



SERVICE STANDARD 6.1.3

TRAINING IN THE NSW RURAL FIRE SERVICE

ITEM	DESCRIPTION
Version Number	4.2
SOPs	> See Table of Contents
Owner	Executive Director, Membership and Strategic Services
Contact	Director, Corporate Planning, Risk and Learning
Approved Date	28/06/2019
Effective Date	1/07/2019
Next Review Date	28/06/2022
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 assessment.
- 1.4 All members are encouraged to participate in training both to develop new skills and also to maintain existing skills and knowledge.
- 1.5 To facilitate the required training, the NSW RFS Learning and Development (L&D) section 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 and acronyms 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. **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.
 - c. **ASQA:** Australian Skills Quality Authority.

- d. **Assessment:** 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.
- e. **Assessment evidence:** any completed assessment instrument including written tests, essay, observation or other product required by the assessment strategy, or tools to determine competence of a candidate.
- f. **Assessor:** a member who assesses a learner's competence and holds the TAE Assessor Skill Set credential (i.e. TAESS00011, or TAESS00001 plus the *Design and develop assessment tools* unit) or higher.
- g. **Certification:** Granting of a qualification following confirmation of successful assessment of evidence that demonstrates competence.
- h. **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.
- i. **Recognition of prior learning (RPL):** 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.
- j. **The Standards:** Standards for Registered Training Organisations 2015.
- k. **Supervision:** A set of arrangements for overseeing the delivery of training and conduct of assessment. This will involve, for example, the process of assigning tasks under these supervision arrangements. It includes establishing training plans, provision of course documentation, establishing record keeping requirements, guidance on assessment, and the submission of assessment evidence to the officer responsible for L&D to finalise and determine outcomes. The officer responsible for L&D is accountable for the work those being supervised perform, however this work may not necessarily be undertaken in the physical presence of the officer responsible for L&D
- l. **Trainer:** a member who provides training and holds a Cert IV Training and Assessment (TAE40116 or equivalent), or a Diploma or higher level qualification in adult education.
- m. **Training:** a general term referring to all training in the NSW RFS and assessment activities, including workshops, authorised training practice or exercises conducted at all levels.
- n. **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.
- o. **VET:** Vocational Education and Training

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, and the NSW RFS Code of Conduct and Ethics.
- 3.2 The NSW RFS Membership and Strategic Services (MSS) Directorate, Learning and Development (L&D) 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 relevant levels of competence 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 review the training and assessment programs at least every five years to ensure currency and relevance to both regulatory and operational requirements.
- 3.5 The delivery of training is the responsibility of Regional and District offices and Headquarters business units, in accordance with training plans and business objectives. Training plans must address the needs of members, and take into account local/specific training needs, resources, priorities and culture.
- 3.6 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.

Learning and Development Framework

- 3.7 The Manager, Learning and Development is the delegated Chief Executive Officer of the NSW RFS Registered Training Organisation (RTO).
- 3.8 NSW RFS members involved in training activities must comply with the Standards, this Service Standard and all training SOPs
- 3.9 The Learning and Development section will develop and maintain:
- a. Systems and processes to support compliance against the Standards for RTO
 - b. Training and assessment resources, and the supply of these to members in a timely manner; and
 - c. Professional development programs and specialist courses and facilitate the delivery of these.
- 3.10 For 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 L&D document, the Manager, Learning and Development or a person assigned the task by him/her will be consulted in the first instance.
- 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; this may be by means of an L&D Circular.

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](#)
- > [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- > [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 and Assessment Strategies](#)
- > [Policy P3.3.1 Professional Development](#)
- > [Policy P7.1.10 Organisational Risk Management](#)
- > [NSW RFS Secondary Schools Cadet Program Manual](#)
- > [Annual Training Information Book](#)
- > [NSW RFS Learning Solutions Online \(LSO\) Training Administrator User Guide \(accessed through SAP\)](#)
- > [NSW RFS Guidelines for Recognition of Prior Learning](#)
- > [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 and remade SS 6.1.3 v1.0 > Complete review
17 February 2006	2.1	<ul style="list-style-type: none"> > Repealed and remade SS 6.1.3 v2.0 > Revised SOPs
17 December 2007	2.2	<ul style="list-style-type: none"> > Repealed and remade SS 6.1.3 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 and remade SS 6.1.3 v2.2 > Updated to reflect current position titles, practices and format
13 June 2012	3.0	<ul style="list-style-type: none"> > Repealed and remade SS 6.1.3 v2.3 > Repealed Service Standard 6.1.4 State-wide Commercial Training v1.1 > 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 and remade SS 6.1.3 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"> > Repealed and remade SS 6.1.3 v4.0 > Removes legislation that no longer applies
28 June 2019	4.2	<ul style="list-style-type: none"> > Repeals and remakes SS 6.1.3 v4.1 > Updated to reflect new Trainer and Assessor requirements > Overall review for clarity and internal consistency > SOP 6.1.3-2 General Responsibilities of Managing Training deleted as content moved into other SOPs and remaining SOP renumbered.

Table of Contents

SOP 6.1.3 - 1 TRAINING PRINCIPLES OF PRACTICE	6
SOP 6.1.3 - 2 MANAGING TRAINING AT THE INCIDENT MANAGEMENT TEAM (IMT) LEVEL.....	7
SOP 6.1.3 - 3 MANAGING TRAINING AT STATE LEVEL	8
SOP 6.1.3 - 4 MANAGING TRAINING AT THE REGIONAL LEVEL	10
SOP 6.1.3 - 5 MANAGING TRAINING AT THE DISTRICT LEVEL	11
SOP 6.1.3 - 6 MANAGING TRAINING AT THE SECTION LEVEL	12
SOP 6.1.3 - 7 ASSESSMENT AND CERTIFICATION.....	13
SOP 6.1.3 - 8 RECOGNITION.....	15
SOP 6.1.3 - 9 CERTIFICATES AND BADGES	17
SOP 6.1.3 - 10 ENTERPRISE SKILLS TRAINER AND ENTERPRISE SKILLS TRAINER AND ASSESSOR.....	19
SOP 6.1.3 - 11 TRAINING RESOURCES	20
SOP 6.1.3 - 12 QUALITY CONTROL AND AUDITING OF TRAINING.....	21
SOP 6.1.3 - 13 RECORDS	23
SOP 6.1.3 - 14 COMMERCIAL TRAINING.....	24
SOP 6.1.3 - 15 TRAINING OF JUNIOR AND CADET MEMBERS	25
SOP 6.1.3 - 16 ENROLMENT.....	27
SOP 6.1.3 - 17 TRAINING PLANS	28
SOP 6.1.3 - 18 LANGUAGE LITERACY AND NUMERACY.....	29
SOP 6.1.3 - 19 TRAINING RISK MANAGEMENT	30

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 RFS.

2 Procedures

- 2.1 All NSW RFS activities as a RTO shall comply with the Standards.
- 2.2 All NSW RFS L&D activities will be in accordance with Service Standard 1.1.7 Code of Conduct and Ethics, and other relevant Service Standards.
- 2.3 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.
- 2.4 A safety risk assessment of training activities must be undertaken prior to those activities beginning.
- 2.5 All NSW RFS training shall be conducted consistent with the relevant NSW RFS Training and Assessment Strategy.
- 2.6 All training leading to NSW RFS or national qualifications shall be under the supervision of a person with a Certificate IV in Training and Assessment (TAE40116 or equivalent). This work may not necessarily be undertaken in the physical presence of the supervising officer, normally the officer responsible for L&D
- 2.7 Each NSW RFS training activity shall be authorised by the relevant NSW RFS officer.
- 2.8 NSW RFS districts/business units that deliver training must maintain records for all training and assessment activity undertaken and qualifications issued, in the approved corporate system/s – currently SAP and HP Record Manager.
- 2.9 Any person undertaking training with the NSW RFS requires a Unique Student Identifier (USI) prior to commencing any training activity. Ideally, the USI will be collected from members as part of the joining process, and external learners on enrolment.
- 2.10 Any person undertaking training with the NSW RFS will be notified that their data will be collected for submission as part of the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting requirements.
- 2.11 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.
- 2.12 All NSW RFS training shall be conducted consistent with the principles of environmental sustainability, and with consideration to the surrounding community.
- 2.13 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.
- 2.14 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

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 The Manager, Operational Doctrine shall ensure the provision of IMT training programs to meet service requirements, including district needs.
- 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 relevant Training and Assessment Strategies.
- 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 all training provided is recorded in approved corporate system, currently SAP LSO.

3 Related Forms

- > None

SOP 6.1.3 - 3

MANAGING TRAINING AT STATE LEVEL

1 Purpose

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

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 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 a register of officers responsible for L&D across the service is maintained;
- h. ensuring that a professional development program is in place so that those expressing an interest in obtaining training and assessment qualifications can do so;
- i. ensuring that Enterprise Skills Trainer (EST) and Enterprise Skills Trainer and Assessor (ESTA) qualified members are made familiar with new training initiatives so as to support their implementation;
- j. 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;
- k. making formal cooperative training arrangements with other RTOs. (i.e. third party arrangements);
- l. overseeing the NSW RFS' system for recording training and assessment events and qualifications; and
- m. 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 promote L&D matters to all members of the NSW RFS;
- b. shall inform NSW RFS trainers and assessors of relevant VET developments and provide professional development related to them;
- c. shall consult with the Membership Services Consultative Committee representing the L&D interests of NSW RFS members;
- d. may provide training courses, workshops and related events that are not suitable to be provided at other levels of the organisation;

- e. may provide an online learning option where appropriate, to provide an overall blended approach to delivery;
- f. may assign any or all of the above functions to suitable members of the L&D Section through role statements and/or work plans; and
- g. 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 - 4

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.

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 officer/s are assigned to be responsible for L&D for the region. Their role includes:
 - i. certification of internal qualifications;
 - ii. developing and implementing a regional training plan and annually reviewed. The regional training plan shall be developed in accordance with any guidelines or circulars issued by the Manager, Learning and Development
 - iii. convening a Regional Training Assistance Group (RTAG) consisting of at least all district officers assigned to the L&D role in the region and may additionally include selected members involved with training and assessment;
 - iv. resourcing, organising and supporting the RTAG as needed, and that the RTAG provides the L&D Section with suitable records on its activities;
 - v. coordinating and supporting the District officers responsible for L&D at the District level, including their professional development;
 - vi. ensuring the support and provision the auditing of training and assessment delivered within the region. This role shall normally be assigned to the Regional officer/s responsible for learning and development;
 - vii. ensuring all staff assigned to a L&D role are aware of all current Service Standards and SOPs as well as Circulars issued by the Manager, Learning and Development, and will communicate relevant information appropriately and in a timely manner;
- c. that the L&D Section is informed in a timely manner of any changes to the officer/s responsible for L&D in their region;
- d. all their new members undertake their Safety Induction (SI) certification;
- e. transferred staff are familiarised with local Work, Health and Safety (WHS) hazards, precautions equipment, facilities, arrangements and procedures including reporting;
- 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

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

3 Related Forms

> None

SOP 6.1.3 - 5

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 supervision and 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 (TAE 40116 or equivalent);
 - ensure adequate funds and resources are provided to enable the officer responsible for L&D to fulfil their L&D role;
 - 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; and
 - inform the L&D section in a timely manner of changes to the officer/s responsible for L&D within their district.
- 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 Each officer assigned L&D responsibility shall ensure that the Training Plan includes supervision of all EST and ESTA qualified members and that such qualified members are assigned to each training and assessment event as appropriate.
- 2.7 Each District Manager shall ensure that the officer responsible for L&D reviews all submitted evidence to determine assessment outcomes and finalise assessment before certification is completed.
- 2.8 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.
- 2.9 Each brigade may provide informal training at a brigade level consistent with the District Training Plan.

3 Related Forms

- None

SOP 6.1.3 - 6

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. contributing to developing, implementing and annually reviewing a State Training Plan, consistent with state training needs and resources;
 - b. seeking L&D Section approval for delivery and assessment of programs leading to nationally recognised units of competency or qualifications;
 - c. liaising with the L&D Section regarding program delivery and assessment;
 - d. ensuring a suitably qualified trainer and/or assessor is available (as per SOP 6.1.3-10);
 - e. assigning the supervision and coordination of training in the section to an officer responsible for L&D. Such assignments must be included in the officers work plan. Such officers must hold at least a current Certificate IV in Training and Assessment (TAE 40116 or equivalent);
 - f. ensuring the appropriate training environment is made available;
 - g. ensuring subject specific resources relevant to course content is made available;
 - h. ensuring ongoing monitoring of technical course content currency;
 - i. ensuring that all course participants and outcomes are recorded in the approved corporate system/s – such as SAP and/or HP Record Manager;
 - j. ensuring that qualifications and certification gained by participants are issued in accordance with SOP 6.1.3 - 9 Certificates and Badges; and
 - k. informing the L&D section in a timely manner of changes to the officer/s responsible for L&D within their section.
- 2.4 The development of all training and assessment material must be overseen by a member who holds a Diploma (TAE50116, TAE50216 or equivalent) and undertaken in conjunction with the L&D Section.
- 2.5 Directors and Managers may, with appropriate line management approval, make cooperative training arrangements with other Sections/Units/Districts or organisations excluding third party arrangements with other RTOs.

3 Related Forms

- None

SOP 6.1.3 - 7

ASSESSMENT AND CERTIFICATION

1 Purpose

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

2 Procedures

- 2.1 All assessments in the NSW RFS shall be carried out in compliance with the relevant Training and Assessment Strategy and Course Guide for the subject, and the assessment decision documented on a NSW Rural Fire Service Assessment Declaration Form (ADF).
- 2.2 All NSW RFS assessments shall be documented by the collection of evidence using the relevant Assessment Guide by a member who meets the requirements of an ESTA as per SOP 6.1.3-10.
- 2.3 All assessment evidence collection in the NSW RFS shall be supervised by the officer responsible for L&D and the evidence collection conducted by:
- an ESTA, or a member with a higher level qualification, and who is qualified in the subject matter being assessed; or
 - an evidence collection team comprising of an ESTA and member/s with relevant subject matter qualifications; or
 - a qualified external assessor engaged by the NSW RFS who is approved by the Manager, Learning and Development.
- 2.4 The assessment evidence is then submitted to the officer responsible for L&D to review and determine assessment outcomes. The assessment is finalised by the officer responsible for L&D completing an Assessment Declaration Form (ADF) and assessment outcomes recorded in the approved corporate system/s – such as SAP and/or HP Record Manager.
- 2.5 All assessment must be conducted according to the Principles of Assessment, namely:
- Validity;
 - Fairness;
 - Reliability; and
 - Flexibility.
- 2.6 All assessment evidence must be gathered and a determination as to competence made according to the Rules of Evidence, namely:
- Currency;
 - Sufficiency;
 - Validity; and
 - Authenticity.
- 2.7 The ESTA qualified member shall ensure that participants being assessed are adequately briefed about the process and content of the assessment beforehand, and about the sufficiency of the evidence collected afterwards.
- 2.8 Once the officer responsible for L&D has determined the assessment outcome, the outcome is to be discussed with the participant concerned as soon as practicable.
- 2.9 If a “not yet competent” decision is made the participant shall be provided with a plan to achieve competency.
- 2.10 Each District or section conducting assessments shall plan to evaluate, validate and moderate their assessment activities over a five year period.

- 2.11 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.
- 2.12 All assessment evidence including completed evidence collection 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 L&D.
- 2.13 All NSW RFS EST's and ESTA's shall provide instruction and assessment evidence collection consistent with the relevant Training Plan, Training and Assessment Strategy and Training SOPs.

ADF Certification

- 2.14 ADF Certification is the verification that the evidence collection has been carried out according to the assessment guide for a particular program and has been reviewed by the officer responsible for L&D to determine assessment outcomes.
- 2.15 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.
- 2.16 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.
- 2.17 All completed ADFs must be retained according to the requirements of SOP 6.1.3 - 13 Records.

Appeals

- 2.18 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 officer responsible for L&D within three months of the assessment.
- 2.19 If the appeal is upheld, a second or partial assessment may be conducted.
- 2.20 In considering rejecting an appeal the officer responsible for L&D should be satisfied that the decision is based on Training and Assessment Strategies, that SOP 6.1.3 - 1: Training Principles of Practice were adhered to, and there are no procedural or technical errors.
- 2.21 All appeals must be acknowledged in writing and records of the appeal process retained in line with SOP 6.1.3 - 13 Records.
- 2.22 The appellant may request a review of the appeal decision. Such requests for reviews must be referred in writing to the Manager, Learning and Development to arrange.
- 2.23 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

- > [NSW Rural Fire Service Assessment Declaration Form](#)

SOP 6.1.3 - 8

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 (RPL).

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 through credit transfer which is the direct recognition (i.e. matching codes) of a qualification or unit/s of competency issued by another RTO, subject to them being on the NSW RFS scope of registration;
 - b. recognition of current competency based on a portfolio of sufficient suitable evidence; or
 - c. 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 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 officer responsible for L&D (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 HPE.
- 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 officer responsible for L&D to evaluate.
- 2.10 National qualifications, unit/s of competency or accredited courses issued by another RTO shall be recognised by the NSW RFS as a credit transfer. In such instances the following steps are to taken:
 - 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 where the original is not available the qualification is verified with the issuing RTO; and
 - c. a copy of the certificate is retained for NSW RFS files
 - d. the recognised qualification is added to the member's records.

Note: Further briefing or induction training may be required to acquaint the member with any relevant local procedures, equipment and/or topography.
- 2.11 Recognition assessments may be conducted by an officer responsible for L&D not qualified in the subject matter in consultation with a qualified member thus forming an assessment team/panel.
- 2.12 Recognition applications should be processed within three months of being received.
- 2.13 If the application is unsuccessful, the officer responsible for L&D 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.

- 2.14 An unsuccessful applicant may appeal against a recognition assessment using the same procedures as outlined in SOP 6.1.3 - 7.

3 Related Forms

- Recognition Application Form (accessed via relevant course material)

SOP 6.1.3 - 9

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 - 7 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 HPE.

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 are generated using the approved corporate system/s – such as SAP LSO 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 Nationally recognised qualification certificates on the NSW RFS scope of registration are issued only by the L&D section.
- 2.7 The Manager, Learning and Development has delegated the issuing of nationally recognised Statements of Attainment to the Regional or District Manager, unless notified otherwise which are to be issued on request.
- 2.8 As soon as a member has gained sufficient units for a nationally recognised qualification it shall be automatically rolled up in the approved corporate system/s – such as SAP LSO. The L&D Section will then issue the relevant certificate within 30 days.
- 2.9 If a member requires a non-standard national certificate (using alternate/imported units of competency) they must request it by contacting the L&D section
- 2.10 Statements of Attainment must only be issued on the stationery approved by the Manager, Learning and Development.
- 2.11 NSW RFS internal qualifications must not be issued on the stationery approved for nationally recognised Statements of Attainment.
- 2.12 All statements of attainment must bear the signature of the Manager, Learning and Development.

Presentation of Certificates

- 2.13 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.

Certification Badges

- 2.14 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.
- 2.15 Apart from the VF badge (where applicable), only one badge should be worn to indicate a firefighter's highest certification level.
- 2.16 Members with first aid certification may wear a green cross or similar first aid badge.
- 2.17 Badges should be positioned as indicated in the Firefighter's Pocket Book.

3 Related Forms

- > None

SOP 6.1.3 - 10

TRAINER AND ASSESSOR QUALIFICATIONS

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 RFS Enterprise Skills Trainer (EST)** – provides instruction on training courses using NSW RFS course documentation and resources. This is the internal qualification aligned with TAEDEL301 Provide work skill instruction and BSBCMM401A Make a presentation (or equivalent units);
- b. **NSW RFS Enterprise Skills Trainer and Assessor (ESTA)** – provides instruction and collects assessment evidence using relevant NSW RFS course documentation, resources and assessment tools. This is the internal qualification aligned with TAEDEL301 Provide work skill instruction, TAEASS401 Plan assessment activities and processes, TAEASS402 Assess competence and TAEASS403 Participate in assessment validation (or equivalent units); and
- c. **NSW RFS Training Supervisor (RTS)** – delivers, coordinates and supervises training and assessment activities. This is the internal qualification aligned with a Certificate IV Training and Education (TAE40116 or equivalent) required by officers responsible for L&D. Other members who hold this qualification can be delegated training supervision tasks by the officer responsible for L&D as approved by the District Manager.

2.2 All EST and ESTA must be supervised by a RTS qualified Member.

2.3 The officer responsible for L&D in any NSW RFS District/business unit must 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 collecting assessment evidence are suitably qualified, supervised, and are current in the skills, knowledge and the technical subject matter being trained or assessed.

2.5 Where a member 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 ETS, ESTA and RTS. The member must demonstrate familiarisation with NSW RFS Training SOPs and training and assessment materials.

2.6 From July 2019 a member who holds the EST and/or ESTA must be physically present at all instruction or evidence collection activities as appropriate, and having been assigned those duties by the officer responsible for L&D as detailed in the Training Plan.

2.7 An EST and/or ESTA qualified member can only train and collect assessment evidence for qualifications which they hold and are current in.

2.8 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 EST and ESTA.

2.9 The external qualification required for RTS is usually gained outside of the NSW RFS. Any in house delivery and assessment of the qualification required for RTS will be undertaken by an external RTO.

3 Related Forms

> None

SOP 6.1.3 - 11

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

Training Materials and Aids

- 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 The Manager, Learning and Development will ensure that training and assessment materials will be validated over a five-year cycle with at least 50% of these materials validated within the first three years of the cycle.
- 2.6 To ensure currency of materials, it is recommended that only sufficient stock to meet immediate requirements is ordered, i.e. no stockpiling of resources.
- 2.7 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 - 12

QUALITY CONTROL AND AUDITING OF TRAINING

1 Purpose

- 1.1 As an RTO, the NSW RFS is required to comply with the Standards.
- 1.2 This SOP relates to the quality control of external and internal 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 or approved external bodies to support the continuous improvement process of NSW RFS L&D.

2 Procedures

Quality Indicator Survey

- 2.1 The Manager, Learning and Development shall ensure that regular quality surveys are conducted of trainees, trainers, assessors and other stakeholders, at least annually. These surveys will be based on the Standards
- 2.2 The Manager, Learning and Development shall generate survey reports at least annually 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 quality surveys are undertaken within their area.

Moderation and Validation Activities

- 2.4 The L&D Section will validate training and assessment programs and materials before they are issued. This will include external validation by other organisations, as appropriate.
- 2.5 The Manager, Learning and Development shall conduct at least one meeting annually of L&D staff aimed at moderating training and assessment activities conducted by the section.
- 2.6 Each Regional Manager shall ensure at least one meeting annually 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 annually for their relevant EST and ESTA qualified members aimed at moderating their training and assessment activities at a local level.
- 2.8 These 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 submitted to the L&D section for record keeping

Audits

External audit

- 2.10 The Manager, Learning and Development is responsible for the coordination of external compliance audits conducted by the accrediting body.
- 2.11 Each Regional Manager shall ensure the support and provision of auditing of training and assessment delivered within the region, in accordance with Training SOP 6.1.3 - 4 Managing Training at the Regional Level. This role shall normally be assigned to the Regional officer/s responsible for L&D.

Internal audit

- 2.12 The Manager, Learning and Development may authorise audits of other sections of the Service delivering training and assessment.
- 2.13 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;
 - e. training and assessment records: and
 - f. items listed on the continuous improvement register.
- 2.14 All audits shall be conducted by an auditor who is suitably qualified and assigned and monitored by the Learning and Development Section.
- 2.15 Districts/business units shall be advised of a proposed audit which will be arranged at a mutually convenient time and place.
- 2.16 An audit agenda will be provided to the district/business unit prior to the audit, outlining any requirements.
- 2.17 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).
- 2.18 An audit summary shall be provided to the district/business unit following the audit.
- 2.19 The Manager, Learning and Development shall ensure that a Continuous Improvement Register is created, maintained, monitored and reported on, to record audit outcomes.
- 2.20 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.
- 2.21 Issues raised during audits shall be entered on the Continuous Improvement Register no later than 10 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.
- 2.22 Corrective action plans must be developed within 30 working days of issue date of CAR.
- 2.23 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.
- 2.24 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.

3 Related Forms

- > None

SOP 6.1.3 - 13

RECORDS

1 Purpose

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

2 Procedures

- 2.1 Members can update their personal record details, including their AVETMISS related data, at any time.
- 2.2 All training related 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
- 2.3 All NSW RFS training and assessment leading to qualifications or certification, including exercises, supervision events and related activities, must be recorded in the approved corporate system/s – such as SAP and/or HP Record Manager. They must be recorded in accordance with this SOP, with the relevant Assessment Guide and the standard Assessment Declaration Form (ADF).
- 2.4 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.
- 2.5 Outcomes shall only be recorded or modified using a completed and duly certified ADF by the officer responsible for L&D.
- 2.6 National and NSW RFS certificates are to be issued from the approved NSW RFS corporate system – such as SAP LSO and in accordance with SOP 6.1.3 - 9 Certificates and Badges.
- 2.7 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 members' records. Other trainees can access their records on request in writing to the L&D section.
- 2.8 Requests for information under 2.7 of this SOP made by telephone shall not be processed.

Provision of training records to third parties

- 2.9 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.
- 2.10 The L&D 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 L&D Officers.

3 Related Forms

- [NSW Rural Fire Service Assessment Declaration Form](#)

SOP 6.1.3 - 14

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.
- 1.2 The NSW RFS does not undertake commercial training for individuals.

Note: Training of kindred agencies in operational functions undertaken under the authority of the NSW RFS are not included in this SOP.

Definitions

Associated services: services provided by the NSW RFS related to the training programs delivered by and for external entities such as advisory services, skills auditing and supporting information.

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

2 Procedures

- 2.1 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.
- 2.2 NSW RFS District, Regional Offices and / or Headquarters sections will liaise with Corporate and International Relations when considering commercial training opportunities and activities or when approached regarding these opportunities.
- 2.3 Corporate and International Relations will manage the financial aspects of commercial training delivered by NSW RFS and provides support in the marketing, administration, curriculum development and quality control.
- 2.4 Corporate and International Relations shall ensure suitably qualified trainers and/or assessors are available and appropriately supervised. (as per SOP 6.1.3-10).
- 2.5 The NSW RFS is a RTO and as such, external participants in nationally accredited training programs may be eligible for certification.
- 2.6 Certification related to national accredited training programs 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.
- 2.7 Such accredited programs may include but not be limited to:
 - a. Bush Fire Awareness (BFA); and
 - b. First Attack Fire Fighting Extinguisher Training (EXT).
- 2.8 The customisation of NSW RFS training courses for commercial training is to be undertaken in consultation with the L&D section.

3 Related Forms

- > None

SOP 6.1.3 - 15

TRAINING OF JUNIOR AND CADET MEMBERS

1 Purpose

- 1.1 This SOP defines the process for the planning, delivery and assessment of the 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 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 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.
- 2.2 The officer responsible for L&D shall approve suitably qualified members to deliver training and assessment activities for junior and cadet members. (as per SOP6.1.3 – 10)
- 2.3 The NSW RFS Youth Participation Manual should be referenced when planning training activities for junior and cadet members.
- 2.4 The District Officer responsible for L&D shall ensure that brigades with junior and cadet members provide appropriate and regular brigade training activities.
- 2.5 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.
- 2.6 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.
- 2.7 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.
- 2.8 Any live fire training that junior and cadet members participate in shall comply with Service Standard 6.1.5 Live Fire Training.
- 2.9 The District officer responsible for L&D shall process and determine 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. 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.
- 2.10 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).
- 2.11 Risk 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.

Secondary School Cadet Program

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

Junior and Cadet Members and Secondary School Cadet Program participants

- 2.14 The District shall be responsible for the organisation and conduct of junior, cadet and Secondary School Cadet Programs in their district.

3 Related Forms

- > None

SOP 6.1.3 - 16

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 that is participating in NSW RFS training and/or assessment activities. This may include those participating commercial training.

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 The completed Enrolment Form must be entered into the approved corporate system/s – such as SAP and/or HP Records Manager.
- 2.6 External participants will be issued enrolment advice upon completion of the enrolment process.
- 2.7 Original enrolment forms shall be kept at the location of training.
- 2.8 Copies of the forms shall be sent to the L&D section for recording in the approved corporate system - such as SAP and/or HP Record Manager.
- 2.9 Once entered into the approved corporate system/s – such as SAP and/or HP Record Manager, the participant will be able to be assigned to their nominated course.
- 2.10 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.
- 2.11 Qualifications or statements shall only be issued if a participant is recorded in the approved corporate system/s – such as SAP LSO.

3 Related Forms

- > External Participants Enrolment Form (available from NSW RFS District staff)

SOP 6.1.3 - 17

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 Each Regional Manager shall ensure that a comprehensive training plan is developed each year for their Region.
- 2.2 Each District Manager shall ensure that a comprehensive training plan is created for their District. Such training plans shall align with the Region's training plan and must be approved by the District Manager and the Regional Manager.
- 2.3 The Manager, Learning and Development shall ensure training plans are created and implemented by sample audits of Regions and Districts.
- 2.4 The Region and District shall ensure a current copy of the training plan is maintained in the approved corporate system/s – such as HP Record Manager.
- 2.5 Each training plan shall include:
- a. Authorisation for an appointed district officer to act in the L&D role;
 - b. The assignment of EST qualified members to each formal training activity to provide instruction;
 - c. The assignment of ESTA qualified members to each formal assessment activity to collect evidence of competence;
 - d. Supervision arrangements of EST and ESTA qualified members including authorisation of activities and feedback and follow up of same;
 - e. Any delegation of supervision by the Officer responsible for L&D to RTS qualified members with District Manager approval;
 - f. Current district operational strengths to brigade level;
 - g. Required district strengths for each NSW RFS qualification required to fulfil the district's operational needs;
 - h. A comparative training needs analysis based on f and g above;
 - i. A comprehensive plan for the addressing of strength deficits;
 - j. A plan for succession of the volunteer workforce including senior officers, trainers and assessors;
 - k. The results and actions of audits; and
 - l. A schedule/training calendar of annual training and assessment events for the local area that is distributed to all relevant members.

3 Related Forms

- > [Training Program Nomination form](#)

SOP 6.1.3 - 18

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 LLN 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 officers responsible for L&D 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 shall have reasonable adjustment made to cater to their needs, and must not be discriminated against by excluding them from training or assessment.
- 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/ Documents

- > [Language, Literacy and Numeracy \(LLN\) Support guide - available on FUEL](#)

SOP 6.1.3 - 19

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 31000:2018 Risk Management – Principles and Guidelines – the effect of uncertainty on organisational objectives. Risk may be positive or negative.

2 Procedures

- 2.1 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.
- 2.2 All risk assessments must be documented appropriately.
- 2.3 All risk assessments shall identify, analyse, and manage risks in accordance with Policy P7.1.10 Organisational Risk Management.
- 2.4 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.
- 2.5 All participants and EST/ESTA/RTS 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.
- 2.6 Primary 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.
- 2.7 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.
- 2.8 Where the use of live fire is involved in a training and/or assessment event, the officer responsible for L&D overseeing the event shall ensure compliance with Service Standard 6.1.5 Live Fire Training. This includes training and/or assessment conducted at fixed, mobile or temporary training facilities.
- 2.9 Officers responsible for L&D shall ensure that appropriate consultation occurs with training or WHS consultative groups in relation to the identification of hazards and implementation of controls at training events and locations.
- 2.10 Officers responsible for L&D shall ensure that a procedure for reporting all identified hazards within a training context is in place and that all EST/ESTA/RTS are familiar with this procedure. All such reports are to be provided to the relevant Manager as soon as practicable.
- 2.11 Officers responsible for L&D who supervise the authorisation and execution of training and assessment at all levels shall ensure that the written hazard identification and risk assessment for the approved training activity, facility and/or location is undertaken and retained on file.

- 2.12 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.
- 2.13 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.
- 2.14 All fixed training specific facilities shall retain the Facility Commissioning checklist, maintenance records, and faults and inspection checklists.
- 2.15 Records relating to all training props including the Prop Commissioning checklist, maintenance records, faults and inspection checklists shall be retained.
- 2.16 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.
- 2.17 Training program risk assessments shall be reviewed whenever training material is updated, an event occurs or circumstances change that warrant review.
- 2.18 Internal training system audits should include a review of evidence that systematic risk assessments were conducted and treatments implemented.

3 Related Forms

- > None