



SERVICE STANDARD 6.1.3 TRAINING IN THE NSW RURAL FIRE SERVICE

ITEM	DESCRIPTION
Title	Training in the NSW Rural Fire Service
Number	6.1.3
Version Number	4.1
SOPs	› See Table of Contents
Owner	Executive Director, Membership and Strategic Services
Contact	Director, Corporate Planning Governance and Learning
Approved Date	3 June 2016
Next Review	3 June 2019
Classification	Unclassified
Document Control	Electronic - Printed Copies are Uncontrolled

1 Purpose

- 1.1 Members of the NSW Rural Fire Service (NSW RFS) are required to have the relevant competency to carry out the functions for which they have volunteered or for which they have been employed.
- 1.2 Relevant and meaningful training enhances safety and organisational capability, allows fire to be controlled with less loss, and enables members of brigades to perform activities more effectively and return to their normal occupation sooner.
- 1.3 The NSW RFS ensures its members have the relevant competency required through the provision of training and through the recognition of prior learning and assessment of current competency (recognition).
- 1.4 To facilitate the required training the NSW RFS develops and delivers Service specific training programs and supports the development of members to undertake the role of trainers and assessors.

2 Definitions

- 2.1 For the purpose of this policy document the following definitions apply:
 - a. **Australian Qualifications Framework (AQF):** The national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. Further information can be found at www.aqf.edu.au.
 - b. **ASQA:** Australian Skills Qualification Authority.
 - c. **Assessment:** means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

- d. **Assessment evidence:** any completed assessment instrument including written tests, essay, or other product required by the assessment strategy, or tools to determine competence of a candidate.
- e. **Certification:** Granting of qualification following confirmation of successful assessment of competence.
- f. **NSW RFS internal qualification:** A NSW RFS issued qualification not aligned with any national qualification, however may contain elements of a national qualification or unit of competency for which recognition of national qualifications can be applied.
- g. **Recognition of prior learning (RPL):** means an assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
- h. **The Standards:** Standards for Registered Training Organisations 2015.
- i. **Training:** The word “training” in this document is used as a general term referring to all training and assessment activities that lead to certification.
- j. **Validation:** The quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.
- k. **Vocational Education and Training (VET):** Post-compulsory education and training (excluding degree and higher level programs delivered by further education institutions) which provides people with occupational or work-related knowledge and skills.

3 Policy

- 3.1 All NSW RFS training shall be conducted in accordance with the statutory and organisational requirements including, but not limited to, Work Health and Safety, Organisational Risk Management, the environment, equal opportunity and the NSW RFS Code of Conduct and Ethics.
- 3.2 The NSW RFS Membership and Strategic Services (MSS) Directorate, Learning and Development Section has a central role in training and shall:
 - a. ensure all NSW RFS training programs are in accordance with the requirements of the Standards for Registered Training Organisations 2015 (the Standards);
 - b. design and monitor the system of training, assessment and certification used in the NSW RFS to ensure it is consistent with the Standards;
 - c. investigate and analyse the training needs of NSW RFS members;
 - d. determine the appropriate standards needed;
 - e. develop or select appropriate training programs to satisfy those needs;
 - f. select the most appropriate delivery mode of the training programs being implemented, including face to face, online, or a combination of these; and
 - g. monitor and periodically review the training and assessment programs to ensure currency and relevance to both regulatory and operational requirements.
- 3.3 The delivery of training is the responsibility of Regional and District offices and Headquarters business units, in accordance with training plans and business objectives.
- 3.4 Members employed in NSW RFS State Mitigation and Support teams and participants in the Operations Officer (OpO) programs are required to complete induction and training programs specific to these roles as a condition of their employment. This includes re-certification requirements to ensure currency of qualification/competency when necessary.
- 3.5 Each District is required to implement a training plan that addresses the needs of brigade members and takes into account local training needs, resources, priorities and culture.

Learning and Development Framework

- 3.6 The Manager, Learning and Development is the delegated Chief Executive Officer of the NSW RFS Registered Training Organisation (RTO).
- 3.7 NSW RFS members involved in training activities must comply with all training SOPs including the Training Principles of Practice (SOP 6.1.3-1).
- 3.8 NSW RFS members involved in training activities must comply with the national standards for RTOs.
- 3.9 The Manager, Learning and Development will ensure a learning and development framework is developed and maintained as current that includes:
- a. training Standard Operating Procedures (SOPs);
 - b. training and assessment strategies;
 - c. an appropriate system of training and assessment that is developmental;
 - d. identification of competencies required;
 - e. the development of training and assessment resources, and the supply of these to members in a timely manner;
 - f. an auditing program to ensure compliance to the Standards for NVR Registered Training Organisations and RTO registration;
 - g. a program selection and/or development strategies underpinned by consultation with relevant stakeholders; and
 - h. the delivery of training in addition to that provided by the District office/business unit (i.e. Incident Management training).
- 3.10 Any matters of interpretation and/or clarification of the meaning of all or part of any training related Service Standard, SOP, Training and Assessment Strategy (T&A) or document shall only be the function of the Manager, Learning and Development or a person assigned the task by him/her.
- 3.11 The Manager, Learning and Development will ensure developments, changes and enhancements to the learning and development framework are clearly communicated to all members in a timely manner.

4 Related Documents

- › *National Vocational Education and Training Regulator Act 2011 (Cth)*
- › *Vocational Education and Training (Commonwealth Powers) Act 2010*
- › *Privacy and Personal Information Protection Act 1998*
- › *State Records Act 1998*
- › *Work Health and Safety Act 2011*
- › Fire Services Joint Standing Committee (FSJSC) Joint Training Requirements
- › Standards for Registered Training Organisations 2015
- › NSW Public Sector Capability Framework
- › Service Standard 1.1.3 Grievances
- › Service Standard 1.1.7 Code of Conduct and Ethics
- › Service Standard 1.1.9 Child Related Activities
- › Service Standard 1.1.14 Personal Information and Privacy
- › Service Standard 2.1.5 Child and Youth Participation in NSW RFS Activities
- › Service Standard 2.1.9 Participation by Permanent Staff in Brigade Activities
- › Service Standard 5.1.5 Protective Clothing and Accessories
- › Service Standard 6.1.2 Qualifications for NSW RFS Members
- › Service Standard 6.1.5 Live Fire Training
- › NSW Rural Fire Service Training SOPs
- › NSW Rural Fire Service Training and Assessment Strategies
- › Policy P3.3.1 Professional Development
- › Policy P4.1.4 Debt Recovery
- › Policy P4.1.10 Accounts Payable
- › Policy P7.1.10 Organisational Risk Management
- › NSW RFS Secondary Schools Cadet Program Manual

- › Annual Training Information Book
- › NSW RFS LSO User Manual
- › NSW RFS LSO Business Rules
- › NSW RFS Guidelines for Local Training Plans
- › NSW RFS Guidelines for Managing Local Training
- › NSW RFS Guidelines for Managing Regional Training
- › NSW RFS Guidelines for Managing Learning and Development
- › NSW RFS Guidelines for the Training Principles of Practice
- › NSW RFS Guidelines for Assessment and Certification
- › NSW RFS Guidelines for Recognition of Prior Learning
- › NSW RFS Guidelines for Training and Assessment Quality Surveys
- › NSW RFS Guidelines for Training Systems Self Audit
- › NSW RFS Firefighters Pocket Book

5 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
1 September 1999	1.0	Initial release
16 May 2005	2.0	<ul style="list-style-type: none"> › Repealed v1.0 › Complete review
17 February 2006	2.1	<ul style="list-style-type: none"> › Repealed v2.0 › Revised SOPs
17 December 2007	2.2	<ul style="list-style-type: none"> › Repealed v2.1 › Updated to new format › Added new clauses 2.1(d) and 2.4(d) and revised SOPs
25 March 2010	2.3	<ul style="list-style-type: none"> › Repealed v2.2 › Updated to reflect current position titles, practices and format
13 June 2012	3.0	<ul style="list-style-type: none"> › Repealed v2.3 › Repealed Service Standard 6.1.4 State-wide Commercial Training › Extensive review to align with current regulatory and organisation requirements › Addition of SOPs 6.1.3-11 and 6.1.3-12
15 March 2016	4.0	<ul style="list-style-type: none"> › Repealed v3.0 › Change of title from Training General to Training in the NSW Rural Fire Service › Reviewed to align with current and emerging regulatory and organisation requirements › Addition of SOP 6.1.3-17 Enrolment › Addition of SOP 6.1.3-18 Training Plans › Addition of SOP 6.1.3-19 Language Literacy and Numeracy › Addition of SOP 6.1.3-20 Training Risk Management › SOP 6.1.3-2 Training Code of Conduct was renamed to SOP 6.1.3-1 Training Principles of Practice › Removal of eLearning Training (formerly SOP 6.1.3-10) › Re-arrangement of SOPs to better reflect flow of responsibility
3 June 2016	4.1	<ul style="list-style-type: none"> › Repeals v4.0 › Removes legislation that no longer applies

Service Standard 6.1.3 Training in the NSW Rural Fire Service

SOP Table of Contents

SOP 6.1.3-1 Training Principles of Practice.....	6
SOP 6.1.3-2 General Responsibilities of Managing Training.....	7
SOP 6.1.3-3 Managing Training at the IMT Level.....	8
SOP 6.1.3-4 Managing Training at Learning and Development Level.....	9
SOP 6.1.3-5 Managing Training at the Regional Level	11
SOP 6.1.3-6 Managing Training at the District Level.....	12
SOP 6.1.3-7 Managing Training at the Section Level.....	13
SOP 6.1.3-8 Assessment and Certification.....	14
SOP 6.1.3-9 Recognition.....	17
SOP 6.1.3-10 Certificates and Badges.....	19
SOP 6.1.3-11 Trainers and Assessors.....	21
SOP 6.1.3-12 Training Resources.....	22
SOP 6.1.3-13 Quality Control and Auditing of Training	23
SOP 6.1.3-14 Records.....	25
SOP 6.1.3-15 Commercial Training.....	26
SOP 6.1.3-16 Training of Junior and Cadet Members.....	27
SOP 6.1.3-17 Enrolment.....	29
SOP 6.1.3-18 Training Plans.....	30
SOP 6.1.3-19 Language Literacy and Numeracy.....	31
SOP 6.1.3-20 Training Risk Management.....	32

SOP 6.1.3-1

TRAINING PRINCIPLES OF PRACTICE

1 Purpose

- 1.1 This SOP defines the responsibilities for ensuring training and assessment is practiced appropriately within the NSW Rural Fire Service.

Note: The Guidelines for the Training Principles of Practice may be used as an aide by members organising training activities.

2 Procedures

- 2.1 All NSW RFS learning and development (L&D) activities will be in accordance with Service Standard 1.1.7 Code of Conduct and Ethics, and other relevant Service Standards.
- 2.2 All NSW RFS training shall be conducted in compliance with the *Work Health and Safety Act 2011* and relevant NSW RFS requirements. This includes ensuring that all training participants are issued with the appropriate PPE/C for the tasks that they will be undertaking during training.
- 2.3 A safety risk assessment of training activities must be undertaken prior to those activities beginning.
- 2.4 All NSW RFS activities as a RTO shall comply with the conditions of registration by the Australian Skills Quality Authority (ASQA).
- 2.5 All training leading to NSW RFS or national qualifications shall be under the direct supervision but not necessarily the physical presence of a person with a Certificate IV in Training and Assessment.
- 2.6 Each NSW RFS training activity that leads to a qualification shall be authorised by the relevant NSW RFS officer with responsibility for L&D, or that officer's line manager responsible for such activities in their area. All NSW RFS training shall be conducted consistent with the relevant NSW RFS Training and Assessment Strategy.
- 2.7 NSW RFS districts/business units that deliver training shall maintain records for all training and assessment activity undertaken and qualifications issued, in the approved corporate system/s – such as SAP and/or HP Record Manager.
- 2.8 All members shall be notified on joining the NSW RFS that the Service holds an exemption from collecting and reporting certain data to ASQA - this includes the collection and use of the Unique Student Identifier (USI).
- 2.9 All NSW RFS members have a right to access training and be assessed in accordance with the principles of assessment and rules of evidence. They can only be denied access to training and assessment if they do not meet the pre-requisites or there is a legitimate business need for other members to have priority.
- 2.10 All NSW RFS training shall be conducted consistent with the principles of environmental sustainability, and with consideration to the surrounding community.
- 2.11 NSW RFS training conducted on enclosed lands (not owned or under control of the NSW RFS) shall only be conducted with:
- the documented permission of the owner or their appropriate agent;
 - a comprehensive risk assessment approved by the District Manager in writing; and
 - appropriate approvals for the activity being conducted.
- 2.12 The organiser of a training activity may assign roles and functions within the activity to other members, consistent with it being conducted safely, effectively and consistent with relevant Service Standards and SOPs.

3 Related Forms

- › None

SOP 6.1.3-2

GENERAL RESPONSIBILITIES OF MANAGING TRAINING

1 Purpose

- 1.1 This SOP defines the broad responsibilities of various members for training in the NSW RFS.

2 Procedures

- 2.1 The Learning and Development Section shall provide training and professional development for NSW RFS staff in accordance with the NSW Public Sector Capability Framework and Policy P3.3.1 Professional Development.
- 2.2 Induction, training and recertification programs for staff of State Mitigations and Support teams and Operations Officer (OpO) programs shall comply with SOP 6.1.3-1 Training Principles of Practice.
- 2.3 The Manager, Learning and Development shall promote L&D matters to all members of the NSW RFS, and inform NSW RFS trainers and assessors of relevant developments in the field of vocational education and training (VET) and provided associated professional development for them.
- 2.4 Each manager shall ensure that all their new staff undertake their Safety Induction (SI) as soon as possible after commencing with the NSW RFS. Staff transferred into their section shall be familiarised with local work health and safety (WHS) hazards, precautions, equipment, facilities, arrangements and procedures.
- 2.5 Each Regional Manager shall ensure the support and provision of auditing training and assessment delivered within the region, in accordance with Training SOP 6.1.3-5 Managing Training at the Regional Level. This role shall normally be assigned to the Regional officer/s responsible for learning and development.
- 2.6 Each District Manager shall ensure:
- The provision of training and assessment at the local level consistent with the Training SOP 6.1.3-6 Managing Training at the District Level. This role shall normally be assigned to the District officer/s responsible for learning and development; and
 - Their staff are provided with Incident Management Team training in accordance with Training SOP 6.1.3-3 Managing Training at the Incident Management Team (IMT) Level.
- 2.7 Each brigade may provide training at a brigade level consistent with the District Training Plan. All NSW RFS trainers and assessors shall provide training and assessment consistent with the relevant Training Plan, Training and Assessment Strategy and Training SOPs.
- 2.8 All members are encouraged to participate in training both to develop new skills and also to maintain existing skills and knowledge, and their participation will be in line with the Training Principles of Practice.

Junior and Cadet Members and Secondary School Cadet Program participants

- 2.9 The district shall be responsible for the organisation and conduct of junior, cadet and Secondary School Cadet Programs.
- 2.10 The training of junior, cadet and Secondary School Cadet Program participants is to be in accordance with SOP 6.1.3-16 Training of Junior and Cadet Members and Service Standard 2.1.5 Child and Youth Participation in NSW RFS Activities.

Commercial Training

- 2.11 When approached in relation to commercial training opportunities, the District Manager shall ensure appropriate liaison with Corporate and International Relations, in accordance with SOP 6.1.3-15 Commercial Training.

3 Related Forms

- › None

SOP 6.1.3 – 3

MANAGING TRAINING AT THE INCIDENT MANAGEMENT TEAM (IMT) LEVEL

1 Purpose

- 1.1 This SOP details the requirements for Incident Management Team (IMT) training in the NSW RFS.

2 Procedures

- 2.1 The Manager, Learning and Development shall ensure that IMT training and assessment is developed and is consistent with the Incident Control System (ICS) and relevant national standards.
- 2.2 Each NSW RFS Regional Manager shall ensure the provision of IMT training programs to meet service requirements.
- 2.3 Each NSW RFS District Manager shall ensure sufficient staff have IMT qualifications to enable at least one IMT to be formed (i.e. for all IMT roles for a large bush fire).
- 2.4 In considering the suitability of staff for IMT training, District Managers should consider the IMT position description, local pre-incident planning, and the experience of specific individuals for specific roles. The entry requirements and prerequisites for IMT training are detailed in the Incident Management Programs Training and Assessment Strategy.
- 2.5 Each District Manager should provide opportunities for suitable volunteer members to participate in IMT training and assessment programs.
- 2.6 Each District Manager should ensure suitable members gain the Incident Control Systems (ICS) qualification so as to provide a pool of resources to assist IMTs.
- 2.7 The Manager, Operational Doctrine and Standards shall ensure sufficient training courses are conducted to meet NSW RFS district needs.

3 Related Forms

- > None

SOP 6.1.3 – 4

MANAGING TRAINING AT LEARNING AND DEVELOPMENT LEVEL

1 Purpose

1.1 This SOP defines the broad responsibilities for training in the NSW RFS at a State level.

Note: The Guidelines for Managing Learning and Development document should be used as an aide by Learning and Development Officers.

2 Procedures

2.1 The Manager, Learning and Development is responsible for:

- a. ensuring all training leading to national qualifications is conducted according to national regulations and standards;
- b. specifying the overall systems used for training in the NSW RFS and publicising this in the Training SOPs;
- c. ensuring the Training SOPs or equivalent are consistent with the current Standards for National Registered Training Organisations and support RTO compliance requirements;
- d. enforcing compliance with Training SOPs;
- e. the selection and/or development of training programs;
- f. ensuring there is a current Training and Assessment Strategy for each training program;
- g. ensuring that a professional development program is in place so that those expressing an interest in obtaining training and assessment qualifications can do so;
- h. ensuring that instructors and assessors are made familiar with new training initiatives so as to support their implementation;
- i. arranging for the production and distribution of training materials and ensuring these remain current, monitoring training and assessment in the NSW RFS through a system of audits, moderation and validation activities, and through the collection and documentation of relevant statistics in the annual training register;
- j. developing, implementing and annually reviewing a State Training Plan, consistent with state training needs and resources;
- k. overseeing the NSW RFS' system for recording training and assessment events and qualifications; and
- l. reporting on training.

2.2 The Manager, Learning and Development must provide an annual declaration to ASQA that:

- a. confirms that the RTO's compliance with the Standards, is systematically monitored; and
- b. informs ASQA of whether any issues identified have been corrected.

2.3 The Manager, Learning and Development:

- a. shall consult with the Membership Services Consultative Committee representing the L&D interests of NSW RFS members;
- b. may provide training courses, workshops and related events that are not suitable to be provided at other levels of the organisation;
- c. may provide an online learning option where appropriate, to provide an overall blended approach to delivery;

- d. may assign any or all of the above functions to suitable members of the Learning and Development Section through role statements and/or work plans; and
- e. may suspend approval to train, assess and certify from a district/business unit if a district/business unit is non compliant with these Training SOPs or Training and Assessment Strategies. Any such actions will be taken through the NSW RFS lines of authority in consultation with a Director.

3 Related Forms

- › None

SOP 6.1.3 – 5

MANAGING TRAINING AT THE REGIONAL LEVEL

1 Purpose

1.1 This SOP defines the responsibilities of various members for training in the NSW RFS at a regional level.

Note: The Guidelines for Managing Regional Training document should be used by Regional Managers.

2 Procedures

2.1 Each Regional Manager shall ensure:

- a. their staff members have qualifications consistent with Service Standard 6.1.2 Qualifications for NSW RFS Members;
- b. that appropriately qualified officers are assigned to monitor and maintain professional development of Region learning and development training and assessment practitioners including certification of internal qualifications, in accordance with NSW RFS Training SOPs;
- c. all their new members undertake their Safety Induction (SI) certification;
- d. transferred staff are familiarised with local Work, Health and Safety (WHS) hazards, precautions equipment, facilities, arrangements and procedures including reporting;
- e. all staff assigned to a L&D role are aware of all current Learning and Development Guidelines or Circulars issued by the Manager, Learning and Development, and will communicate relevant information appropriately and in a timely manner;
- f. the regional business plan supports the regional training plan and includes an explicit budget allocation as well clearly identified actions and resources needed to implement the regional training plan;
- g. all L&D functions are conducted in a systematic manner consistent with NSW RFS Training SOPs, any guidelines or circulars issued by the Manager, Learning and Development and the Regional Training Plan;
- h. a regional training plan is developed, implemented and annually reviewed. The regional training plan shall be developed in accordance with any guidelines or circulars issued by the Manager, Learning and Development;
- i. a Regional Training Assistance Group (RTAG) is convened consisting of at least all district officers assigned to the learning and development role in the region and may additionally include selected members involved with training and assessment; and
- j. the RTAG operates according to the Guidelines for Managing Regional Training and is resourced, organised and supported as needed.

2.2 Each RTAG will provide the Learning and Development Section with suitable records on its activities.

2.3 Each Regional Manager may make formal cooperative training arrangements with other RTOs in the region in consultation with the Manager, Learning and Development.

2.4 Each Regional Manager should encourage, and may authorise, district officers to make formal cooperative training arrangements with other districts or RTOs in the region.

3 Related Forms

› None

SOP 6.1.3 – 6

MANAGING TRAINING AT THE DISTRICT LEVEL

1 Purpose

- 1.1 This SOP defines the responsibilities of various members for training in the NSW RFS at a District level.

2 Procedures

- 2.1 All Districts delivering training on behalf of the NSW RFS must comply with all training SOPs including the Training Principles of Practice.
- 2.2 Each District Manager shall:
- ensure their staff members have and maintain qualifications consistent with Service Standard 6.1.2 Qualifications for NSW RFS Members, and this SS and its SOPs;
 - ensure that all their new members undertake Safety Induction (SI) certification;
 - assign the coordination of training of volunteers in the district to an officer responsible for L&D. Such assignments must be specifically detailed and included in the officers work plan. Such officers must hold at least a current Certificate IV in Training and Assessment;
 - ensure adequate funds and resources are provided to enable the officer responsible for learning and development to fulfil their learning and development role; and
 - ensure the district business plan includes actions to comply with the qualifications requirements for volunteers in Service Standard 6.1.2 Qualifications for NSW RFS Members.
- 2.3 Each officer responsible for L&D shall carry out the duties as specified in their Work Plan, and in accordance with any SOPs, Guidelines or Circulars issued by the Manager, Learning and Development.
- 2.4 Each District Manager shall ensure the development, implementation and annual review of a local Training Plan and resources, in accordance with any SOPs, Guidelines or Circulars issued by the Manager, Learning and Development and make it available on MyRFS.
- 2.5 Each District Manager shall ensure a training team is formed consisting of both qualified and prospective trainers and assessors from the local area.
- 2.6 A District Officer responsible for L&D may, with the consent of the relevant District Manager and in consultation with the relevant Regional Manager, make formal cooperative training arrangements with other NSW RFS districts, kindred agencies or RTOs in the local area.

3 Related Forms

- › None

SOP 6.1.3 – 7

MANAGING TRAINING AT THE SECTION LEVEL

1 Purpose

- 1.1 This SOP defines the broad responsibilities for training and assessment in the NSW RFS at a section/business unit level.

2 Procedures

- 2.1 All sections delivering training on behalf of the NSW RFS must comply with all Training SOPs including SOP 6.1.3-1 Training Principles of Practice.
- 2.2 Directors and Managers should ensure that a needs analysis is conducted when considering potential training programs.
- 2.3 Directors and Managers of sections that provide and/or deliver their own training programs (e.g. State Mitigation and Support Services and Operations Officer (OpO) programs, media accreditation, aviation, community engagement etc.) are responsible for:
 - a. seeking Learning and Development Section approval for delivery and assessment of programs leading to nationally recognised units of competency or qualifications;
 - b. liaising with the Learning and Development Section regarding program delivery and assessment;
 - c. ensuring a suitably qualified trainer and/or assessor is available;
 - d. ensuring the appropriate environment is made available;
 - e. ensuring subject specific resources relevant to course content is made available;
 - f. ensuring ongoing monitoring of technical course content currency;
 - g. ensuring that all course participants and outcomes are recorded in the in the approved corporate system/s – such as SAP and/or HP Record Manager; and
 - h. ensuring that qualifications and certification gained by participants are issued in accordance with SOP 6.1.3-10 Certificates and Badges.
- 2.4 Directors and Managers may, with appropriate line management approval, make cooperative training arrangements with other Sections/Units/Districts or organisations.

3 Related Forms

- › None

SOP 6.1.3 – 8

ASSESSMENT AND CERTIFICATION

1 Purpose

1.1 This SOP defines the procedures for assessment and associated certification activities.

Definitions

AQF certification documentation: is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

Assessment evidence: is any completed assessment instrument including written tests essays or other product required by the assessment strategy or tools to determine competence of a candidate.

Note: The Guidelines for the Assessment and Certification document may be used as an aide by persons conducting such activities.

2 Procedures

2.1 All assessments in the NSW RFS shall be carried out in compliance with the relevant Training and Assessment Strategy or Course Guide for the subject, and assessment decision documented on a standard NSW Rural Fire Service Assessment Declaration Form (ADF).

2.2 All NSW RFS assessments shall be documented on an ADF by the lead assessor and assessment outcomes recorded on the in the approved corporate system/s – such as SAP and/or HP Record Manager.

2.3 All assessments in the NSW RFS shall be conducted by:

- a. a NSW RFS Assessor (ASR) or a NSW RFS Rural Training Coordinator (RTC) who is qualified in the subject matter being assessed; or
- b. an assessment team with assessor and relevant subject matter qualifications shared between its members; or
- c. a qualified external assessor engaged by the NSW RFS providing the final assessment decision must be made by a NSW RFS qualified assessor.

2.4 An assessor may use evidence gathered by other suitably qualified members, e.g. assessor advocate (ASA), ASR, RTC and RFIs. This can be done by submitting an Evidence Report to the assessor.

2.5 Trainee Assessors and Rural Fire Instructors (RFIs) may perform training and assessment tasks if under the supervision of a qualified RTC or Learning and Development Staff assigned to the Learning and Development function by the relevant manager as per SOPs 6.1.3-4 Managing Training at Learning and Development Level, 6.1.3-5 Managing Training at the Regional Level, 6.1.3-6 Managing Training at the District Level and SOP 6.1.3-7 Managing Training at the section Level.

2.6 All assessment shall be conducted according to the principles of assessment, namely:

- a. Validity;
- b. Fairness;
- c. Reliability; and
- d. Flexibility.

2.7 All assessment evidence shall be gathered and a determination as to competence made according to the Rules of Evidence, namely:

- a. Currency;
- b. Sufficiency;
- c. Validity; and

- d. Authenticity.
- 2.8 The assessor shall ensure that members being assessed are adequately briefed about the process and content of the assessment beforehand, and about the outcome of the assessment afterwards. The assessment outcome is to be discussed as soon as practicable after the assessment.
- 2.9 If a “not yet competent” decision is made the participant shall be provided immediately with a plan to achieve competency.

ADF Certification

- 2.10 ADF Certification is the verification that the assessment has been carried out according to the assessment guide for a particular program. ADFs shall be certified by the Officer assigned the L&D function by the district/business unit manager for the location or office where the certificate is issued.
- 2.11 The ADF certifying officer for a nationally recognised qualification or statement of attainment shall be the Manager, Learning and Development, or his/her suitably qualified delegate which may include District or Regional staff.
- 2.12 National qualifications, units or modules issued by another RTO shall be recognised by the NSW RFS. In such instances the following steps are to take place:
 - a. the issuing RTO is validated against training.gov.au to ensure the certification is listed within their scope of registration;
 - b. the assessor is to sight the original certificate or authenticated copies; and
 - c. a verified copy of the certificate is retained for NSW RFS files.

Note: Further briefing or induction training may be required to acquaint the member with any relevant local procedures, equipment and/or topography.

- 2.13 Each District or section conducting assessments shall plan to evaluate, moderate and validate their assessment activities post-assessment over a five year period.
- 2.14 All assessment materials shall be approved by the Manager, Learning and Development and subject to a suitable validation process prior to being made available for use.
- 2.15 All assessment evidence including completed assessment material and product must be retained and kept accessible by the manager of the Region/District/business unit conducting the assessment for a period of not less than six months from the date of the final assessment or appeal. This can be delegated to an officer responsible for learning and development.
- 2.16 All completed ADFs must be retained according to the requirements of SOP 6.1.3 – 14 Records.

Appeals

- 2.17 Members may appeal against an assessment decision on the grounds that it was not valid, reliable, fair or flexible. The appeal is to be made to the validator of the participant's assessment activity within three months of the assessment. If the appeal is upheld, a second or partial assessment may be conducted depending on the context of the element/s deemed not yet competent.
- 2.18 In considering rejecting an appeal the validator should be satisfied that the decision is based on Training and Assessment Strategies, that Training Principles of Practice were adhered to, and there are no procedural or technical errors.
- 2.19 All appeals must be acknowledged in writing and records of the appeal process retained in line with SOP 6.1.3 – 14 Records.
- 2.20 The appellant may request a review of the appeal decision by an independent assessor not associated with the NSW RFS RTO. Such requests for reviews must be referred to the Manager, Learning and Development for facilitation.
- 2.21 If the appeal is rejected after being reviewed, the member assessed may not appeal again, but may consider further action in accordance with Service Standard 1.1.3 Grievances.

3 Related Forms

- › Evidence Gathering Plan and Checklist
- › Evidence Gathering Report
- › NSW Rural Fire Service Assessment Declaration Form

SOP 6.1.3 – 9

RECOGNITION

1 Purpose

- 1.1 This SOP defines the procedures for recognition of qualifications and existing competency gained from previous experience or training.
- 1.2 Recognition may sometimes be referred to as recognition of prior learning.

Definitions

Recognition: as defined in the *National Vocational and Regulation Training Regulator Act 2011* means an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes or standards for entry to and/or partial or total completion of, a VET qualification.

Note: The Guidelines for Recognition of Prior Learning document may be used as an aide by a person submitting a recognition application and by the persons processing it.

2 Procedures

- 2.1 Recognition shall be made available for all programs delivered by the NSW RFS (unless specific legislation indicates to the contrary).
- 2.2 Recognition may include:
 - a. automatic recognition - recognition of a corresponding qualification or units issued by another Registered Training Organisation;
 - b. credit transfer - recognition of another qualification that covers all of the relevant competencies needed;
 - c. recognition of current competency based on a portfolio of sufficient suitable evidence; or
 - d. assessment on demand - completing the normal assessment without doing any training.
- 2.3 Recognition shall be on offer to any member with the required prerequisites for a subject, and who believes they might already be competent in the subject. It shall be specifically offered to a member when they are advised their application to participate in any NSW RFS training program has been successful.
- 2.4 The NSW RFS Recognition Application form contained in the Guidelines for Recognition of Prior Learning should be used by members when making a recognition application.
- 2.5 Recognition applications should be sent to the officer responsible for L&D in the region, district or business unit responsible for delivery of the program.
- 2.6 An interview and/or a challenge test may be required as components of the recognition process.
- 2.7 The assessor (or a suitable member nominated by them) is responsible for ensuring a member applying for recognition is adequately briefed about the process and evidence required.
- 2.8 Recognition assessment shall be recorded in the approved corporate system/s – such as SAP and/or HP Record Manager.
- 2.9 The member applying for recognition is responsible for gathering the evidence for recognition and presenting it in a form that makes it clear for an assessor to evaluate. Copies of original documents shall be certified by a Justice of the Peace or District/Region/business unit Manager or their approved delegate.
- 2.10 Recognition assessments can be conducted by an assessor not qualified in the subject matter in consultation with a qualified member thus forming an assessment team/panel. The final assessment decision must be made by the qualified assessor.
- 2.11 Recognition applications should be processed within three months of being received.

- 2.12 If the application is unsuccessful, the assessor is to brief the applicant on the reasons why, what they can or should do next regarding their progress, application and their right of appeal.
- 2.13 An unsuccessful applicant may appeal against a recognition assessment using the same procedures as for an appeal for a normal assessment.

3 Related Forms

- › Recognition Application form contained in the Guidelines for Recognition of Prior Learning.

SOP 6.1.3 – 10

CERTIFICATES AND BADGES

1 Purpose

- 1.1 This SOP defines the procedures for the issue of certificates and certification badges awarded in accordance with SOP 6.1.3-8 Assessment and Certification.

2 Procedures

- 2.1 All NSW RFS certificates and qualifications will be generated based on records held in the approved corporate system/s – such as SAP and/or HP Record Manager.

Internal NSW Rural Fire Service Certificates

- 2.2 An internal NSW RFS certificate may only be awarded to members who have been assessed as competent to the standards specified for the current relevant NSW RFS qualification.
- 2.3 Internal NSW RFS certificates shall be generated using the approved corporate system/s – such as SAP and/or HP Record Manager, and printed using the approved NSW RFS certificate generation process.
- 2.4 Internal NSW RFS certificates are only valid if signed by the certifying officer (usually the Manager, or officer responsible for L&D as delegated by the Manager) for the area from which it is issued.
- 2.5 Internal NSW RFS certificates shall only be in the form approved by the Manager, Learning and Development.

Nationally Recognised Certificates and Statements of Attainment

- 2.6 The Manager, Learning and Development has delegated the issuing of nationally recognised Statements of Attainment to the Regional or District Manager, unless otherwise notified by the Manager, Learning and Development.
- 2.7 Unless delegated in accordance with 2.6 above, nationally recognised certificates, for full qualifications within the NSW RFS scope of registration are issued only by the Manager, Learning and Development.
- 2.8 A standard nationally recognised qualification certificate shall be automatically issued as soon as a member has gained sufficient units for it to be awarded by the Learning and Development Section. Such certificates will be issued within 30 days of the awarding of the certificate once generated on the approved corporate system/s – such as SAP and/or HP Record Manager.
- 2.9 If a member requires a non-standard national certificate (using alternate/imported units of competency) they must request it by contacting the Learning and Development Section as per instructions in the Training Information Booklet (TIB).
- 2.10 Nationally recognised Statements of Attainment will be issued from a district level to members within 30 days of assessment or on request.
- 2.11 Statements of Attainment must only be issued in the approved form using only stationery approved by the Manager, Learning and Development.
- 2.12 NSW RFS specific qualifications must not be included or issued on the stationery approved for national statements of attainment.
- 2.13 All statements of attainment must bear the signature of the Manager, Learning and Development.
- 2.14 The electronic signature of the Manager, Learning and Development will be available expressly for the purpose of this Training SOP and no other use is authorised.

Presentation of Certificates

- 2.15 Certificates should be presented to members in a manner that respects their efforts and achievements (and the efforts of their trainers and assessors). Depending on local conditions and preferences, this might include a formal certificate presentation by a senior NSW RFS officer, a less formal (but still dignified) presentation of certificates at brigade level by the Captain, or by posting them with an accompanying congratulatory letter.
- 2.16 Certificates should be issued to members within 30 days of certification of the assessment.

Certification Badges

- 2.17 Members who gain an internal NSW RFS certificate for a NSW RFS mainstream qualification (BF, VF, AF, CL and GL) may be issued the relevant certification badge by the district/business unit.
- 2.18 Apart from the VF badge (where applicable), only one badge should be worn to indicate a firefighter's highest certification level.
- 2.19 Members with first aid certification may wear a green cross or similar first aid badge.
- 2.20 Badges should be positioned as indicated in the Firefighter's Pocket Book.

3 Related Forms

- › None

SOP 6.1.3 – 11

TRAINERS AND ASSESSORS

1 Purpose

- 1.1 This SOP details the NSW RFS trainer and assessor qualifications.

2 Procedures

- 2.1 NSW RFS trainer and assessor qualifications and their main roles include:
- a. **NSW Rural Fire Service Assessment Advocate (ASA)** – gather evidence to contribute to assessment;
 - b. **NSW Rural Fire Service Assessor (ASR)** – assess the competency of participants;
 - c. **NSW Rural Fire Service Instructor (RFI)** – provide instruction and gather evidence to contribute to assessment; and
 - d. **NSW Rural Fire Service Training Coordinator (RTC)** – coordinate training and assessment activities.
- 2.2 NSW RFS trainer and assessor qualifications are detailed in the relevant NSW RFS Training and Assessment Strategy.
- 2.3 The officer responsible for L&D in any NSW RFS District/business unit shall hold the qualifications detailed in Service Standard 6.1.2 Qualifications for NSW RFS Members.
- 2.4 The officer responsible for L&D shall ensure that members conducting training and assessment are suitably qualified and/or supervised, and are current in the skills, knowledge and the technical subject matter being trained or assessed.
- 2.5 From January 2017, where a trainer or assessor holds a Diploma in Vocational Education and Training or higher level qualification in adult education the Manager, Learning and Development may grant an exemption from holding the national units of competency (from the Certificate IV in Training and Assessment) associated with ASR and RFI. The member must demonstrate familiarisation with NSW RFS Training SOPs, and Training and Assessment materials.
- 2.6 Except for assessing RFI, ASR and ASA a member qualified under this SOP may train and assess any qualification for which they are qualified and are current.
- 2.7 From January 2017 only members who hold a Diploma in Vocational Education and Training or higher level qualification in adult education, and are endorsed by the Manager, Learning and Development or their delegate may conduct training and assessment for RFI, ASR and ASA.

3 Related Forms

- › None

SOP 6.1.3 – 12

TRAINING RESOURCES

1 Purpose

- 1.1 This SOP relates to the provision of training resources in the NSW RFS.

2 Procedures

- 2.1 NSW RFS Managers shall budget or account for the provision of any venues, supplies, facilities and aids needed for activities indicated in their training plan, as part of budget estimates.

Training Facilities

- 2.2 Each Regional Manager is to ensure that sufficient materials, venues, facilities and personnel are provided to enable Incident Management Team (IMT) training to be provided and for any programs or activities needed to nurture and support training within their regions.
- 2.3 Each District Manager is to ensure that sufficient materials, venues, facilities and personnel are provided to enable mainstream training up to Group Leader (GL) level and any other training relevant to the district. These may be provided directly by the district or through cooperative arrangements with other districts or kindred agencies.

Training Materials

- 2.4 The Manager, Learning and Development will ensure the development of training and assessment resources and the supply of these to members in a timely manner.
- 2.5 To ensure currency of materials, it is recommended that only sufficient stock to meet immediate requirements is ordered, i.e. no stockpiling of resources.
- 2.6 Training and assessment material will be validated over a five year cycle with at least 50% of all programs routinely delivered to be moderated within the first three years of the cycle.

Training Aids

- 2.7 Districts and sections are responsible for the provision of relevant and appropriate training aids such as whiteboards and data projectors.

3 Related Forms

- › None

SOP 6.1.3 – 13

QUALITY CONTROL AND AUDITING OF TRAINING

1 Purpose

- 1.1 As an RTO, the NSW RFS is required to comply with the requirements of external accrediting bodies to maintain registration.
- 1.2 This SOP relates to the quality control of internal and external auditing of NSW RFS training.

Definitions

External audits: are those conducted by a third party as part of NSW RFS RTO registration requirements.

Internal audits: are those conducted by appropriately trained NSW RFS members to support the continuous improvement process.

2 Procedures

Quality Surveys

- 2.1 The Manager, Learning and Development shall administer the regular quality review system of surveys of trainees, trainers, assessors and other stakeholders, in accordance with the Standards for Registered Training Organisations 2015 to aid continuous improvement of NSW RFS training and assessment. The system shall be detailed in a set of Guidelines for Training and Assessment Quality Surveys.
- 2.2 The Manager, Learning and Development shall generate survey reports twice yearly to assist with evaluating the effectiveness of NSW RFS training programs and identify opportunities for continuous improvement.
- 2.3 Each officer responsible for L&D shall ensure that the above system of quality surveys is applied within their area as detailed in the guidelines.

Moderation and Validation Activities

- 2.4 The Learning and Development Section will validate training and assessment programs and materials before they are issued. This will include external validation by other organisations.
- 2.5 The Manager, Learning and Development shall conduct at least one meeting each year of Learning and Development staff aimed at moderating and their training and assessment activities.
- 2.6 Each Regional Manager shall ensure at least one meeting each year is held for their District Officers assigned to L&D functions, aimed at moderating training and assessment on a regional basis.
- 2.7 Each District Officer responsible for L&D shall conduct at least one meeting each year for their relevant trainers and assessors aimed at moderating their training and assessment activities at a local level.
- 2.8 Such meetings shall be scheduled as an event in the approved corporate system/s – such as SAP and/or HP Record Manager.
- 2.9 Outcomes from meetings shall be recorded in the L&D State Continuous Improvement Register located on the NSW RFS Corporate network, refer to Guidelines for details.

Audits

External audit

- 2.10 The Manager, Learning and Development is responsible for the coordination of external compliance audits conducted by the accrediting body.

Internal audit

- 2.11 As Executive Officer of the NSW RFS RTO, the Manager, Learning and Development may authorise audits of other sections of the Service delivering training and assessment activities. The Manager, Learning and Development will ensure the production and maintenance of Guidelines for Training System Internal Audit.
- 2.12 The Manager, Learning and Development must ensure that regular audits sampling the following are conducted:
- a. training and assessment in the NSW RFS against the Standards;
 - b. the NSW RFS Training SOPs;
 - c. the NSW RFS Training and Assessment Strategies;
 - d. other Learning and Development documents as required; and
 - e. items listed on the continuous improvement register.
- 2.13 All audits shall be conducted by an auditor who is suitably qualified and assigned and monitored by the Learning and Development Section.
- 2.14 Districts/business units shall be advised of the need for an audit to be arranged at a mutually convenient time and place. An audit agenda will be provided to the district/business unit prior to the audit outlining any requirements. An audit summary shall be provided to the district/business unit following the audit.
- 2.15 An audit shall involve entry interview, the audit, and an exit interview. At the exit interview, the outcomes to be recorded will be discussed, and any non compliances that require further action shall be reported as Corrective Action Requests (CARs).
- 2.16 The Manager, Learning and Development shall ensure that a Continuous Improvement Register is created, maintained and reported on, to record audit outcomes.
- 2.17 Non-compliant issues raised on the Continuous Improvement Register as CARs must be closed within the agreed time. Districts/business units will be advised of finalisation of issues on the Continuous Improvement Register.
- 2.18 Issues raised during audits shall be entered on the Continuous Improvement Register no later than five working days after the audit. Any CARs not closed in a timely and cooperative manner will be the subject of a further CAR being issued.
- 2.19 Corrective action plans must be developed within 10 working days of issue date of CAR.
- 2.20 The Manager, Learning and Development may apply training sanctions to districts or sections that do not address a CAR in a mutually agreed time frame, through the relevant line of authority in consultation with a Director.
- 2.21 A quarterly report of all audits completed shall be provided to the Manager, Learning and Development that includes outcomes and where appropriate, recommendations for corrective actions and continuous improvement. The Manager, Learning and Development shall escalate any issues arising as appropriate.
- 2.22 The Manager, Learning and Development shall ensure the Continuous Improvement Register is maintained and monitored, and any incomplete issues and corrective action requirements are followed up as needed.

3 Related Forms

- › None

SOP 6.1.3 – 14

RECORDS

1 Purpose

- 1.1 This SOP defines the procedures for keeping records of NSW RFS training and related materials so as to be compliant with legislative and regulatory requirements and facilitate accurate information for reporting and planning purposes.

2 Procedures

Assessment Declaration Form (ADF)

- 2.1 All NSW RFS training and assessment leading to qualifications or certification, including exercises and related activities, must be recorded in the approved corporate system/s – such as SAP and/or HP Record Manager, in accordance with this SOP and the standard Assessment Declaration Form (ADF).
- 2.2 Each district, region or section delivering NSW RFS training, is required to record the outcomes for each participant in the approved corporate system/s – such as SAP and/or HP Record Manager, and ensure records are retained for 30 years, in line with RTO requirements. The copy of the ADF may be retained electronically using the NSW RFS electronic records system for the 30 year period.
- 2.3 Outcomes shall only be recorded or modified using a completed and duly certified ADF.
- 2.4 National and NSW RFS certificates are to be issued from the approved NSW RFS corporate system records (e.g. in SAP and/or HP Record Manager), and in accordance with SOP 6.1.3-10 Certificates and Badge.
- 2.5 Members and other trainees are entitled to view their training and assessment records. Members can view a summary of their records through MyRFS. Brigades may have access to summary data of their membership records.
- 2.6 Training record information can only be supplied to a third party by the Manager, Learning and Development or their delegate following a written request. Supply of this information is to be in accordance with legislation relating to the protection of personal information and with reference to Service Standard 1.1.14 Personal Information and Privacy.
- 2.7 The Learning and Development Section at times may have to authenticate training records with other RTOs, employers or other organisations. This will usually be to provide recognition at the request of a member or other trainee. Such requests shall be in writing. Verification of identity shall be undertaken by relevant Learning and Development Officers.
- 2.8 Requests for information under 2.6 of this SOP passed by telephone shall not be processed.
- 2.9 Information relating to training activity will be recorded in the NSW RFS Training Register.
- 2.10 Records must be kept in a safe and secure location, including in the approved corporate system/s – such as SAP and/or HP Record Manager.

3 Related Forms

- › NSW Rural Fire Service Assessment Declaration Form

SOP 6.1.3-15

COMMERCIAL TRAINING

1 Purpose

- 1.1 This SOP defines the process for the planning and delivery of commercial training programs and associated services for Government agencies, business and industry-based organisations to ensure compliance with Government requirements for commercial activities by public sector agencies.

Definitions

Associated services: services provided by the NSW Rural Fire Service to assist training programs delivered by and for external entities such as advisory services, skills auditing and supporting literature.

Commercial training: training delivered to external entities for which a fee may be charged by the NSW RFS.

2 Procedures

- 2.1 The NSW RFS does not undertake commercial training for individuals.
- 2.2 Training of kindred agencies in operational functions undertaken under the authority of the NSW RFS are not included in this SOP.
- 2.3 All commercial training activities where either a fee is charged or accreditation is sought, are to be co-ordinated and managed by NSW RFS Corporate and International Relations.
- 2.4 NSW RFS District and/or Regional Offices will liaise with Corporate and International Relations when considering commercial training opportunities and activities.
- 2.5 Corporate and International Relations will manage the financial aspect of commercial training delivered by NSW RFS Regions or Districts and provide support in the marketing, administration, curriculum development and quality control.
- 2.6 The NSW RFS is a RTO and as such, external participants in nationally accredited training programs may be eligible for certification.
- 2.7 Certification is issued to successful participants, and where such programs are conducted under the auspice of and in accordance with, the NSW RFS RTO requirements and this Service Standard and its associated SOPs.
- 2.8 As at the date of this Service Standard such accredited programs may include but not be limited to:
- Bush Fire Awareness (BFA); and
 - First Attack Fire Fighting Extinguisher Training (EXT).
- 2.9 The customisation of NSW RFS training courses for commercial training is to be in consultation with the Learning and Development Section.

3 Related Forms

- › None

SOP 6.1.3-16

TRAINING OF JUNIOR AND CADET MEMBERS

1 Purpose

- 1.1 This SOP defines the process for the planning, delivery and assessment of the unique training requirements of junior and cadet members of the NSW RFS.
- 1.2 All members participating in any activities relating to junior, cadet and Secondary School Cadet Programs (SSCP), including activities associated with this Service Standard and its SOPs must meet the requirements of Service Standards 1.1.9 Child Related Activities and 2.1.5 Child and Youth Participation in NSW RFS Activities.

Definitions

Cadet: a member of a Cadet Brigade, or participant in a specific cadet or youth development program (i.e. Secondary Schools Cadet Program), aged between 12 years and up to 18 years of age (refer Service Standard 2.1.5 Child and Youth Participation in NSW RFS Activities).

Junior Member: a member of a Brigade (other than a Cadet Brigade) aged between 12 years and up to 18 years of age who is not an Ordinary/Probationary Member (refer Service Standard 2.1.5 Child and Youth Participation in NSW RFS Activities).

2 Procedures

- 2.1 The training and assessment of junior and cadet members shall be in accordance with this Service Standard and its SOPs.
- 2.2 Junior and cadet members may only participate in the programs that lead to assessment as shown in Service Standard 6.1.2 Qualifications for NSW Rural Fire Service Members.
- 2.3 The officer responsible for learning and development shall approve suitably qualified members to deliver training and assessment activities for junior and cadet members.
- 2.4 The NSW RFS Youth Participation Manual should be referenced when planning training activities for junior and cadet members.
- 2.5 The District Officer responsible for learning and development shall ensure that brigades with junior and cadet members provide appropriate and regular brigade training activities.
- 2.6 Junior and cadet members must wear PPC/PPE appropriate to the task they are performing and of appropriate fit, in accordance with Service Standard 5.1.5 Protective Clothing and Accessories.
- 2.7 The District Manager or his/her delegate shall approve any activities that are conducted away from brigade facilities or designated training areas, in accordance with Service Standard 2.1.5 Child and Youth Participation in NSW RFS Activities.
- 2.8 Supervision of junior and cadet members at any training event shall comply with Service Standards 2.1.5 Child and Youth Participation in NSW RFS Activities and 1.1.9 Child Related Activities.
- 2.9 Any live fire training that junior and cadet members participate in shall comply with Service Standard 6.1.5 Live Fire Training.
- 2.10 The District officer responsible for learning and development shall process and determine successful nominations from junior and cadet members for District level training courses. Determinations may be based on available positions, compliance with Service Standards 2.1.5 Child and Youth Participation in NSW RFS Activities and 2.1.9 Participation by Permanent Staff in Brigade Activities. Consultation shall occur with course instructors and assessors to ensure a child-safe, child-friendly environment is created as described in the NSW RFS Youth Participation Manual.
- 2.11 When opportunities are limited for junior and cadet members to participate in District level training, other means of access to those programs shall be provided (e.g. self directed learning, coaching and mentoring in their brigade, on-line and flexible delivery or course specifically for junior and cadet members).

- 2.12 Risks assessments for training activities involving junior and cadet members shall include considering child protection hazards and whether the activity is appropriate for the maturity, capability and skills of the participants.
- 2.13 Hazard reduction and pile burns are to comply with OMP 9.06.01.05 Prescribed Burn Activities with applicable safety standards and procedures being at least equal to those specified in OMP 8.06.01.05 Fireground SOPs. Hazard reduction and pile burns are therefore not considered appropriate activities for junior or cadet members.

Secondary School Cadet Program

- 2.14 The training and assessment of Secondary School Cadet Program (SSCP) shall be in accordance with the NSW RFS Secondary School Cadet Program Manual.
- 2.15 The NSW RFS Volunteer Relations and Workforce Planning Section shall oversee the SSCP, which is administered by the relevant District Office.

3 Related Forms

- › None

SOP 6.1.3-17

ENROLMENT

1 Purpose

- 1.1 This SOP defines the process for enrolling and record keeping requirements for members and external persons who undertake training, assessment and certification with the NSW RFS.

Definitions

External participant: Any person who is not a member of the NSW RFS undergoing training and assessment for operational purposes overseen, conducted or under the auspices of the NSW RFS.

2 Procedures

- 2.1 Enrolment, training and assessment must be made available to all members in accordance with NSW RFS Service Standard 1.1.7 Code of Conduct and Ethics.
- 2.2 Upon joining the NSW RFS members are enrolled in the Certificate II level qualification for their chosen membership path and considered to be enrolled in each subsequent qualification on that pathway as qualifications are achieved.
- 2.3 Participation in further ongoing training is based upon the member meeting relevant entry requirements and prerequisites.

External Participants

- 2.4 All external participants shall submit a completed External Participant Enrolment form prior to the commencement of their course.
- 2.5 Original enrolment forms shall be kept at the location of training.
- 2.6 Copies of the forms shall be sent to the Learning and Development Section for processing in the approved corporate system - such as SAP and/or HP Record Manager.
- 2.7 Once processed the participant will appear in the approved corporate system/s – such as SAP and/or HP Record Manager, for their nominated course.
- 2.8 It is the responsibility of the officer coordinating the particular training course to ensure participants are managed in the approved corporate system/s – such as SAP and/or HP Record Manager.
- 2.9 Qualifications or statements shall only be issued if a participant is recorded in the approved corporate system/s – such as SAP and/or HP Record Manager.

3 Related Forms

- › External Participants Enrolment form

SOP 6.1.3- 18

TRAINING PLANS

1 Purpose

- 1.1 This SOP outlines the requirements for planning and conduct of training in a NSW RFS Region and District.

2 Procedures

- 2.1 The Manager, Learning and Development shall provide and maintain guidelines for planning training.
- 2.2 Each Regional Manager shall ensure that a comprehensive training plan is developed each year for the Region.
- 2.3 Each District Manager shall ensure that a comprehensive training plan is created for the District. Such training plans shall align with the Region's training plan and must be approved by the District Manager and the Regional Manager.
- 2.4 The Manager, Learning and Development shall ensure training plans are created and implemented by sample audit from each Region.
- 2.5 The Region and District shall ensure a current copy of the training plan is maintained in the relevant section of the corporate network.
- 2.6 Each training plan shall include:
- a. Authorisation for an appointed district officer to act in the L&D role;
 - b. Current district operational strengths to brigade level;
 - c. Required district strengths for each NSW RFS qualification required to fulfil the district's operational needs;
 - d. A comparative training needs analysis based on the above;
 - e. A comprehensive plan for the addressing of strength deficits;
 - f. A plan for succession of the volunteer workforce including senior officers, trainers and assessors;
 - g. The results and actions of audits; and
 - h. A schedule/training calendar of annual training and assessment events for the local area that is distributed to all relevant members.

3 Related Forms

- › Course_Nomination_form
- › Guidelines for Local Training Plans

SOP 6.1.3- 19

LANGUAGE LITERACY AND NUMERACY

1 Purpose

- 1.1 The purpose of this SOP is to ensure that:
 - a. NSW RFS training programs are developed in accordance with language literacy and numeracy (LLN) requirements described in Units of Competency and outlined by the Standards; and
 - b. Participants or trainees with identified language, literacy and numeracy related learning difficulties are appropriately supported through their training and assessment.
- 1.2 This SOP applies to all members involved in the development, delivery, assessment and review of training.

2 Procedures

- 2.1 The Manager, Learning and Development shall ensure that LLN levels are identified in each training program and are integrated into the learner materials and assessment tools.
- 2.2 All trainers and assessors must be aware of how to identify members who may require additional learning support and the resources to appropriately support them through their training and assessment as far as practicable.
- 2.3 The confidentiality of participants who require additional support services and appropriate strategies shall be in accordance with Service Standard 1.1.14 Personal Information and Privacy.
- 2.4 Members who have been identified as requiring support with LLN must not be discriminated against by excluding them from training or assessment, and any reasonable adjustment made to cater to their needs.
- 2.5 Those participants/trainees that require or request additional LLN support may be referred to professional organisations.
- 2.6 Referrals and recommendations shall not be made without the express informed consent of the member.
- 2.7 The NSW RFS is not obliged to meet the costs of referral to, or support from, any external organisation or LLN service provider.

3 Related Forms

- › LLN Support guide

SOP 6.1.3- 20

TRAINING RISK MANAGEMENT

1 Purpose

- 1.1 The purpose of this SOP is to ensure that NSW RFS training programs are conducted in a way that mitigates any risks in the training environment, including physical and environmental risk.
- 1.2 Realism in emergency services training is critical, however all existing, potential or introduced hazards and risks must be identified so as to properly prepare participants and ensure that appropriate measures are in place to reduce the risk of physical, psychological, environmental and organisational harm.
- 1.3 Training risk assessment documentation may be audited independently of any other audit, including as part of WHS compliance, incident/accident investigations or as part of the organisational risk management process.

Definitions

Hazard: Any source of potential damage, harm or adverse effect on the achievement of organisational objectives.

Risk: as defined in AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines – the effect of uncertainty on organisational objectives. Risk may be positive or negative.

Training: For the purposes of this SOP, training refers to training and assessment, workshops, authorised training practice or exercises conducted at all levels.

2 Procedures

- 2.1 Internal training system audits should include a review of evidence that systematic risk assessments were conducted and treatments implemented.
- 2.2 A written risk assessment shall be completed each time an activity is conducted. This includes the necessary on-the-day checklist, regardless of whether it is brigade level informal training or formal district, regional or state level training.
- 2.3 All risk assessments must be documented appropriately.
- 2.4 All risk assessments shall identify, analyse, and manage risks in accordance with Policy P7.1.10 Organisational Risk Management.
- 2.5 Where the use of live fire is involved in a training and/or assessment event, the officer responsible for learning and development overseeing the event shall ensure compliance with Service Standard 6.1.5 Live Fire Training.
- 2.6 The NSW RFS Guide for Live Fire Training Facilities and associated SOPs shall be the benchmark applied to the conduct of training and assessment at fixed, mobile or temporary training facilities.
- 2.7 The Manager, Learning and Development shall ensure that all NSW RFS course guides have appropriate hazard identification and risk assessment guidelines, including a completed generic hazard identification and risk assessment. These shall be reviewed by any member responsible for implementing the training and assessment activity to ensure any site, environmental or activity specific hazards are identified and control measures put in place.
- 2.8 All members responsible for the authorisation and execution of training and assessment at all levels of the Service shall ensure that the approved training activity, facility and/or location written hazard identification and risk assessment is undertaken and retained on file. Training program risk assessments shall be reviewed whenever training material is updated, an event occurs or circumstances change that warrant review.
- 2.9 At a training facility or fixed location (e.g. a brigade station) where training is run throughout the year, risk assessments shall be reviewed annually, unless an event/incident occurs which warrants immediate review.

- 2.10 Activity risk assessments may be used on multiple occasions provided they are checked and relevant hazards and risks are mitigated. Any new hazards and risks shall be added and addressed on the day by the appropriate persons.
- 2.11 In accordance with the site management plan for the facility, training resources, including structural fire 'cells', simulated structures, gas fire props, fuel trays, vehicle props or other approved props must be checked for functionality, damage and general wear and tear prior to an activity being undertaken.
- 2.12 All fixed training specific facilities shall have a specific file in which the facility commissioning checklist, maintenance records, faults and inspection checklists shall be retained.
- 2.13 All training props shall have a specific file in which the prop commissioning checklist, maintenance records, faults and inspection checklists shall be retained.
- 2.14 All participants and instructors/ assessors involved in a training activity and observers shall be made aware of any hazards, risks and control measures prior to the activity commencing and whenever changes to the risk assessment are required.
- 2.15 Lead instructors and safety officers shall use dynamic risk assessment throughout any activity to identify new hazards and implement controls, and shall advise members and observers accordingly.
- 2.16 Where a new hazard is identified and a control put in place, the existing risk assessment shall be updated and members briefed in relation to the new hazard.
- 2.17 District officers responsible for learning and development shall ensure that appropriate consultation occurs with district training or WHS consultative groups in relation to the identification of hazards and implementation of controls at training events and locations.
- 2.18 District officers responsible for learning and development shall ensure that a procedure for reporting all identified hazards within a training context is in place and that all district instructors and assessors are familiar with this procedure. All such reports are to be provided to the District Manager as soon as practicable.

3 Related Forms

- › None