraction by conversation with passengers. Layer 4 of the TRG focuses on authority to operate. This layer establishes that only qualified and authorised personnel operate vehicles and perform tasks. Mine operators are further advised to consider the following operational control measures: a periodic review and update of competency requirements, training needs, training content and methods. For further information refer to TRG Surface ROVOA.
	Operators are reminded to respond appropriately to all machine alarms and warning systems when activated. Caution should be taken before overriding safety systems and operators should contact their mining supervisors if in doubt about how to proceed. Training of rig operators should ensure that they are competent in the use of the control panel used for stabilising the rig, particularly when overriding the automatic levelling system.

To subscribe go to: https://www.resourcesregulator.nsw.gov.au/news/weekly-incident-summary

Open Cut incidents

Training and competency

Coal Services

Category	Comments to Industry
Roads or other vehicle operating areas	A key element of a roads or other vehicle operating areas (ROVOA) principal hazard management plan is road design and maintenance. Vehicle operators should refer to the Resource Regulator's technical reference guide: Surface ROVOA, which recommends that they conduct a periodic review and update of competency requirements, training needs, training content and methods. **Mine operators should consider worker training in electronic 4WD engagement, ABS braking, traction control and defect reporting.**
Fire or explosion	Workers are reminded that they have duty under the Work Health and Safety Act to comply with all reasonable instructions, policies and procedures that mines have in place. Mine operators must have processes in place to ensure that the controls identified within site procedures and permits are implemented. **Workers must be trained regularly about how to respond in an emergency such as a fire.** Workers should be aware of the location of emergency equipment and mine operators should conduct regular emergency management training. Work procedures should not allow for flammable liquids to be in the vicinity of hot work.
	Mine operators must have processes in place to ensure that the controls identified within site procedures and permits are implemented. Work procedures should not allow for flammable materials to be in the vicinity of hot work. **Workers must be trained regularly about how to respond in an emergency such as a fire.** Workers should be aware of the location of emergency equipment and mine operators should conduct regular emergency response training.

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Open Cut incidents

Training and competency

Coal Services

Category	Comments to Industry
Mechanical engineering control plan	An exploding tyre can have catastrophic consequences. Tyres should be inspected as part of the pre-use inspections to include checking for rocks stuck between dual tyres. **Operators should receive training to assist them to identify tyre defects.**
	Before use at a site, plant should be assessed against the mine's introduction to site process. Introduction to site should include: - checking the mobile plant to the mine's engineering standards and their mechanical engineering control plan - checking the functionality of all safety critical systems - checking the plant has been maintained and is in a fit-for-purpose condition to enter the mine site. **All plant should have pre-start inspection undertaken by a trained and competent person to ensure the plant is safe to operate.** Refer to MDG 15 Mobile and transportable plant for use on mines and petroleum sites for further guidance.

Open Cut incidents

Training and competency

Coal Services

Category	Comments to Industry
Ground or strata failure	Open cut examiner inspections must be regularly undertaken on equipment areas and include checking for bench conditions and undercutting. Mine operators must inspect bench conditions during operation of equipment and monitor the positioning of equipment to ensure safe operation. Mine operators should review the Resources Regulator's technical reference guide (TRG) ROVOA as part of their consideration of this incident, in particular: **Layer 4 – Training and competency assessment is based on work role, site rules and procedures, licensing requirements, Original Equipment Manufacturer (OEM) guidance and other recognised standards**
Lifting & Towing	Mine operators should: • provide workers with detailed procedures on the intended method and lifting techniques including identifying the correct lifting equipment and drop zones when planning lifting tasks • develop and review safe work procedures for carrying out lifting activities for routine tasks • **train workers to identify the correct attachment points and methods for lifting activities** • create safe work procedures when JHA/JSAs are used repeatedly. Workers should: • not use lifting equipment unless trained • not conduct lifting activities if they do not understand the energies and potential hazards involved in a task • raise with their supervisor when unable to locate a procedure • not enter drop zones.

To subscribe go to: https://www.resourcesregulator.nsw.gov.au/news/weekly-incident-summary

Surface operations incidents

Training and competency

Coal Services

Category	Comments to Industry
Fire or explosion	Mine operators should ensure that: • emergency management plans include suitable controls and procedures for lithium-based battery fires • first responders have ready access to, and are trained in the use of, personal protection equipment (PPE) suitable to protect from exposure to toxic and corrosive chemicals that may be liberated during and following a thermal runaway event • **first responders are trained in the mine's procedures and understand the risks associated with the lithium-based batteries in use at the mine.** This should also include awareness of the risk of electric shock and burns from stranded energy in a damaged battery unit and of exposure to toxic gases. The Regulator published a safety bulletin SB22-17 in December 2022 to communicate the fire risks associated with lithium-ion battery powered tools. The safety bulletin made recommendations including advice on the increased fire risk when ambient temperature exceed 50 degrees. Celsius. The full bulletin can be found here.
Risk management	Before undertaking any work in, and around, heavy machinery, workers and supervisors are reminded that they must undertake appropriate hazard identification so that the risk of falling objects is controlled. **Mine operators are remined that they must provide appropriate information, training and instruction to workers and supervisors so that they can controls risks a far as reasonably practicable.**

To subscribe go to: https://www.resourcesregulator.nsw.gov.au/news/weekly-incident-summary

Surface operations incidents

Training and competency

Coal Services

Category	Comments to Industry
Working at heights	When conducting work at height, mine operators must ensure that hazards are identified and controls are in place to prevent a fall. Mine operators should consider the use of work platforms where practical to manage the risk of a fall from one level to another. **Mine operators must ensure that appropriate information, training, instruction and supervision is provided to workers.**

To subscribe go to: https://www.resourcesregulator.nsw.gov.au/news/weekly-incident-summary

Other mine type relevant incidents

Training and competency

Coal Services

Category	Comments to Industry
Isolation of energy sources	Workers must be **trained in relevant safe work procedures** for tasks they are conducting.
	Mines should assess the risks associated with the task of flushing air conditioning systems and develop a safe system of work for the task that includes the provision and use of fit-for-purpose equipment. **Work involving pressurised systems and components must only be carried out by workers who are competent, trained and appointed.** Pre-task hazard assessments should include the assessment of pressurized systems and identification and implementation of controls.
Electric Shock	Mine operators are reminded of the need for: • consideration of engineering controls that prevent the potential for electric shock • **electrical work and inspections to be conducted by trained and competent electricians and supported by the site's electrical engineering control plan.**
Maintenance	Mine operators should verify that workers undertaking welding activities: remain insulated from the workpiece and surrounding conductive structures while welding. • identify and establish an appropriate and effective earth (return) path prior to striking an arc. • ensure personal protective equipment (PPE), including gloves and clothing, is dry and in good condition. • avoid holding, repositioning, or contacting the earth return clamp or workpiece when an arc is struck. • ensure other workers stand clear and do not come into contact with the workpiece, bench, vice, or any connected conductive components while welding is being undertaken. • **are appropriately trained and competent in undertaking welding activities.**

To subscribe go to: https://www.resourcesregulator.nsw.gov.au/news/weekly-incident-summary

Other mine type relevant incidents

Training and competency

Category	Comments to Industry
Mechanical Engineering Control Plan	Mechanical engineering control plans must set out the control measures for risks associated with the unintended release of mechanical energy by considering safe work systems for people dealing with plant or structures. **Mine operators should review how workers and supervisors are trained to recognise the potential hazards associated with all energy sources, including the load introduced by winching equipment.** This is especially important when there is the potential for stored energy to be released without warning. When using slings, operators must ensure that they are appropriately rated for the job, fit-for-purpose and free of any wear and tear.
Roads or other vehicle operating areas	Mine operators need to review the Resources Regulator's technical reference guide (TRG) Surface ROVOA as part of their consideration of this incident, in particular: Layer 4 of the layered defence approach focuses on authority to operate. This layer establishes that only qualified and authorised personnel operate vehicles and perform tasks. Key components should include: • **Training:** Comprehensive training should be included in training programs to enable all personnel to be knowledgeable about operational procedures and protocols. • **Induction:** Conducting thorough induction program for new workers to familiarize them with site-specific operational requirements and procedures. • Access mechanisms: Implementing systems to manage and monitor access to mine vehicle operating areas, validating only authorised personnel can enter. Principal hazard management plans for roads or other vehicle operating areas should consider all factors that may affect operator concentration.

To subscribe go to: https://www.resourcesregulator.nsw.gov.au/news/weekly-incident-summary

Resources Regulator information

Training & Competency Themes from Safety Alerts & Bulletins

NSW Resources Regulator Safety Alerts & Bulletins (Jun 2025 – Mar 2026)

Coal Services

Key themes

- High frequency of vehicle interaction and collision risks (haul trucks, loaders, graders).
- Operator compliance with site rules (speed, communication, positioning, visibility controls).
- Normalisation of unsafe practices (e.g. driving with raised buckets, bypassing procedures).
- Equipment operation under variable conditions (visibility, weather, ground conditions).
- Interaction between human factors and mobile plant hazards (distraction, situational awareness).

Training & competency implications

- Focus competency on practical operation of mobile plant under real site conditions.
- Strengthen verification of operator behaviour against site rules (not just training completion).
- Embed scenario-based training for vehicle interactions and loss of control events.
- Increase supervisor observations and reinforcement of compliance in the field.
- Target refresher training on high-risk tasks: ramps, intersections, tipping, communication protocols.

Resources Regulator information

Coal Services

Remember to regularly refer to the Resources Regulator document library for new and updates of the following:

- Fact Sheets
- Guides (Technical Reference Guides)
- Incident Summaries
- Information Releases
- Reports
- Safety Alerts
- Safety Bulletins

These should be reviewed in line with your operation's Training & Competency Management System Documents and Training Needs Analysis

Order 34 Audits

Coal Services

Key areas of focus for your next Coal Services Order 34 Audit:

Pre-work

- Have you reviewed the Pre-Audit Preparation requirements in the Order 34 – Audit Overview and Plan?
- Some requirements need to be sent through at least **1 week** prior and others at least **2 working days** before
- **Benefits:** less time on site conducting the audit, and less work post-audit

Internal Audits

- This is your operation's self-assessment
- Do you do what your TCMS says you will do?
- What evidence demonstrates how you comply with what you say you will do?
- **Audit Tool** available on the Coal Services Order 34 website

Actions from previous audits

- Are these tracked in your site's action management system?
- Have they been considered and/or actioned?
- If they have been considered and/or actioned, what evidence do you have to demonstrate?

Remember that the TCMS is how you meet your legislative obligations in relation to Training and Competence. Following the Order 34 Guideline assists to ensure that you are.

Coal Services

CENTRAL WEST
FIRST AID
TRAINING SPECIALISTS

First Aid Training Insights 2026

How NSW Coal Mines are Evolving First Aid Delivery & Observations & Innovations From the Field

Chloe Betts | Director

06/06/2026

Contents

Chloe Betts

Clinical & Academic Foundation

- Dual Specialist: Current on-road Intensive Care & Extended Care Paramedic.
- Academic: Lecturer in Paramedicine; Bachelor of Clinical Practice; Master of Paramedicine (Critical Care Specialisation).
- Researcher: International peer-reviewed author focusing on psychosocial Safety and worker wellbeing.

Service & Crisis Leadership

- Premier's Citation: Awarded for service during the Bushfire Emergencies.
- National COVID-19 Medal: Recognised for frontline service and healthcare resilience.
- Good Conduct Medal: Recognition of over 10 years on road and good conduct.

Central West First Aid Training

Clinical Excellence. Operational Readiness.

- **Frontline Led:** Delivered by current, on-road Paramedics (10+ years experience).
- **Site-Integrated:** Custom scenarios built alongside your ERTs and Training Departments.
- **Elite Simulation:** Heavy investment in high-fidelity equipment and realistic "on-site" drills.
- **End-to-End Solution:** Accredited training paired with professional first aid kit supply.
- **Mental Health First Aid:** Psychosocial solutions for site.
- **Mobile Capability:** Specialised training trailer for remote, on-site delivery.

Trusted by leading Australian ASX-listed mining, resource, and heavy industry operations such as Vertex Minerals, Glencore, GM3, Yancoal, Peabody & Harmony

The Shift Towards Contextualised On-Site Training

The methodology sites are using to bridge the gap between compliance and actual emergency readiness.

HLTAID014 & HLTAID011

Why Sites are Moving Toward Advanced First Aid

Advanced Trauma Control

Haemorrhage: Tourniquets, haemostatic dressings, and wound packing.

Complex Injury: Management of crush syndrome, flail chest, and sucking chest wounds.

Incident Command & Triage

Leadership: Establishing command and coordinating site evacuations.

Prioritisation: Triage systems for mass casualty events.

Clinical Monitoring

Vital Signs: Tracking clinical trends and patient deterioration.

Assessment: Comprehensive secondary head-to-toe examinations.

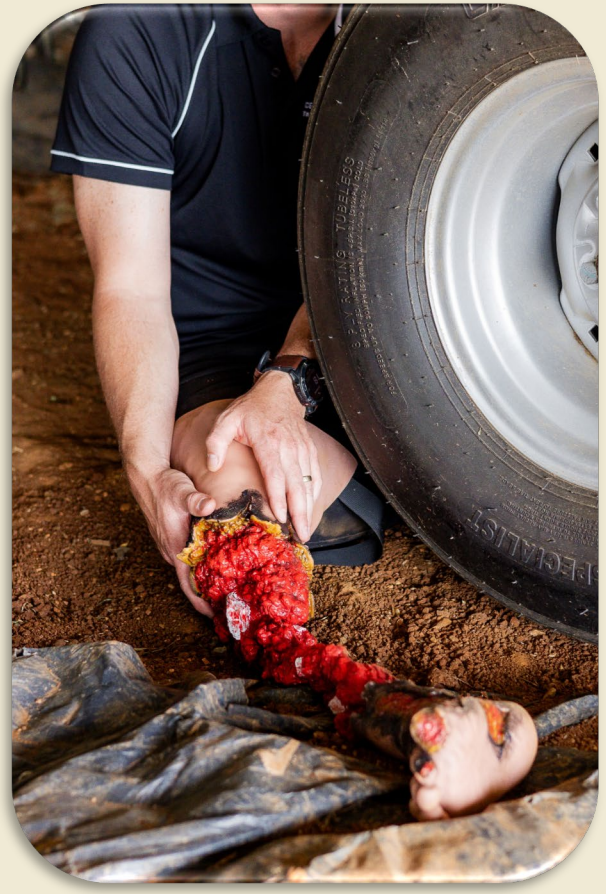
Logistics & Communication

Professional Links: Establishing effective medical handovers and resource identification.

Specialised Scenarios

Response: Substance awareness and unplanned emergency childbirth.

Simulations: Participation in large-scale, extended-care simulations.



Low Voltage Rescue & CPR

01 The Hidden Danger: Most of Australian electrical fatalities occur ≤1000V, not on high-voltage lines.

02 Frequency vs Perception: Hundreds of LV shocks are reported annually; it is one of the most underestimated hazards on-site.

03 The 30/30 Threshold: Just 30mA of current for 30ms can cause fatal arrythmias

04 Arc Flash Intensity: Temperatures can exceed 19,000°C, hotter than the surface of the sun

Defining LVR

Scope of the Rescue

- Definition: Rescue of personnel from live LV equipment.
- Operational Range: ≤1000V AC / ≤1500V DC.
- Exclusions: High Voltage (HV) Overhead and Underground lines
- The Framework: Safe Isolation – Contact Rescue – CPR/AED - Coordination

Regulatory Compliance

- UETDRMP018: Perform Rescue from a Live LV Panel (Refreshed every 12 months)
- HLTAID009: Provide Cardiopulmonary Resuscitation (Refreshed every 12 months).
- Note: Standard First Aid (3 years) is insufficient for electrical trades.

Critical Personnel

- Mandated: All licensed electricians and electrical trades.
- Safety Observers: Dedicated observers for high-risk electrical work.
- Operational Roles: CHPP & Fixed Plant operators, Underground Maintenance
- Leadership: Supervisors and ERT members working near energised systems.

Incident Review April 2025 Appin Mine

- **Location:** Appin Coal Mine, NSW.
- **The Event:** Significant underground geological outburst.
- **The Impact:** Approximately 100 tonnes of sandstone roof material and gas ejected into the roadway.
- **Casualties:** Four workers in the vicinity were injured, with three partially buried by coal and rock material.
- **Emergency Response:** Crews successfully freed the workers and provided on-site first aid before hospital transfer.
- **Injuries:** Severe but stable. 3 workers escaped with various cuts, deep abrasions and joint injuries. The fourth worker sustained major injuries including fractures to their ribs, vertebrae and pelvis, due to the crushing force of the sandstone.
- **Outcome:** All four were successfully treated at Wollongong and Liverpool Hospital.

Clinical Focus: Pelvic Injuries

Why Pelvic Injuries Are High-Risk

- **High-Energy Trauma:** Often occurs from crush injuries (such as rock burial/falls), falls from height, or motor vehicle collisions.
- **Hidden Bleeding:** The pelvis can hold **2 litres of blood** internally posing a major hidden bleeding risk without external wounds.
- **Bleeding Sources:** May be arterial, venous, or directly from the pelvic bone vasculature.
- **Signs of Shock:** Casualty may present with pale skin, a rapid pulse, and low blood pressure, even if no obvious bleeding is visible.

Clinical Focus: Pelvic Injuries

SAM Pelvic Splint Application

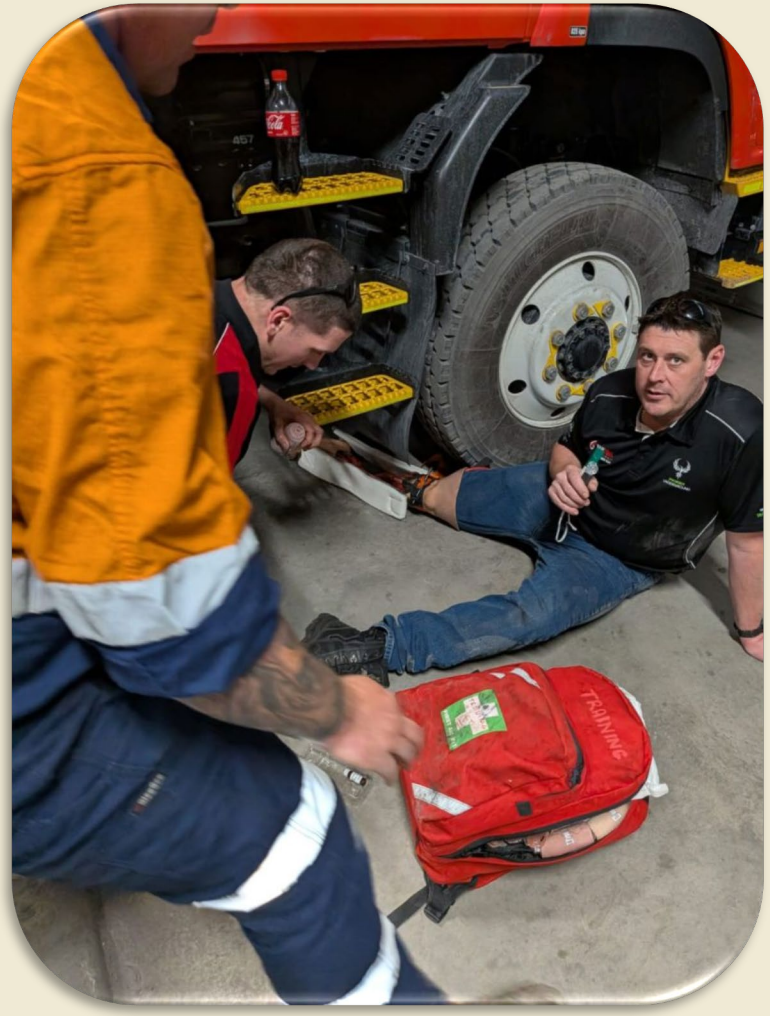
- **Purpose:** A non-invasive device used to stabilise the pelvic ring, reduce internal bleeding and relieve pain.
- **When to Use:**
  Suspected pelvic fracture with a significant trauma mechanism, pelvic pain, or instability
  Any unconscious casualty after a high-energy impact where a pelvic injury is possible

Burns Management & Infection in High-Risk Environments

Guideline: Cool with clean, cool running water for at least 20 minutes.
Time Window: Effective if started up to 3 hours post-injury.
Benefits: Reduces tissue damage, pain, and burn depth.
The Critical Danger: Infection & Sepsis
Complication Driver: Infection causes most hospital complications in partial/full-thickness burns and burns >10-20% TBSA.
Systemic Risk: In severe cases, sepsis is a leading cause of death in the later stages of care.

Why Wounds Are Vulnerable
Barrier Loss: Burned skin instantly loses its protective barrier function.
Direct Access: Provides bacteria with a direct entry point into the raw tissue and bloodstream.

Evolving Emergency Response Equipment



IMIST-AMBO
Standardising Clinical Handover in Mining

What is IMIST-AMBO?

A structured clinical tool used by emergency services and high-risk industries to standardise the transfer of patient information. While previously reserved for specialised Emergency Response Teams (ERTs), it is now being implemented site-wide to ensure seamless medical continuity.

Why it is critical for mining.

- **Precision Under Pressure:** Ensures information is transferred quickly and accurately during high-stress, chaotic events.
- **Closing the Information Gap:** Prevents the omission of critical details such as the mechanism of injury, deterioration trends, and treatments already administered.
- **External Alignment:** Uses the same pre-hospital language as the state ambulance service, allowing for faster integration with paramedics.
- **Accelerated Decision Making:** Speeds up triage, treatment continuity, and retrieval requirements.

The IMIST-AMBO Protocol

VCCC

What is the VCCC?

A 24/7 NSW Ambulance clinical hub designed to provide secondary triage, optimise patient flow across the health system, and deliver expert clinical support when and where it is needed most.

The Team

- Paramedics
- Nurses
- Clinical Nurse Consultants
- Doctors

Core Capabilities & Services

- **Secondary Triage:** Reviewing and assessing Triple Zero (000) calls to ensure patients receive the most appropriate level of care.
- **On-Scene Clinical Advice:** Providing real-time, expert guidance to paramedics, first responders, and bystanders on scene.
- **Virtual Assessments:** Utilising telephone or video streaming to visually and clinically assess patients remotely
- **Active Patient Monitoring:** Conducting structured call-backs to monitor for patient deterioration or to reassure individuals while they await care.

The VCCC's Role in Mining, Remote & Trauma Environments

Critical Incident Decision-Making

Helps guide clinical pathways and complex interventions during high-acuity events, including:

- **Real Time Expert Oversight:** Provides senior clinical escalation support directly to paramedics and emergency responders operating on site
- **Under Pressure Guidance:** Offers critical reassurance and clinical direction when site responders are forced to make high-risk decisions under intense pressure.

Bridging the Care Gap

- **Managing Transport Delays:** Supports complex, long-term decision-making when weather, transit distance, or environmental conditions delay immediate evacuation.
- **Hospital-Level Care:** Actively bridges the critical gap between on-site first aid/industrial paramedics and definitive, hospital-level trauma care.

Psychological Safety & Responding to Emergencies

The Biological Shift

- Control shifts from the **Prefrontal Cortex** (Reasoning) to the **Limbic System** (Survival).
- The Amygdala initiates an immediate Fight, Flight, Fawn or Freeze response.
- A massive surge of adrenaline and cortisol overrides logical thought.

Real-Time Performance Impacts

- Reduced ability to process complex info or follow multi-step instructions.
- Tunnel vision and auditory exclusion (hearing shuts down).
- Loss of fine motor control; reliance on gross "instinctive" movements.
- Slower decision-making despite previous high-quality training.

Mining Context

- Low visibility, high noise, and isolation accelerate the stress response.
- In time-critical trauma (crush/entrapment), miscommunication and "action paralysis" are the primary threats.
- Role clarity and high-fidelity simulation to "re-wire" the instinctual response

Post-Incident Trauma: PTSD, Anxiety & Depression

Exposure to Critical Incidents

Direct Trauma: Fatalities, serious injuries, and entrapments.
Operational Roles: Participation in rescue and recovery efforts.
The "Invisible" Trauma: High-consequence near misses (the "what could have been")

The Spectrum of Impact

Immediate: Acute stress reactions and hypervigilance.
Delayed: PTSD symptoms developing weeks or months later.
Behavioural: Withdrawal, irritability, sleep disturbance, and depression.

Why Mining is High-Risk

The ‘Return to the Scene’: Workers must often return to the exact site of the trauma daily.
Compounding Factors: Shift work and chronic fatigue reduce psychological resilience.
Cultural Barriers: "Toughness" expectations often delay or prevent help-seeking.
Operational Pace: Limited downtime between incidents for emotional processing.

Psychological Safety in Mining

In mining emergencies, we don’t just manage the incident - we manage human stress responses in real time. Psychological safety and trauma-informed training directly improve both immediate response and long-term worker wellbeing

High Performance CPR

The Power of Performance

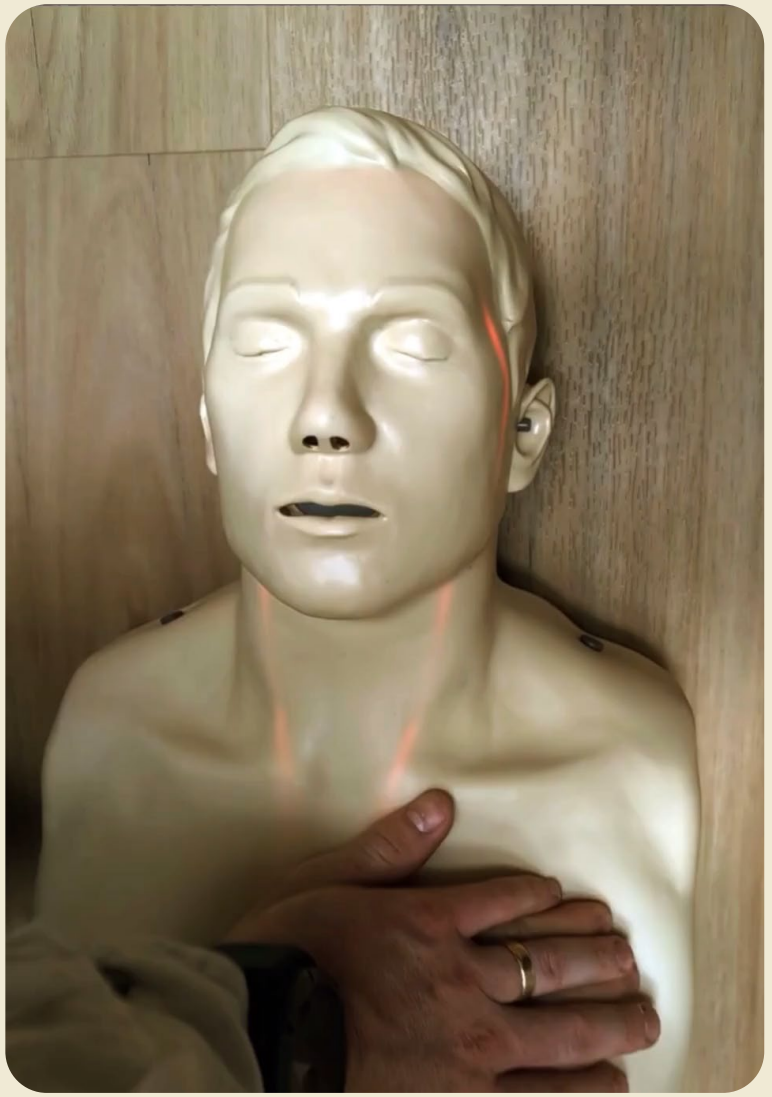
- King County (WA) saw a 50% increase in survival rates in the first year following high-performance CPR training
- Moving from individual effort to a coordinated team-based approach
- Survival rate is determined by the quality of the ‘pit-crew’ transition

The ARC Standard – Full chest recoil

- The Australian Resuscitation Council (ARC) identifies recoil as the most critical – yet most ignored- component of quality CPR
- Failing to release pressure is the silent killer of resuscitation efforts.

Why this matters

- Full recoil allows the heart to refill with blood between compressions
- Maintaining constant flow to the brain and the coronary arteries
- Prevents intrathoracic pressure buildup that blocks blood flow



Why standard CPR fails in the pit

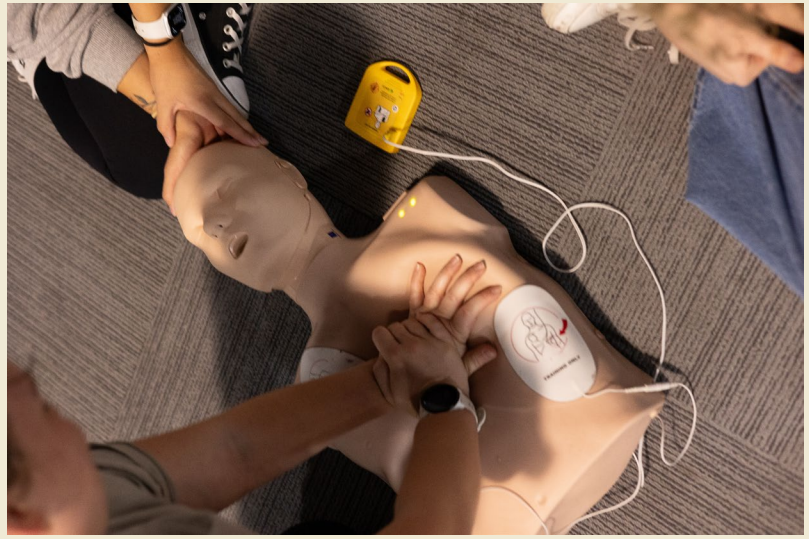
- **The Physical Toll**
  - Performance Degradation: Heavy gear, hard hats, and respirators significantly accelerate responder fatigue.
  - Quality Drop: Effective compression depth and recoil much faster than in a controlled environment.

- **Environmental Constraints**
  - Confined Spaces: Narrow tunnels and machinery layouts limit movement and the ability to rotate responders.
  - Physical Barriers: Difficulty maneuvering a team of 4 around a casualty in high-hazard areas.

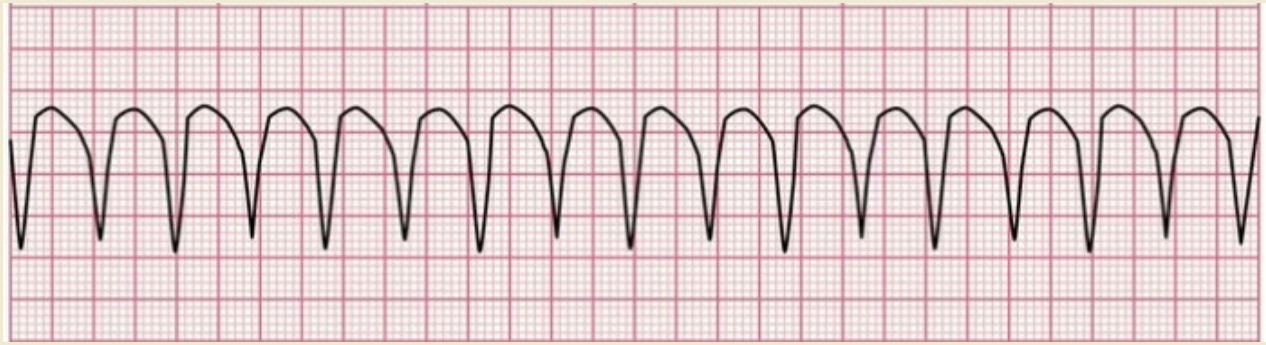
- **Sensory Overload and Stress**
  - Communication Breakdown: High ambient noise and acoustic echoes degrade critical verbal commands.
  - Cognitive tunneling: High-stress environments lead to a loss of role clarity and task saturation.

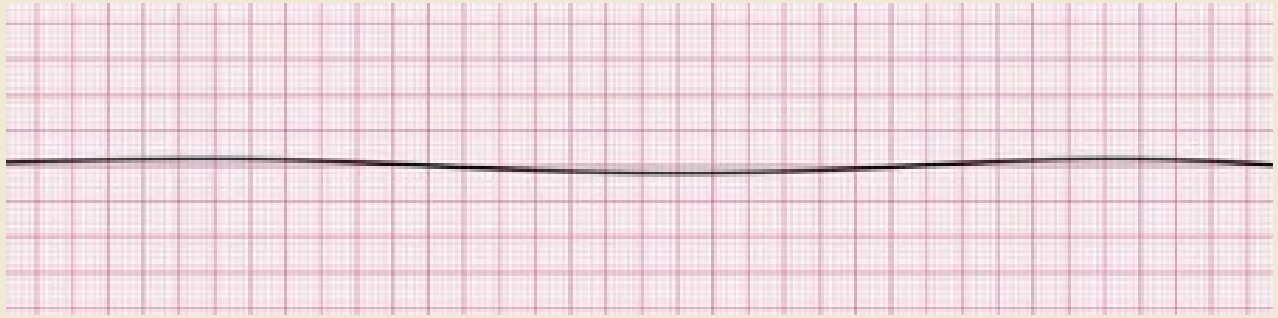
- **The Solution**
  - Automation: Pre-defined roles within the pit crew.
  - Resilience: Training specifical for challenging and degraded environments, not just a classroom.

Defibrillator Nuances In The Back Of A Moving Vehicle



Shockable & Non-Shockable Rhythms





Cardiac Arrest Patient Transport

Mechanical CPR - Zoll Autopulse

Solving the ‘transit gap’ in high-risk underground extraction

The Mining Reality

Long-haul rescue:
Sustains continuous compressions during extended physical extraction transits from deep-cut mines up to the surface.

Confined spaces:
Delivers stable CPR inside highly restricted environments, including escape shafts, mining elevators, and escape stairwells.

Moving assets:
Assures a 100% CPR fraction with absolutely zero pauses while moving on rapid SMV mining vehicles

Automated Precision

Circumferential Compressions:
Delivers continuous, automated, and patient-customised chest cycles that secure arterial flow.

Load-Distributing Band:
Compresses across the entire thoracic frame evenly, significantly reducing trauma risk compared to point-force CPR.

Consistent Quality:
Maintains uninterrupted perfusion parameters, eliminating the degradation typical of physical responder fatigue.

Tactical Extraction & Safety

Enabling continuous CPR during mobile evacuations

RAPID EXTRICATION PROTOCOLS

With the AutoPulse NXT secured to the carry sheet, rescue teams can confidently lift, carry, and slide patients down shafts while mechanical cycles run uninterrupted. Supports rapid scoop-and-run tactics.

SUBTERRANEAN RESPONDER PROTECTION

Allows medics to remain safely buckled and seated while the emergency vehicle travels through rough, unpredictable mine routes. Eliminates manual CPR hazards in unstable, high-vibration spaces.

THE "EXTRA HANDS" CLINICAL CATALYST

Acts as an automated clinical partner, freeing responders to focus physical energy and cognitive attention on navigating complex mine geography and preparing advanced airway support.

Questions

Chloe Betts

Website: www.centralwestfirstaidtraining.com.au

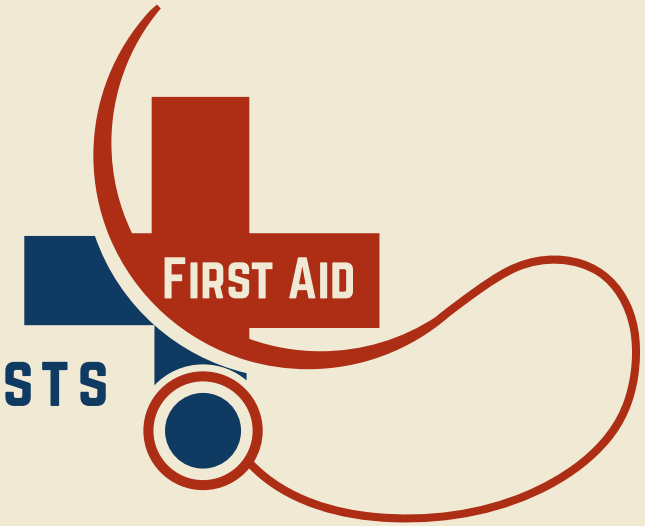
Email: chloe@centralwestfirstaidtraining.com.au

Phone: 0437 437 833

Thank you, lets stay connected.

CENTRAL WEST

TRAINING SPECIALISTS



Coal Services

Coal Services

Break

20 mins

CRITICAL RISK GROUP

LEADERSHIP CAPABILITY & MAITENANCE OF COMPETENCE

ORDER 34 WORKSHOPS

A strategic approach to operational capability and statutory competence.

PRESENTED BY: ELLIOT BAUME
BETHANY HORD

24 JUNE 2026

Who are we?

CRITICAL RISK GROUP

Critical Risk Group helps **mining operations and heavy industry** design, implement and verify critical controls, assurance systems and operational capability through **structured, evidence-based approaches** that improve regulatory alignment, control effectiveness and overall governance performance.

Experienced

Tailored support

Specialised & independent

Where we work

- National
- International

What we do

- Assurance & Audit Systems
- Critical Control Risk
- Emergency Response & Preparedness
- Independent Investigations
- Professional Development & Mentoring
- Risk & Safety Management Systems
- Statutory Capability

The Keystone Program

CRITICAL RISK GROUP

Keystone is Critical Risk Group's statutory capability program, designed to support individuals and organisations in developing, maintaining and strengthening the capability required to perform statutory functions, focusing on Underground Mining.

- The Keystone Capability System gives you a ***structured*** platform to work from.
- It transforms operational experience into a ***solid*** reasoning framework.
- This system is designed to support ***both*** written and oral examination pressures.
- When you perform the function you're currently preparing for, the framework will ***enhance your effectiveness***.
- The system ensures decisions are technically sound, ***logical***, and proportionate.

Building Capability

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Building organisational capability is not a one-size-fits-all approach.
There are multiple pathways to achieving your desired outcomes.

PEOPLE & TALENT

- Hire for potential
- Succession planning
- Cross-functional mobility
- Mentoring & coaching

LEARNING & DEVELOPMENT

- Structured learning programs
- On-the-job learning
- Professional development

LEADERSHIP

- Leader development
- Clear expectations

ORGANISATIONAL DESIGN

- Right structure
- Team effectiveness

SYSTEMS & PROCESSES

- Capability frameworks
- Performance management
- Technology enablement

CULTURE

- Growth mindset
- Feedback-rich environment

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Why?

KNOWLEDGE
Develops understanding of roles, obligations and the intent behind procedures.

SKILLS
Builds the ability to apply procedures accurately in operational contexts and make sound decisions.

CONFIDENCE
Reinforces assurance to act, escalate and hold others accountable.

BEHAVIOUR
Encourages ownership, compliance and consistent execution of critical controls.

PERFORMANCE
Improves quality of execution, reduces risk and drives reliable operational outcomes.

Outcomes

STRONGER CONTROLS
Stronger control execution and risk reduction across the organisation.

ROLE PERFORMANCE
Consistent role performance across the team.

COMPLIANCE
Improved compliance and audit readiness.

BETTER DECISIONS
Better decisions in real time.

CULTURE
A culture of accountability and continuous improvement.

YOUR SMS SHOULD DRIVE COMPETENCE

Learning should reflect your operational risk profile and SMS. In turn this supports leaders to make effective decisions in line with operational expectations priorities.

Maintenance of Competence

WHAT YOUR STATUTORY OFFICIALS ALREADY DO

Your statutory officials are already required to maintain their competence to hold their certificate. That work is happening regardless.

THE OPPORTUNITY

So why not use that moment to go further and build the operational capability your business actually needs?

- Better decisions
- Stronger systems
- Business goals met

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Internal Operational Drivers

Your operation is already signaling where capability gaps exist

Incident Investigation – recurring casual factors

Audit Findings – system weaknesses

Verification Failures – control degradation

Procedure Deviations – execution inconsistency

TARP Trends

Process non-conformances

External Drivers

External Intelligence should influence the design of a program

Regulators

NSW Resource Regulator, RSHQ, SafeWork

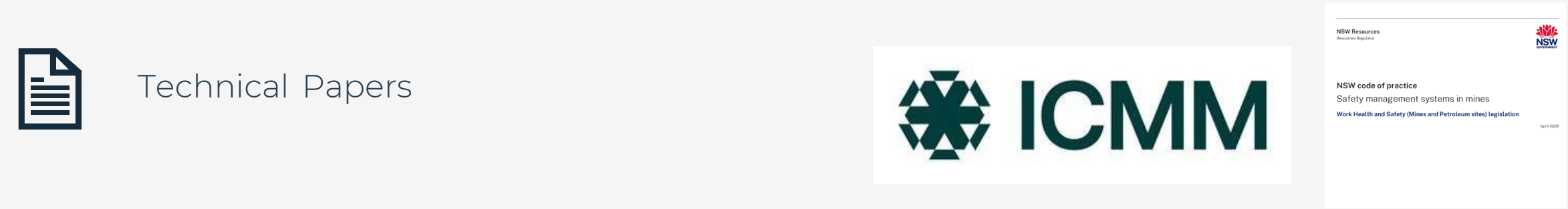
Technical Papers

Industry Guidance

Codes of Practice, Technical Reference Guides,

ICCM, AUS/NZ Standards etc.

Incident Data



Example

INTERNAL OPERATIONAL SIGNALS

- **Pre-starts signed off without physical road inspection**
  Supervisors treating verification as administrative, not as a risk-critical assessment of road condition.
  Audit finding
- **Three LV / HV interaction events at crest intersections**
  All in the past 18 months. Operators not identifying degraded sight lines or interaction zones as stop-work triggers.
  Incident data
- **Proximity alert spike during shift change**
  CAD system logging elevated alerts. Operators not adjusting behaviour to the increased interaction risk at handover.
  TARP trend
- **ROVOA PHMP reviewed generically, not against TRG structure**
  No maturity assessment conducted. Controls not mapped to layered defence approach. Plan exists on paper only.
  Verification failure

EXTERNAL INTELLIGENCE

- **SA25-01 near miss, light vehicle and front end loader**
  Mixed fleet interaction remains a live failure mode. Regulator flagged as industry significant. Are your operators trained to respond?
  Safety alert
- **SB25-03 recent increase in heavy vehicle rollovers**
  Sector-wide pattern around road condition management and operator judgement in adverse conditions.
  Safety bulletin
- **TRG-ROVOA s.107 workers must be competent for their tasks**
  Legislative baseline. Competence must be demonstrable, not assumed. Regulator will test this in audit.
  TRG-ROVOA
- **TRG standard risk assessment approach likely inadequate**
  Vehicle interaction controls are interdependent. A competent person must lead ROVOA risk assessment. Generic training is insufficient.
  TRG-ROVOA

↓ CAPABILITY GAPS IDENTIFIED

Supervisor / OCE	Doesn't understand what competent road verification looks like under the PHMP. Treating pre-starts as paperwork.
Operator	Can't identify erosion factors (soft edges, crest sight lines) or make a confident stop-work decision.
Statutory official	Can't demonstrate PHMP verification capability. Controls exist on paper but not validated in practice.

What's The Difference?

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CURRENT LEARNING TYPES

- Standard Content e.g. webinars
- Broad application of learnings e.g. mining publications
- Compliance driven
- Limited operational relevance
- Disconnected from operational drivers

CRITICAL RISK GROUP

- ✓ Aligned to your SMS
- ✓ Your risk profile
- ✓ Your data
- ✓ External data considered
- ✓ Assurance informed
- ✓ Tailored for your operation
- ✓ Industry experience

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Delivery Methods

- ✓ Flexible
- ✓ Accessible
- ✓ Trackable (your system)
- ✓ Specific content to the role
- ✓ Tailored to your context

E-learning

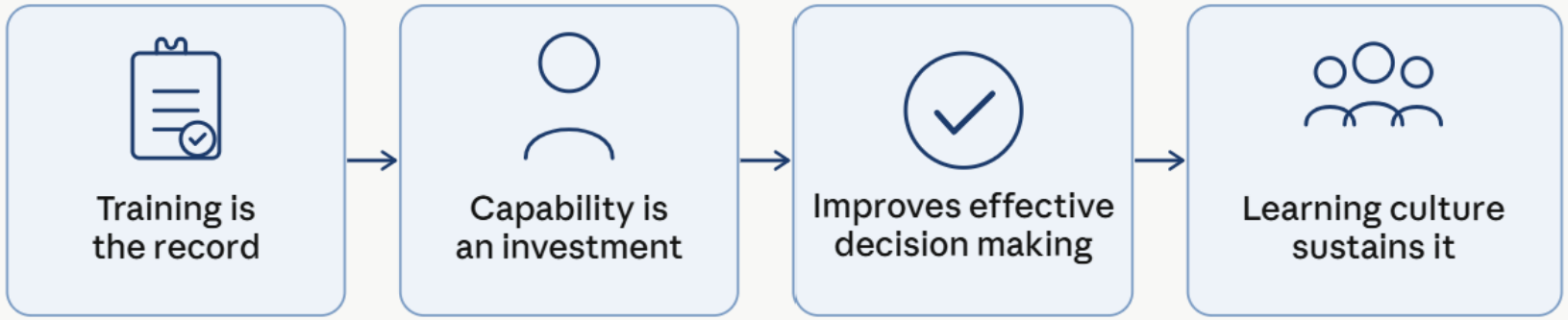
- ✓ Interactive
- ✓ Practical example
- ✓ Operation specific learning
- ✓ Informal or formal learning

Face to face

Ask Yourself?

CRITICAL RISK GROUP

Whilst your statutory official is focused on maintaining their competence are you supporting them to build the capability your operation actually needs?



CRITICAL RISK GROUP

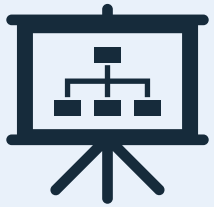
Holistic Operational Approach

Organisations invest heavily in technical systems. The question is whether that same discipline extends to the people executing them.

Operational and leadership capability should not be assumed.

Statutory Officials

Leaders and Management



Technical Roles

Planning Roles

Support Services

Why Can Systems Still Fail?

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OPERATIONS TYPICALLY HAVE

- Risk assessments
- Management plans
- Procedures
- Critical controls
- Assurance programs
- Reporting frameworks

Yet incidents are still occurring.

This suggests it is not always about whether systems exist but whether they are resilient enough and consistently executed.

THE HIDDEN GAP

When controls are present, but decisions degrade effectiveness.

No system eliminates human variability

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ORGANISATIONS THAT STRUGGLE

Believe the SMS has it covered

Invest heavily in systems, documentation and processes. Assume that if the framework is in place, outcomes will follow. Human decision-making is taken for granted.

ORGANISATIONS THAT PERFORM

Stay humble about human variability

Invest as much in the quality of human decision-making as they do in the systems themselves. They know the gap between the plan and reality never fully closes.

The organisations that perform best are those that **remain as focused on people as they are on process** building the judgement, awareness and leadership capability needed to recognise when the system is drifting before an incident confirms it.

Not All Thinking Is Equal

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SCENARIO

A haul truck operator identifies a berm on the haul road looks lower than usual.

Systems thinking Ambiguity Competing priorities Dynamic judgement	**Systems thinking** The operator raises it, the Supervisor recognises this is the third berm reported in two weeks on the same haul road, all following rain events. They connect it to an ageing drainage design, a maintenance backlog, and a reporting culture where operators weren't previously encouraged to escalate and bring it to the Superintendent as a critical control failure pattern, not an isolated incident.
Multi-perspective reasoning Variable interaction Contextual adaptation	**Multi-perspective reasoning** The operator stops, reports it, and starts asking questions. Was this berm damaged by the last blast? Has it been inspected since the rain event two days ago? They connect the condition to recent operational activity and raise it as a potential systemic maintenance gap, not just a one-off defect.
Procedural reasoning Defined processes Compliance execution	**Procedural reasoning** The operator stops, reports it, and applies the procedure. They know a degraded berm near a crest is a specific exclusion trigger and documents it accordingly.
Direct instruction Task based Explicit supervision	**Direct instruction** The operator stops the truck, reports it to the supervisor as instructed in the pre-start briefing. Task complete.

Operational leadership increasingly demands *upper-tier* reasoning

Adapted conceptually from Theo Dawson

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Capability Gap and Communication Method

Role

e.g. Coordinators, Advisors, Superintendents

Intent

e.g. Change Management

Data inputs

e.g. Internal incident investigations highlighting ineffective change management

+

- Scenario-based learning
- Operational coaching
- Digital learning
- Decision simulations
- Leadership exercises
- Verification observations
- Field assessments
- Incident learning workshops
- Control failure scenario reviews

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Professional Development Lifecycle

1. Identify need
2. Design program
3. Deliver
4. Embed and apply
5. Review and improve

Review feeds back into the next cycle.

CRITICAL RISK GROUP

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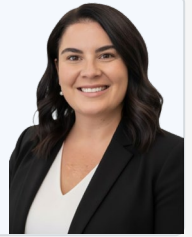


Coal Services

Coal Services

Bede Baratta
Coal Mines Insurance

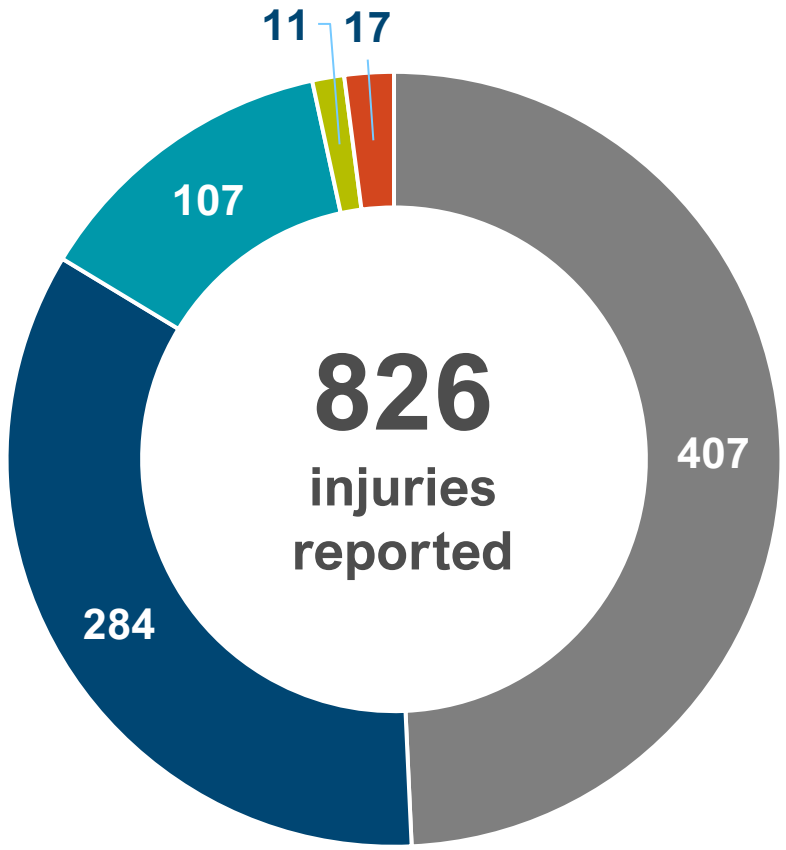
Workers compensation claims and injury profile

NSW coal industry

Claims and injury profile from 1 July 2025 to 31 March 2026 (Inc. Industrial Deafness)

Coal Services

Injuries by risk category



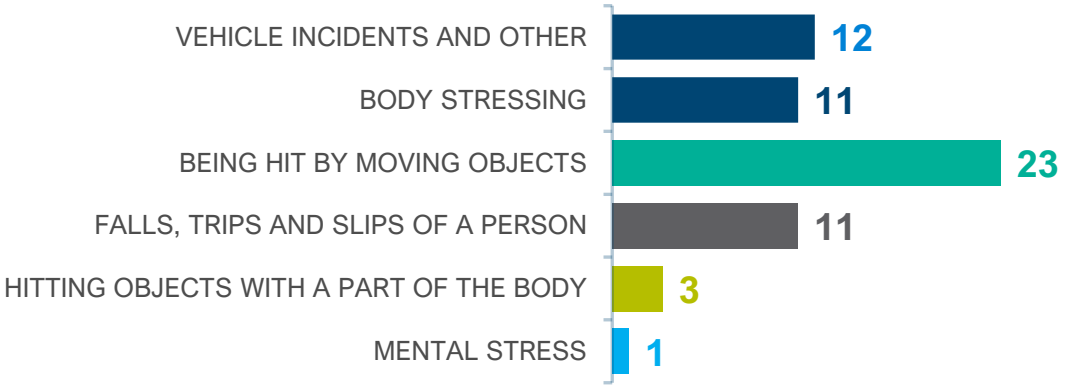
	Open Cut		Underground
Injuries reported	34%	Injuries reported	49%
Avg. age at date of incident	46	Avg. age at date of incident	46
Avg. cost incurred	$41,322.95	Avg. cost incurred	$30,508.56

Claims and injury profile (mechanism of injury)

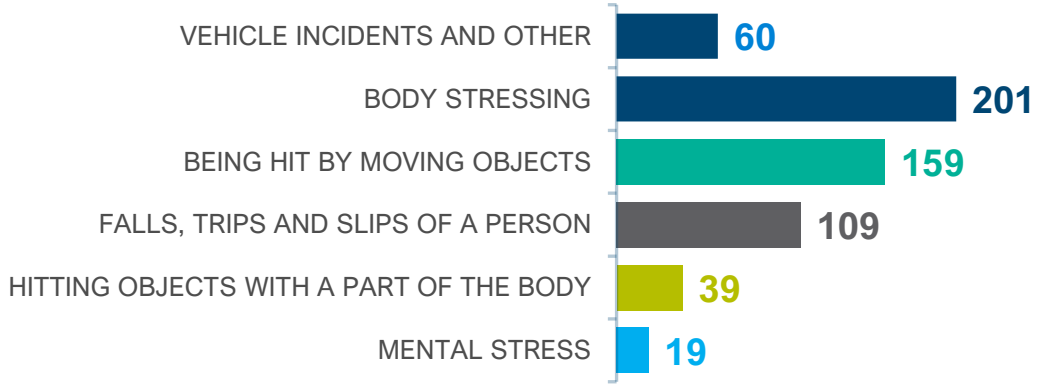
By age groups, data from 1 July 2021 to 31 March 2026

Coal Services

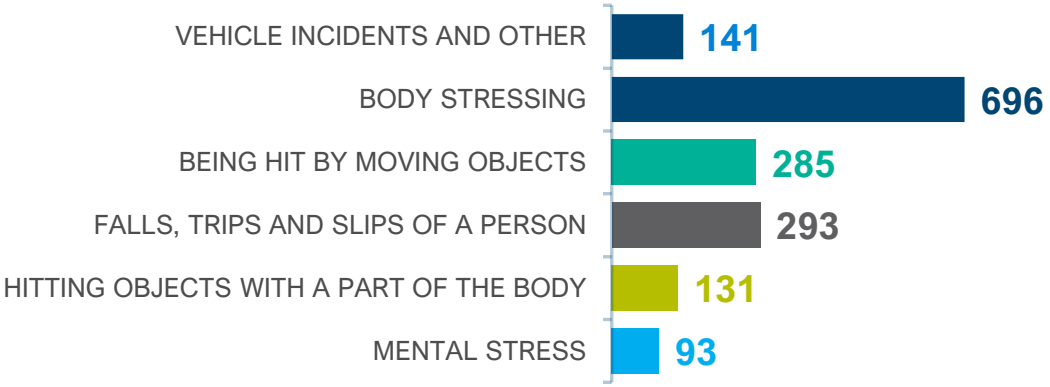
<20 years old
71 Claims



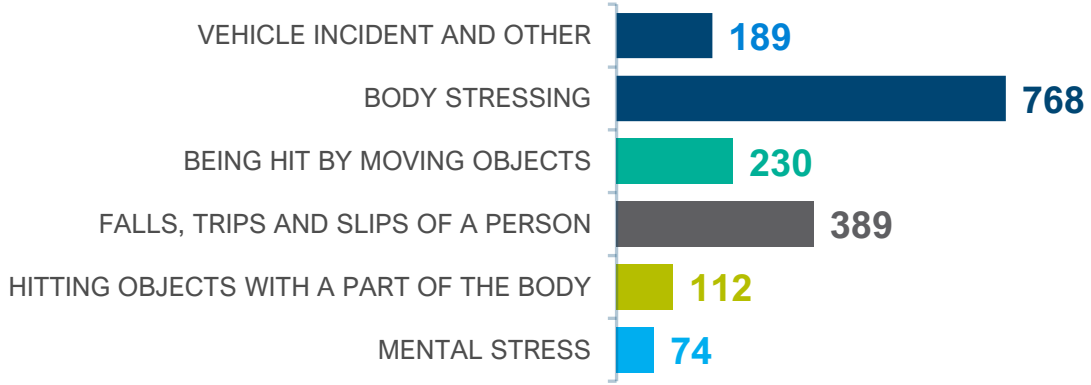
21-30 years old
644 claims



31-45 years old
1,841 claims



46-60 years old
2,193 claims

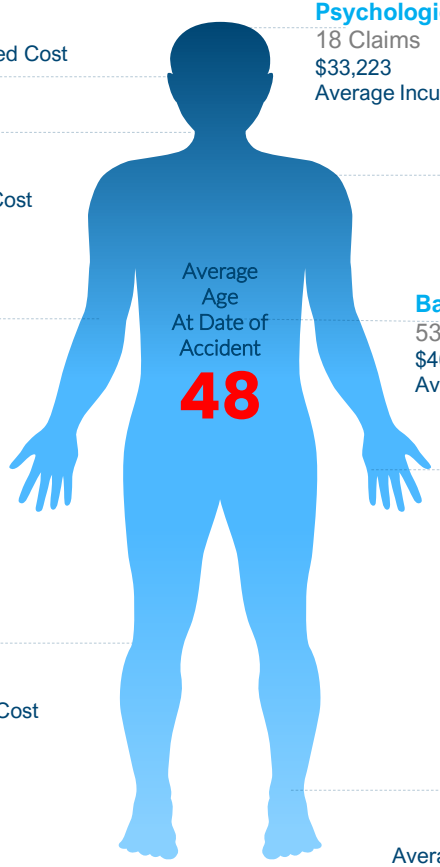


Open Cut – mine owners

Claims and average incurred cost (data as at 31 March 2026)

Coal Services

Body location (FY26)



Industrial Deafness
24 Claims
$1,219
Average Incurred Cost

Psychological
18 Claims
$33,223
Average Incurred Cost

Neck
19 Claims
$74,654
Average Incurred Cost

Shoulder
17 Claims
$41,166
Average Incurred Cost

Elbow
6 Claims
$46,190
Average Incurred Cost

Back & Trunk
53 Claims
$46,272
Average Incurred Cost

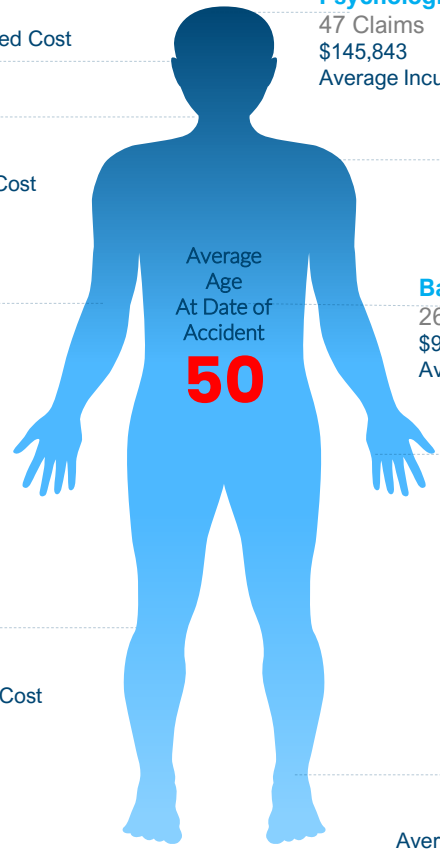
Hand / Wrist / Fingers
23 Claims
$27,055
Average Incurred Cost

Knee
17 Claims
$35,576
Average Incurred Cost

Ankle / Foot
5 Claims
$40,763
Average Incurred Cost

Nature & Conditions
6 Claims
$76,946 Average Incurred Cost

Body location (FY21 to FY26)



Industrial Deafness
245 Claims
$6,773
Average Incurred Cost

Psychological
47 Claims
$145,843
Average Incurred Cost

Neck
109 Claims
$164,926
Average Incurred Cost

Shoulder
112 Claims
$125,809
Average Incurred Cost

Elbow
81 Claims
$62,330
Average Incurred Cost

Back & Trunk
265 Claims
$98,326
Average Incurred Cost

Hand / Wrist / Fingers
111 Claims
$45,872
Average Incurred Cost

Knee
109 Claims
$55,996
Average Incurred Cost

Ankle / Foot
39 Claims
$114,637
Average Incurred Cost

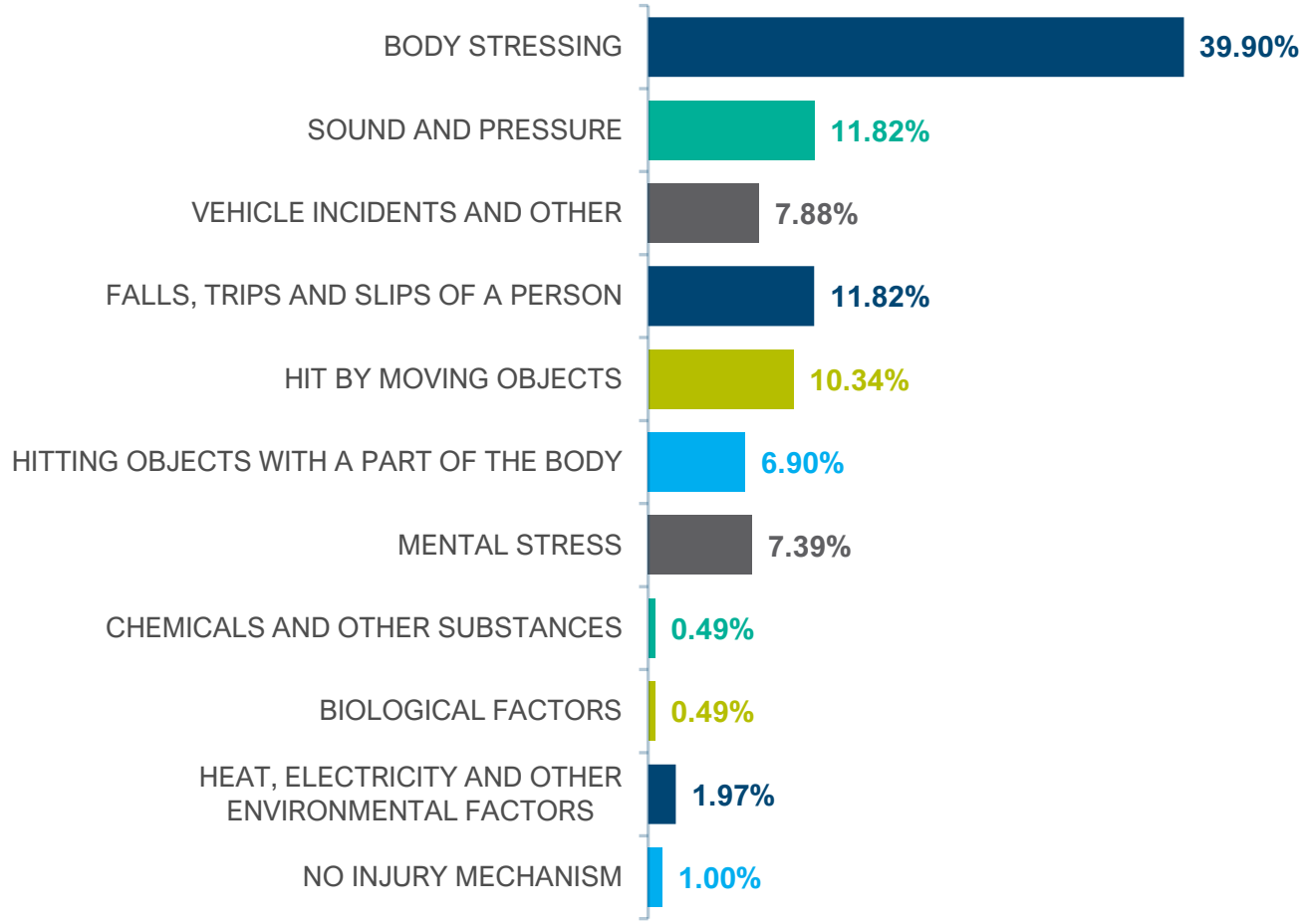
Nature & Conditions
56 Claims
$119,411 Average Incurred Cost

Open Cut – mine owners

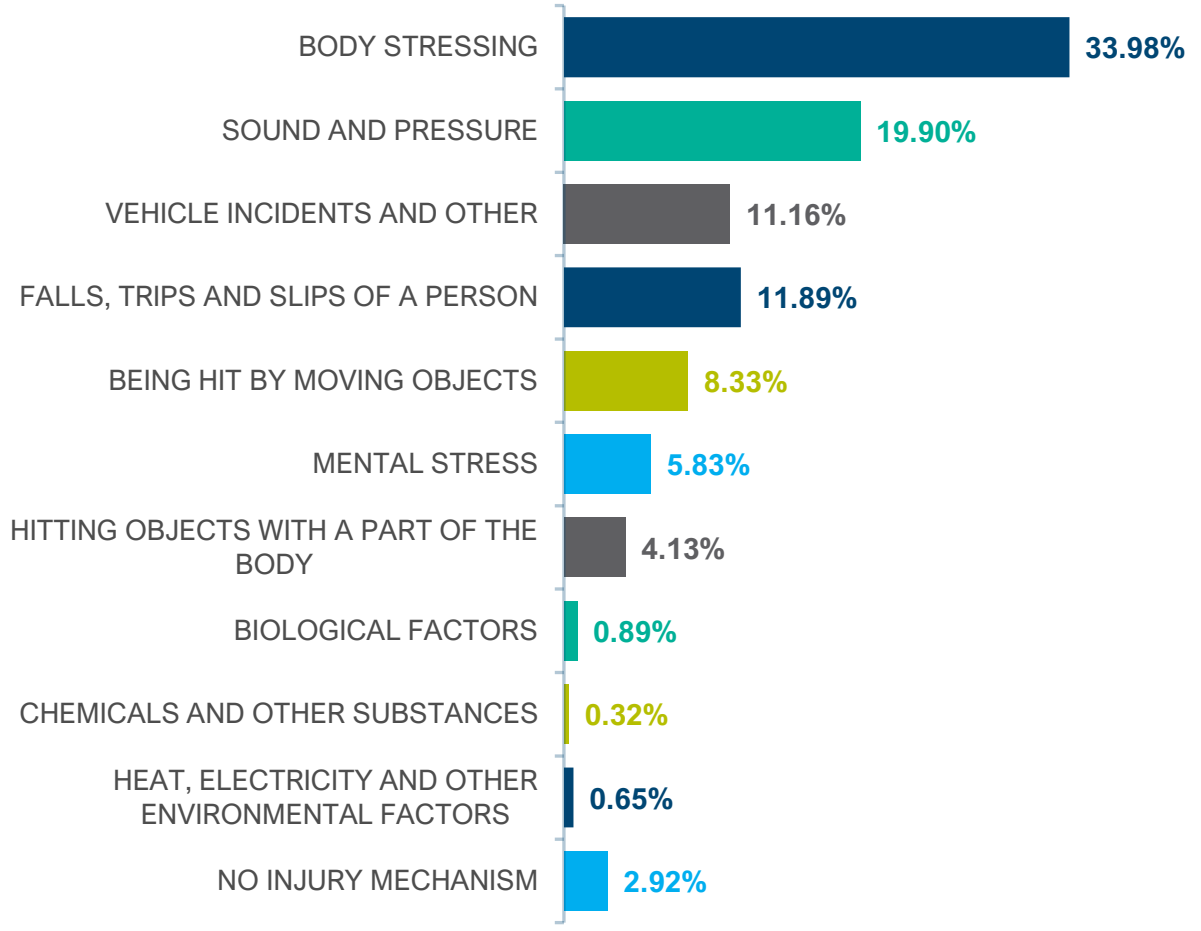
Claims and average incurred cost (data as at 31 March 2026)

Coal Services

Mechanism of Injury (FY26)
203 claims



Mechanism of Injury (FY21 to FY26)
1,236 claims

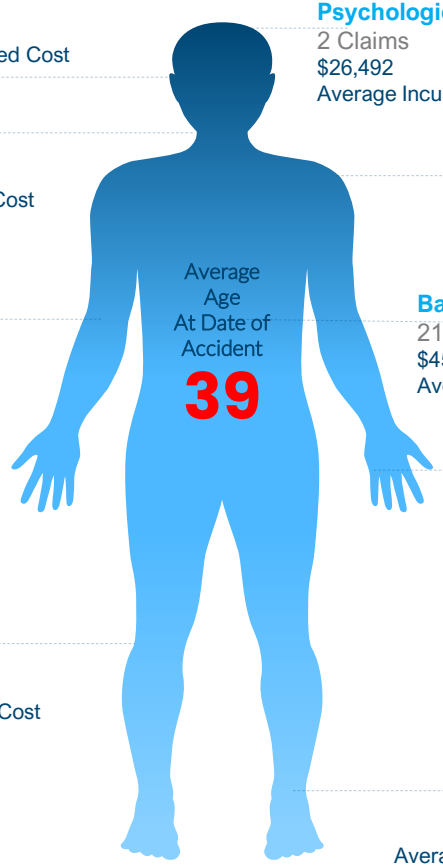


Open Cut – contractors

Claims and average incurred cost (data as at 31 March 2026)

Coal Services

Body location (FY26)



Industrial Deafness
1 Claims
$700
Average Incurred Cost

Psychological
2 Claims
$26,492
Average Incurred Cost

Neck
8 Claims
$76,726
Average Incurred Cost

Shoulder
14 Claims
$43,914
Average Incurred Cost

Elbow
0 Claims
$0
Average Incurred Cost

Back & Trunk
21 Claims
$45,948
Average Incurred Cost

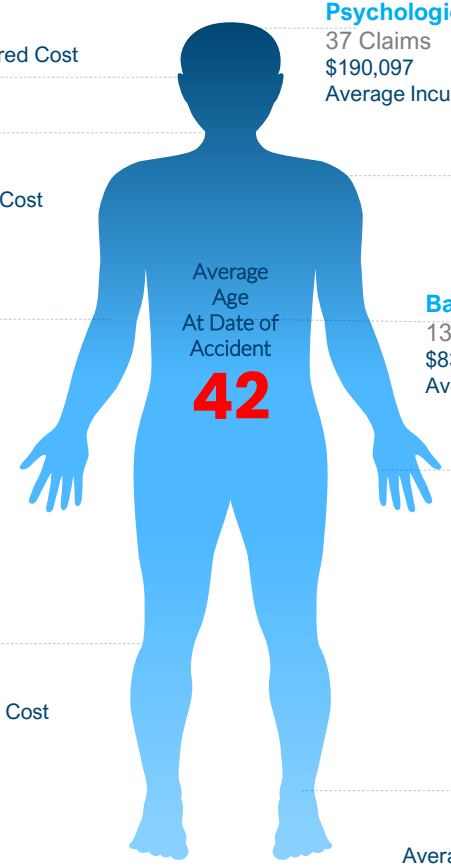
Hand / Wrist / Fingers
13 Claims
$18,794
Average Incurred Cost

Knee
8 Claims
$69,073
Average Incurred Cost

Ankle / Foot
6 Claims
$102,9796,756
Average Incurred Cost

Nature & Conditions
0 Claims
$0 Average Incurred Cost

Body location (FY21 to FY26)



Industrial Deafness
48 Claims
$12,512
Average Incurred Cost

Psychological
37 Claims
$190,097
Average Incurred Cost

Neck
49 Claims
$108,766
Average Incurred Cost

Shoulder
63 Claims
$52,164
Average Incurred Cost

Elbow
9 Claims
$57,626
Average Incurred Cost

Back & Trunk
137 Claims
$83,772
Average Incurred Cost

Hand / Wrist / Fingers
76 Claims
$21,227
Average Incurred Cost

Knee
56 Claims
$63,287
Average Incurred Cost

Ankle / Foot
41 Claims
$98,566
Average Incurred Cost

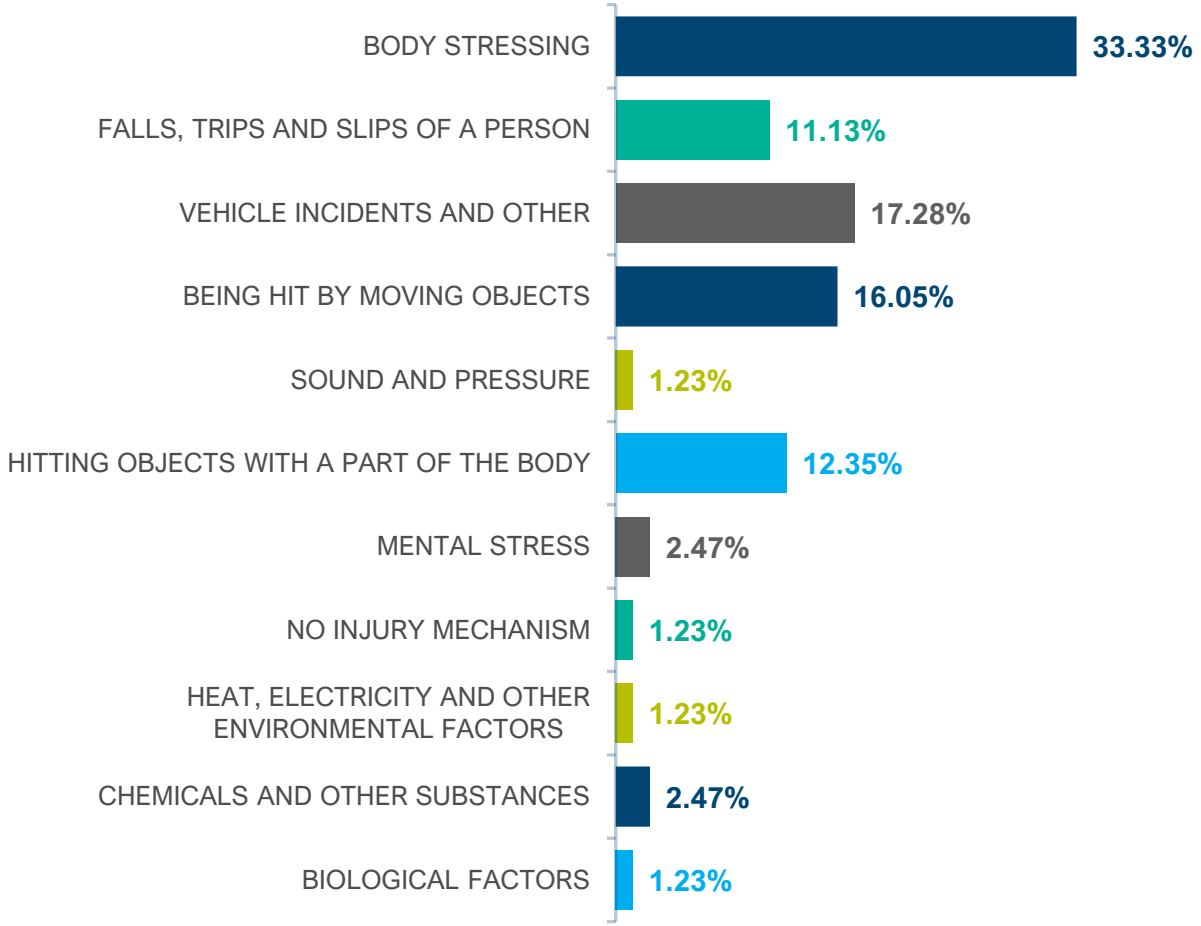
Nature & Conditions
3 Claims
$206,431Average Incurred Cost

Open Cut – contractors

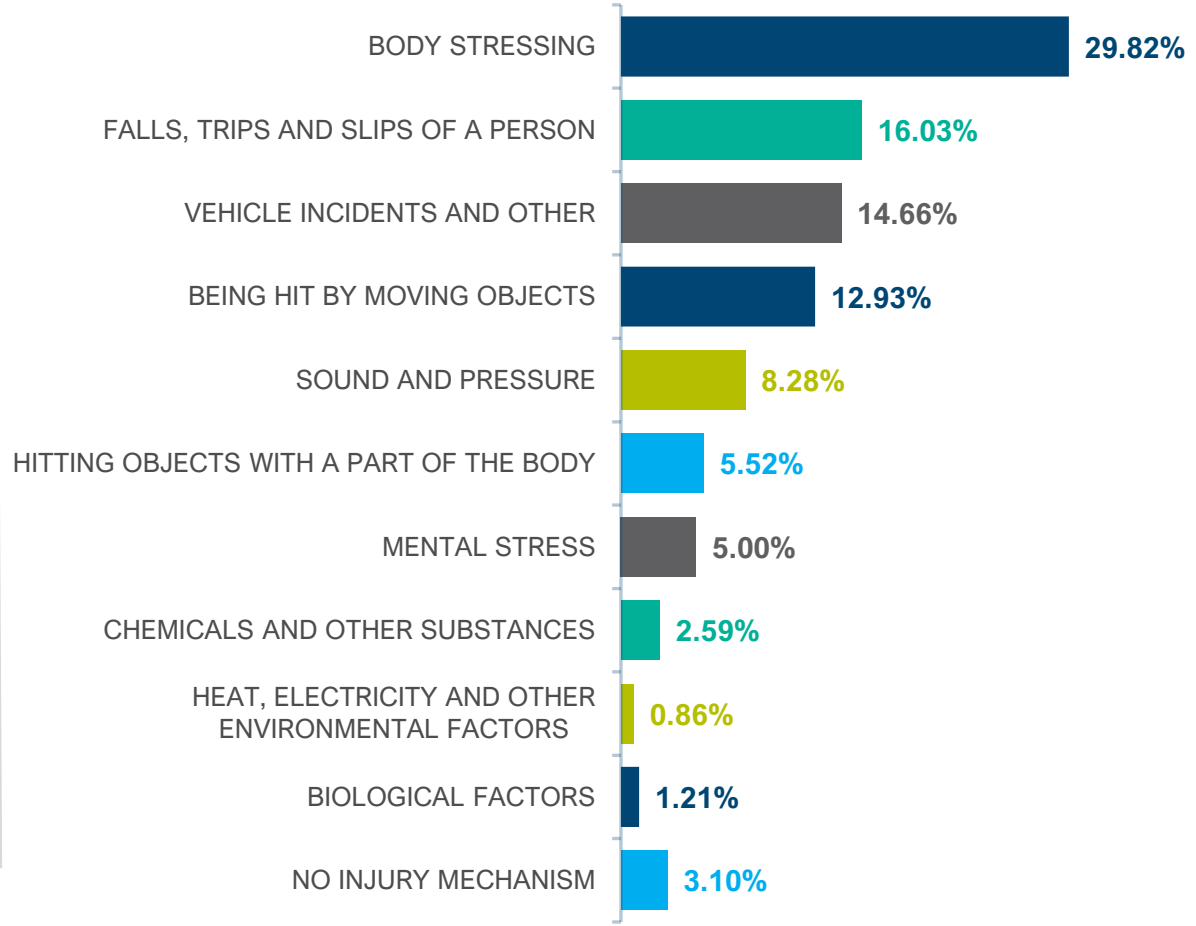
Claims and average incurred cost (data as at 31 March 2026)

Coal Services

Mechanism of Injury (FY26)
81 claims



Mechanism of Injury (FY21 to FY26)
580 claims



Coal Services

An Outlook for Statutory Supervision

BENCHMARK
MINING

Amidy
Team Development

BENCHMARK MINING

Amidy Team Development

Jay Jensen-Langford

- BSc & Masters Mining Engineering - UNSW
- Certificate of Competence – OCE
- Certificate of Competence – MEM
- 18 years mining industry experience
- Fulfilled technical, operational, and regulatory roles
- MMAA member
- OCE exam panel member 2020 – 2026

Lincoln Amidy

- Bachelor of Education- Newcastle University 1993
- Cert IV Coaching and Mentoring
- Cert IV Trainer and Assessor
- Mental Health First Aid Cert
- Mentor and Coach for 24 years. Workforce and Sport
- Extensive and Specific Mining Mentoring, Coaching, Teams and Leadership Experience

Presentation agenda

Competence:

- Current state
- Projections
- Current pathway
- Pass rates and common shortfalls

Confidence:

- Themes of Junior supervision
- The Supervision Paradigm
- Improvement strategies

Current practicing certificates - NSW

Function	28 March 2023	27 January 2024	23 June 2025	% change (2023-2025)
MEM	146	129	130	-11%
OCE	508	480	442	-13%

https://www.resources.nsw.gov.au/sites/default/files/2025-12/Report-to-MPCB-on-practising-certificates-2023-2025-and-projection-to-2030.pdf

Age based analysis – **all stat functions**

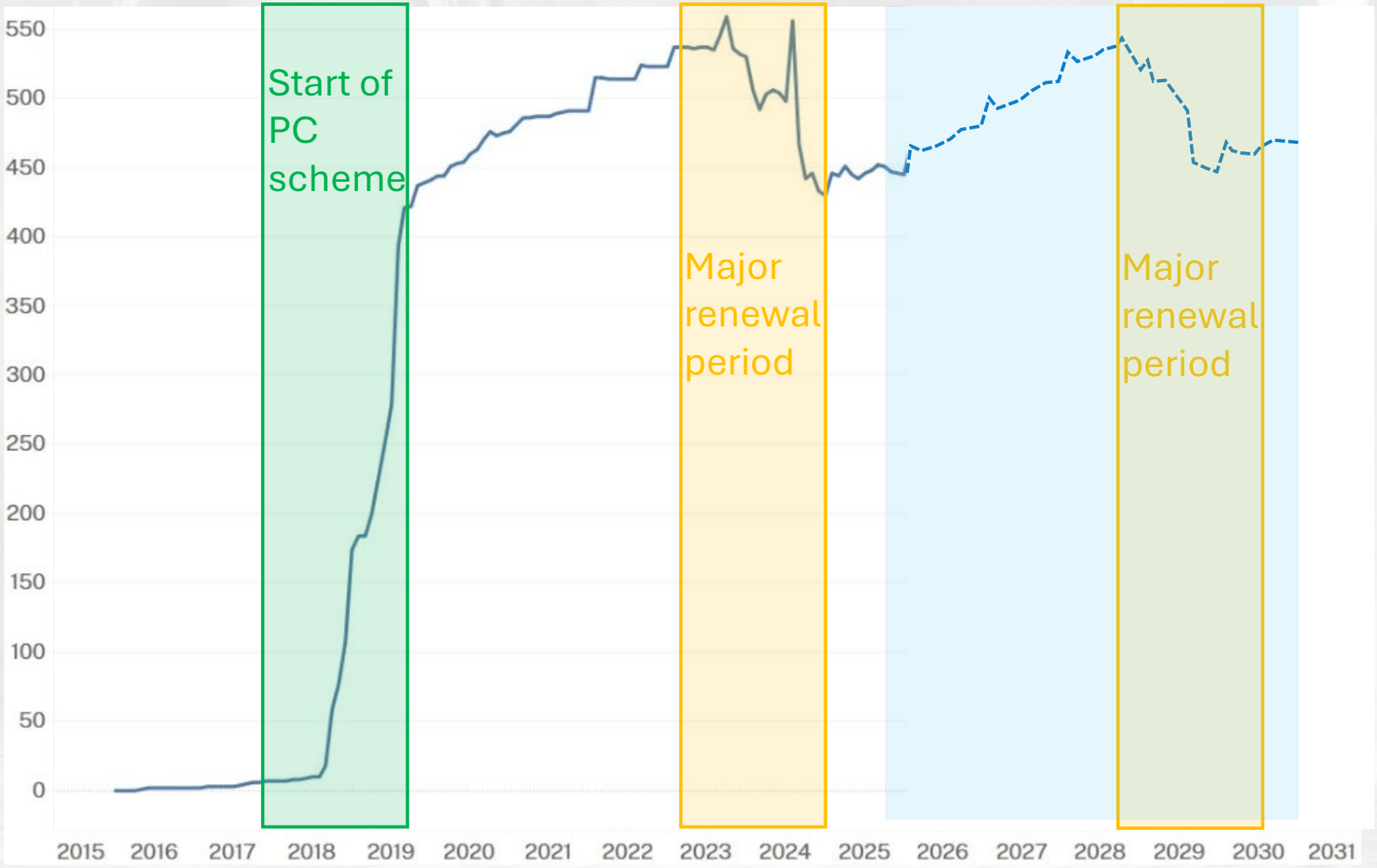
2023-2024 Certificates Granted					**Weighted %**	
Age Bracket	**#**	**% total**	**% expiry (in age bracket)**		**Total**	**Expiry %**
23-27	14	0.6%	66%	9		
28-31	43	1.9%	43%	18		
32-36	198	8.7%	31%	61		
37-40	311	13.7%	31%	96		
41-45	400	17.6%	32%	128		
46-49	294	12.9%	36%	106		
50-54	362	15.9%	38%	138	**71.4%**	34.3%
55-58	260	11.4%	60%	156		
59-63	249	11.0%	72%	179		
64-67	91	4.0%	80%	73		
68-72	35	1.5%	66%	23		
73-76	13	0.6%	100%	13		
77-100	1	0.0%	100%	1	**28.6%**	68.6%

https://www.resources.nsw.gov.au/sites/default/files/2025-12/Report-to-MPCB-on-practising-certificates-2023-2025-and-projection-to-2030.pdf

Amidy Team Development

BENCHMARK MINING

Projected practicing certificates - **OCE**



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Amidy Team Development

BENCHMARK MINING

The current pathway for an OCE...

"I want to be an OCE"

Cert IV or BEng (Mining)
Pre-requisite qualification

Step-up supervisor
Pre-requisite: > 6 months

Written exam preparation
Tailored programs to prepare candidates

Written Exam
Held once per year

Oral exam preparation
Mock orals and site visits

1st Oral Exam

2nd Oral Exam (if required)

18-24 months

Amidy Team Development

BENCHMARK MINING

How many proceed beyond Cert IV?

	FY22	FY23	FY24	FY25	
Completed	26	28	58	45	
Did not complete	12	8	28	9	**Average**
Graduate ratio %	68%	78%	67%	83%	**73%**

Data supplied by Forsythes Training

Examination pass rates

	Written			Oral			Overall
Year	Legislation	Practical	Overall	Oral #1	Oral #2	Overall	**Certificate issued**
2021	67%	60%	60%				
2022	67%	31%	44%				
2023	64%	72%	56%				
2024	57%	43%	42%				
2025	54%	52%	41%				
Average	62%	54%	49%				

Results based on examiner reports from past 5 years

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BENCHMARK MINING

Common shortfalls – **written exam**

Poor Legislative Knowledge • Unable to accurately apply key legislative requirements. • Confusion around notifications, inspection plans, PHMPs and emergency management requirements.	**Generic Responses** • Referencing plans, procedures and documents without explaining specific actions or controls. • Answers often lack practical detail.
Incorrect Incident Classification • Difficulty distinguishing between Section 124 and Section 190 events. • Poor justification for notification decisions.	**Making Assumptions** • Drawing conclusions without first gathering critical information. • Failing to explain how information would be obtained.
Weak Control Selection • Over-reliance on administrative controls. • Limited consideration of higher-order or more effective controls.	**Lack of Statutory Focus** • Answering from an operational perspective rather than demonstrating the responsibilities of an OCE.

Summation of examiner reports from past 5 years

Examination pass rates

	Written			Oral			Overall
Year	Legislation	Practical	Overall	Oral #1	Oral #2	Overall	**Certificate issued**
2021	67%	60%	60%	46%	44%	68%	
2022	67%	31%	44%	52%	63%	71%	
2023	64%	72%	56%	43%	58%	68%	
2024	57%	43%	42%	48%	80%	87%	
2025	54%	52%	41%	35%	65%	77%	
Average	62%	54%	49%	45%	60%	73%	

Results based on examiner reports from past 5 years

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Common shortfalls – **oral exam**

Escalating Rather Than Leading • Excessive reliance on referring decisions to the MEM. • Failing to demonstrate independent decision-making expected of an OCE.	**Weak Incident Management Fundamentals** • Overlooking scene preservation, evidence collection, notifications and drug & alcohol testing. • Missing basic post-incident actions.
Poorly Structured Responses • Jumping straight into actions without first gathering information or assessing risk. • Missing key steps in the response process.	**Narrow Risk Assessment** • Focusing only on the immediate task or area. • Failing to consider wider impacts across the operation.
Knowledge Gaps in Practical Mining Topics • Limited understanding of explosives, misfires, tailings capping, emergency response and current industry controls.	**Reciting Legislation Without Applying It** • Able to quote requirements but unable to explain how they would be implemented in practice.

Summation of examiner reports from past 5 years

Examination pass rates

	Written			Oral			Overall
Year	Legislation	Practical	Overall	Oral #1	Oral #2	Overall	**Certificate issued**
2021	67%	60%	60%	46%	44%	68%	**40%**
2022	67%	31%	44%	52%	63%	71%	**31%**
2023	64%	72%	56%	43%	58%	68%	**38%**
2024	57%	43%	42%	48%	80%	87%	**37%**
2025	54%	52%	41%	35%	65%	77%	**32%**
Average	62%	54%	49%	45%	60%	73%	**36%**

Results based on examiner reports from past 5 years

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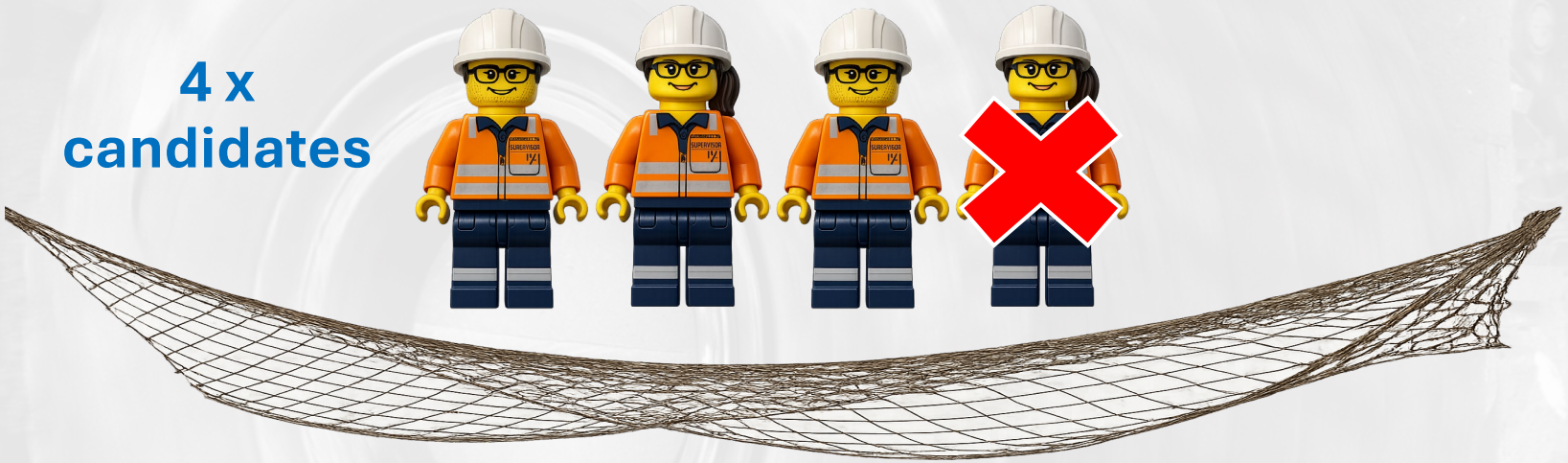
4 x candidates



Cert IV

76% completion rate

OCE exams - written & oral

36% pass rate

For every 4 candidates put forward:

1 will be deemed competent as an OCE in 18-24 months time

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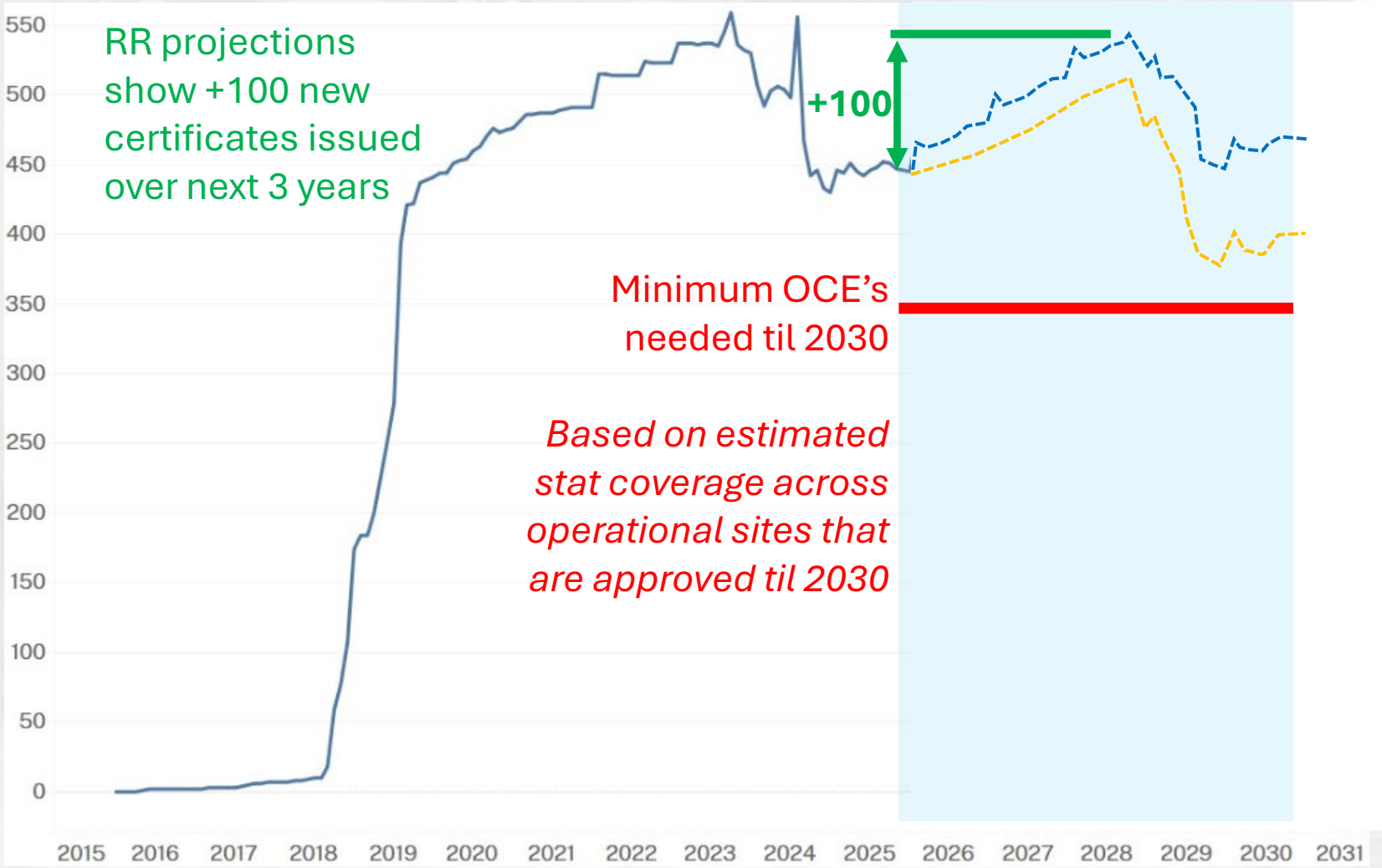
Projected practicing certificates - **OCE**



Based on 1:4 competence ratio

To sustain RR projections this would need:

- 126 per yr enrolled in Cert IV
- 92 per yr then sit OCE exams
- 33 per yr deemed competent

Adjusted projection

Average from past 5 years:

- 72 per yr sit OCE exams
- 26 per yr deemed competent

https://www.resources.nsw.gov.au/sites/default/files/2025-12/Report-to-MPCB-on-practising-certificates-2023-2025-and-projection-to-2030.pdf

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Quantity vs Quality

Either we sustain trying to get 70+ candidates to sit each year….

OR

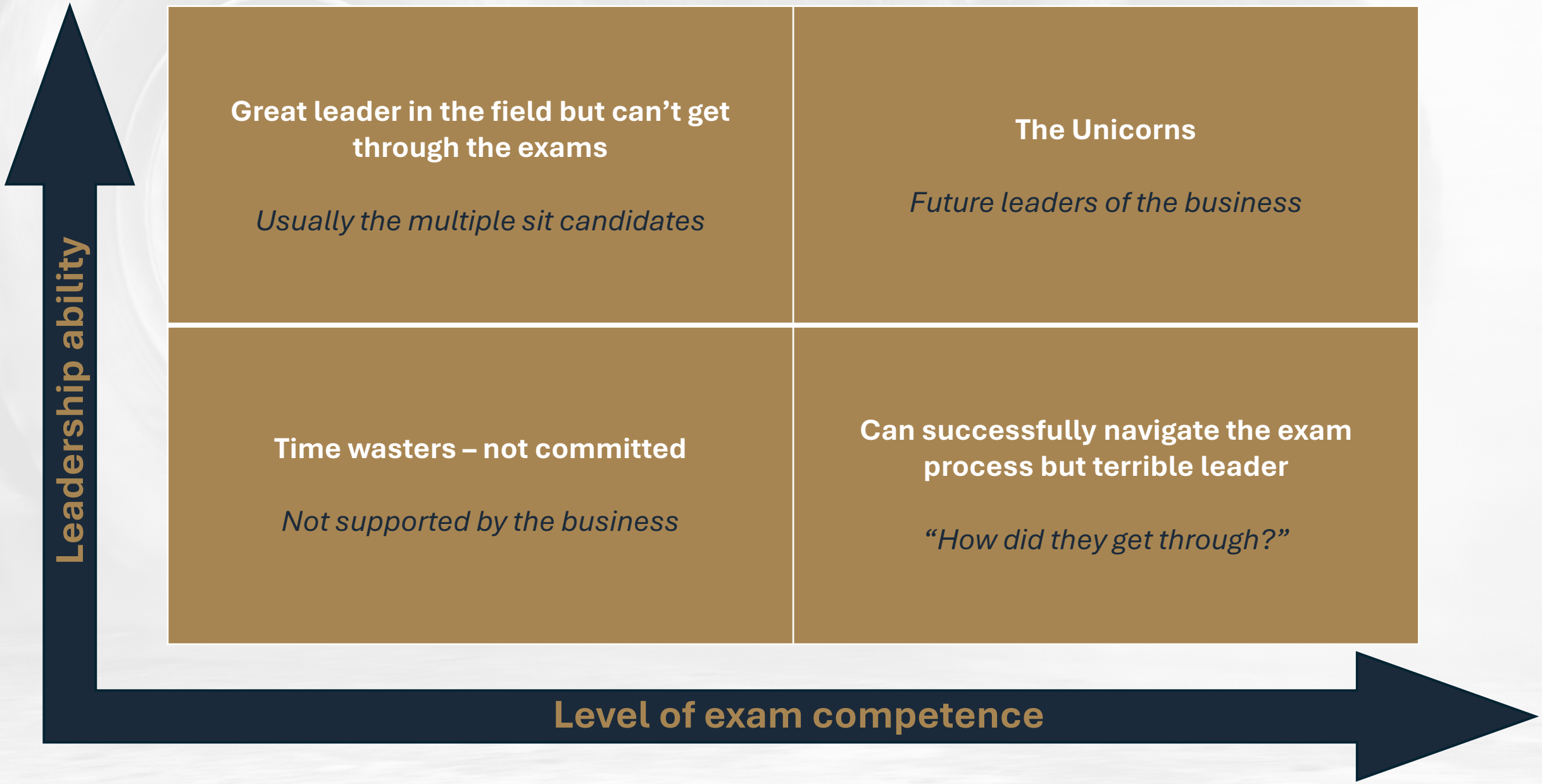
We improve the process to achieve a higher pass rate

Common themes from Junior Supervisors- Lincoln Amidy

- Specific mining Supervisor experience in the last 6 years- Step Ups, Experienced OCE's, Maintenance Supervisors and Statutory Ticket Candidates
- On site programs have proven to be successful and added value to Supervisors.
- Working on Mindset and Approach. Setting them up for Success.
- Providing the Professional Polish.

Junior Supervisors-

- Nervous and anxious because they haven't studied in some cases since school. Fear.
- They are hesitant to lead their peers. Belief.
- They feel the sink or swim pressure internally and externally. Pressure.
- A listening mentor helps navigate the journey with them. Guidance.
- Require tools and frameworks- Leadership and Examinations. Stimulus
- Accountability creates resilience and rigour toward the pressure of the written and the oral exam. Structure
- Oral presentations can be frightening. Building their confidence and increasing their exposure enables clarity and professionalism. Confidence



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Combined approach

A structured program of support and guidance readies the candidate for the pressure and the experience of the Supervision of People and the Examination Process.

This approach is 2-pronged.

1. It provides mining specific systems, legislation and process guidance.
2. Mentoring and Guidance with being a leader in the mining industry, coping with the pressure of exams and being able to be an effective leader in mining.

Building this excellence enables our people to be professionals in the mining industry and ensure their people are lead excellently and go home safely.

THANKS

Amidy
Team Development

BENCHMARK
MINING

Coal Services

Coal Services

Lunch

30 mins

Course in Field-Based Training and Assessment (FBTA)

Developed by industry, for industry, to support workplace trainers and assessors in operational environments.

Presented by Training Services Australia

Building capability is part of the job

Think about the last time you learned something important at work

Who taught you?

Supervisor

Team Leader

Experienced Operator

Co-worker

How many of those people were actually employed as trainers?

→

Usually very few

The reality is, workplace capability is often built by supervisors, team leaders and experienced operators

Why was FBTA developed?

The TAE changed over time

- Designed for RTO environments
- Less aligned to operational workplaces
- More compliance focused
- Greater complexity

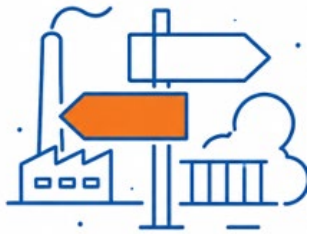
Industry needed another option

Skilled workers, stuck on paperwork

Highly skilled operators wanted to train others but found the TAE increasingly difficult to complete

Training didn’t match the role

Much of the content wasn't relevant to what workplace trainers and assessors actually do day-to-day



No alternative pathway

Organisations had no recognised alternative — leaving a critical gap in capability development.

Industry needed something different

The FBTA solution

The course was developed to fill that gap

Practical focus
Centred on real workplace training and assessment

Operational design
Built for operational environments, not classrooms

Recognised credential
Aligned to workplace trainer and assessor roles

Workplace systems
Uses your procedures, tools, and standards

Who is it intended for?

Designed for

People who:

- Train and assess as part of their normal role
- Supervise and coach others on site
- Use workplace systems and procedures
- Are workplace trainers, assessors, supervisors, or experienced operators

Not designed for

FBTA is not intended for:

- RTO trainers and assessors
- Assessing nationally recognised units of competency
- Meeting trainer/assessor requirements under the RTO Standards

FBTA and TAE: Different purposes

FBTA

- Workplace-focused
- Practical and operational
- Uses workplace tools and procedures
- Confirms workplace competency

TAE

- VET/RTO-focused
- Broader framework
- Uses training products and units of competency
- Nationally recognised assessment

Not better. Different.

Why not just use TAE units?

Consider this ...

A highly experienced operator who:

- Trains new starters on site
- Coaches workers through tasks
- Signs people off as competent

Do they really need to:

- Interpret units of competency?
- Apply RPL processes?
- Map assessment tools?
- Understand VET compliance requirements?

What does the FBTA course actually involve?

Carry out workplace assessments

- Prepare for assessments
- Conduct workplace assessments
- Review assessment outcomes

Provide work skill instruction

- Deliver structured skills-based training
- Demonstrate workplace tasks and skills
- Guide practice and provide feedback

Coach others in the workplace

- Coach workers over time
- Develop job-specific skills
- Support workplace performance

Based on real workplace tasks, procedures and standards.

Workplace Assessment: Different contexts

NAT11424001 Carry out workplace assessments	TAEASS412 Assess competence
Workplace assessments using site tools	Nationally recognised units of competency
Workplace procedures and standards	Multiple candidates and RPL requirements
Real operational tasks as evidence	Validation and assessment system requirements

Different purpose. Different context. Different pathway.

Assessment Requirements

NAT11424001	TAEASS412
3 workplace assessments	6+ assessments
Workplace tasks	Nationally recognised units
No RPL requirement	Includes RPL
Workplace tools	Validated assessment tools
Workplace procedures	Broader VET requirements

The right tool for the right job

1. What do they actually do?
   Start with their day-to-day role.

2. What are they assessing?
   Are they assessing workplace tasks and procedures or nationally recognised units of competency?

3. What do you need?
   What outcome or evidence do you need for your workplace?

The right tool for the right job

FBTA

Workplace procedures, site requirements and operational competency

Choose the pathway

That best matches the role

TAE

Nationally recognised units of competency and VET assessment requirements

The decision isn’t about which course is easier.

It’s about what the person needs to do in the workplace

Coal Services

Coal Services

Conclusion

Survey to be sent out following these workshops

General feedback and questions

Coal Services