

# HOW TO GET THE MOST OUT OF YOUR OPERATIONAL TRAINING - PANEL AND WORKSHOP



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Establishing a new training program, or sustaining momentum for an existing one, can present a number of challenges for water service providers. Engagement with a variety of stakeholders and particularly staff members involved is critical to ensuring the overall success of any training program. Creating a training program that provides value for money and work-ready skills are key outcomes that many organisations are seeking to achieve.

*qldwater* has been working with industry on joint training activities across the state since 2009 including the Water Industry Worker Program (WIW), drinking water operator certification, collaborative regional training hubs and short course training.

The Water Industry Worker program in particular has demonstrated key positive outcomes but has not been without its challenges.

The implementation of the program highlighted a number of issues that need to be considered when implementing similar workforce development initiatives including ensuring that:

- The selection process for participants is carefully considered
- Supervisors and managers are key to implementation of the project and are project supporters
- Participants are briefed on the purpose of the program and the benefits to them
- Registered Training Organisation (RTOs) are carefully managed to ensure that training is meeting organisational and participant needs including the preference for face to face training
- Momentum is maintained throughout the training (i.e. no long gaps between training workshops) and overall program
- ‘Wins’ are celebrated (i.e. through presentation ceremonies) to highlight program successes.

Brad Milfull from Logan City Council and Kent Weeden from City of Gold Coast have been involved in the WIW program since its inception and have gained a number of learnings from implementing the program.

This workshop/panel session will focus on what the water service provider can do to improve the quality of training provided and overall success of the training program.

The panel will explore the following themes and questions:

- How to engage with RTOs to get the training you want
- Engaging with staff, getting involvement and input
- Importance of building a training standard for industry
- How new technology is impacting on business and how to incorporate this into training
- The importance of not leaving anyone behind (e.g. LLN considerations)
- How to manage the resisters.