

GUIDANCE DOCUMENT

SAFETY Everyone. Everywhere. Every day

QUU SPECIFIC WHS TRAINING & AUTHORISATION REQUIREMENTS

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1. PURPOSE

This Guidance Document provides Queensland Urban Utilities (QUU) workers with information on the type of training is required to be undertaken by Queensland Urban Utilities & Contractors at QUU controlled worksites.

2. SCOPE

This Guidance Document assists QUU in meeting specific obligations and provides information regarding the training and competencies required to perform activities. This information applies to all QUU staff, contractors and other persons within QUU controlled worksites. The acceptance and approval of a contractor's licence, qualifications and competency before commencement of work is the responsibility of the business unit or representative who is in management control of the activities to be performed.

3. TYPES OF QUU SPECIFIC TRAINING & AUTHORISATIONS

QUU Mandatory Training

WHS Induction

QUU is committed to ensuring the safety of everyone, everywhere, every day. As part of this commitment QUU requires that all employees and contractors complete the online safety induction before starting work on our sites.

This course is broken into 3 sections and will provide you with:

1. an overview of the current Work, Health and Safety legislation,
2. an introduction to our Safety Management System,
3. a clear understanding of our Safety Organisation and Support Structure.

Site Familiarisation Induction

On-site face-to-face induction process where QUU is the principal contractor of person with management control of the activities. To be undertaken a minimum of every 12 months or upon commencement on a new project/ activity/ location. QUU's PICOW & WRAP process may suffice for meeting this specific requirement, however should be the determination with the QUU management representative required to manage QUU workers & contractors.

QUU Awareness Training

Code of Conduct and Respect and integrity in the workplace

The code of conduct applies to:

- Full time, part time, casual or temporary employees
- Contract workers
- Volunteers, vocational and work experience placements
- Board members.

Why the Code of Conduct is important:

- It sets the minimum standard of behaviour for how we conduct ourselves at work, and carry out our duties.
- It helps create a safe, healthy and productive environment where everyone is treated with respect
- It ensures we live our organisational values every day.
- Has been prepared in accordance with the Public Sector Ethics Act 1994.

Fatigue Management

The fatigue management program covers the causes and impacts of fatigue on health, safety and performance.

Fire Extinguisher Induction

- What are fire extinguishers
- Theory of fire
- Different fire types
- Different extinguisher types
- How to choose the correct extinguisher
- How to use an extinguisher
- How to use a fire blanket
- How to use a fire hose reel
- Standard Fire Orders
- Useful safety tips

ICT Policy Awareness

This online course provides mandatory information about the QUU ICT Policies.

Asbestos Awareness

Participants successfully completing this 2 hour course will gain an understanding of the hazards associated with asbestos, the risk posed by asbestos and the basic principles of asbestos management.

Target Audience:

Anyone that may come in contact with asbestos as part of their work or wants to improve their awareness in this area

Key Topics:

- Definition for bonded or friable asbestos
- The different types of asbestos
- The more common forms of asbestos waste
- What to do when it arrives at the gate
- Personal Protective Equipment
- Information sources

Drug and Alcohol Awareness

QUU has 0% policy concerning drugs and alcohol (D&A) in your system whilst at work. The D&A 'on-line training' aims to make QUU employees and contractors alike, aware of the D&A guidelines and testing procedure. The training also addresses the process and procedure following a 'non-negative' test result.

Water Quality Awareness

This online Drinking Water Quality course is an interactive learning module for all QUU office staff and contractors. It provides valuable information, guidance and support in understanding and applying Drinking Water Quality policies and Procedures.

QUU Specific Training/Authorisations

Hazardous Areas Awareness

This course is intended for electrical and non-electrical participants. It covers the legislative requirements of hazardous area installations and provides an overview of the relevant standards. It provides an introduction to explosion-protected equipment and explains how to read hazardous area classification drawings and interpret equipment markings. Safe systems of work and safety issues such as toxicity are also covered.

Asbestos Awareness

Participants successfully completing this 2 hour course will gain an understanding of the hazards associated with asbestos, the risk posed by asbestos and the basic principles of asbestos management.

Target Audience:

Anyone that may come in contact with asbestos as part of their work or wants to improve their awareness in this area

Key Topics:

- Definition for bonded or friable asbestos
- The different types of asbestos
- The more common forms of asbestos waste
- What to do when it arrives at the gate
- Personal Protective Equipment
- Information sources

Confined Space

Prerequisites for confined space training are:

- Confined Space Medical
- Apply First Aid
- Perform CPR

Initial training is 4 days and after completion participants are awarded the following competencies:

- Enter Confined Spaces
- Gas Test Atmospheres
- Operate Breathing Apparatus
- Work in accordance with an issued permit
- Work Safely at Heights

Confined space is valid for 2 years. Refresher training is required every 2 years. Refresher training is 2 days.

Requirements:

All Team Leaders/Attendees are asked to ensure:

- Attendees have a passed a Confined Space Medical and are fit for entry into a Confined Space,
- Attendees are clean shaven,
- The appropriate PPE is worn (i.e. hard hat, glasses, safety vest and steel capped boots). Attendees without the proper PPE will not be able to complete the course. Please note that you will be entering a confined space, so appropriate dress must be worn (i.e. not best shirt).

Site Notification, A/B and Class Pump Stations

Level 1: A&B Pump Station Awareness (2 hours)

Content

- Arc Flash Theory plus points below;
- QUU safety procedures relating to switchboards at pump stations;
- Notification to QUU's control centre and contact telephone numbers;
- Network Access Permit Procedure;
- Site Risk Assessment Process;
- Hazard reporting by QUU workers and by Contractors;
- Theory assessment.

Note: The following mandatory PPE is required for this course:

- Hard Hat
- Long sleeved PPE (shirt and pants)
- Hearing protection
- Eye protection
- Steel cap boots

The provider will issue a card documenting that the attendee has completed Level 1 A&B Pump Station Awareness to all attendees who satisfactorily complete the theory assessment.

NOTE: Persons who complete "Level 1 Pump Station Awareness" will not be able to open QUU switchboards or do any action in relation to operating pumps.

Level 2: A&B Pump Station - Access to Switchboards (3 hours)

Content

- Level 1 above, plus points below;
- Type A and B switchboard information (old and new types) and access key requirements;
- On site demonstration of processes and switches;
- Theory Assessment;
- On site practical assessment which will include activities at two sites including;
 - Notifying control centre when entering sites;
 - Site risk assessment (each student using their own companies' documentation);
 - Open switchboard doors and log book (using and explaining which key opens what door);
 - Completion of a Log Book.

Note: The following mandatory PPE is required for this course:

- Hard Hat
- Long sleeved PPE (shirt and pants)
- Hearing protection
- Eye protection
- Steel cap boots

The provider will issue a card documenting that the attendee has completed "Level 2 A&B Pump Station - Access to Switchboards" to all attendees who satisfactorily complete the theory and practical assessment.

Level 3: A&B Pump Station Isolation and Restoration Training as PICOW (4 hours)

Content:

- Level 2 above, plus points below;
- Type A and B switchboard information (old and new types) and access key requirements
- On site demonstration of well and pump configuration and bleeding pumps. All persons completing the training must enter dry wells in order to undertake the assessment. (See pre-requisites below);
- On site practical assessment which will include activities at two sites including;
 - Notifying control centre when entering sites;
 - Site risk assessment (each student using their own companies' documentation);
 - Operation of pumps;
 - Bleeding of pumps.

Note: Pre-requisites for this course are:

- All persons undertaking the training must have current competency in:
 - MSAPMPER205C Confined Space Entry
 - MSAPMOHS216A Operate Breathing Apparatus
 - MSAPMPER200B Work in Accordance with an Issued Permit
 - MSAPMOHS217A Gas Test Atmospheres
 - RIIOHS204A Working at Heights and
 - QUU Lock Out Tag Out (LOTO).

Note: The following mandatory PPE is required for this course:

- Hard Hat
- Long sleeved PPE (shirt and pants)
- Hearing protection
- Eye protection
- Steel cap boots

Other equipment required: Persons undertaking the practical assessment must have the equipment and resources to undertake a confined space entry using their own company's confined space procedures. They will undertake any entry using their own CS permit and be PICOW of their own activity at their own risk and responsibility. They may need to call upon extra members of their company to attend the training to assist with the entry.

Training provider will be the PICOW of the work site and will be responsible for obtaining a network access permit for their activity and for undertaking a general site induction of all attendees and will conduct this training.

Only QUU approved (pre-qualified) contractors are able to undertake Level 3 training. QUU will provide staff to go into the CS to provide practical training if required.

For C Class pump stations, 'Enter Confined Space' is a pre-requisite. The following units of competency are applicable for confined space:

- MSAPMPER205C Confined Space Entry
- MSAPMOHS216A Operate Breathing Apparatus
- MSAPMPER200B Work in Accordance with an Issued Permit
- MSAPMOHS217A Gas Test Atmospheres
- RIIOHS204A Working at Heights and

NOTE: To enrol for confined space entry, the following pre-requisites are required:

- Confined space medical
- First aid
- CPR
- QUU Lock Out Tag Out (LOTO).

Valve Operation and Standpipe Training

The purpose of this course is to provide participants with the required knowledge and current information that they will need when working within and on the QUU water network to isolate and restore water supplies when completing connections, repairs and maintenance to the existing system.

Course Outline

- Workplace health and safety
- Environment protection
- Configuration of QUU's Network
- Network Isolation Plans
- Network Access Permits
- Notification to Customers
- Notification to the Control Centre
- Asset Reticulation Fittings
- Isolating Valves
- Recharging Process
- Impacts on the Network
- Problems with Valves

Practical Demonstration

A practical component of this training will take place at a work site. Before entering the work site please ensure:

- Full PPE is worn including:
- High visibility vest
- Safety boots
- Helmet
- Be aware of mechanical vehicles and equipment working and moving around the depot
- Follow the directions of your Instructor
- Keep the area clean and tidy

Dangerous Goods Awareness

This course provides a general understanding of the hazards associated with asbestos, dangerous goods or hazardous substances and their effects on the human body. Basic management principles are also discussed.

Session 1 – Asbestos Awareness

- A history and the different types of asbestos
- Bonded vs. friable, and where asbestos may be found
- Routes of entry, defence mechanisms and health effects
- The purpose of exposure and health monitoring
- Legislation, Codes of Practice, Exposure standards
- Management of Asbestos

Session 2 – Dangerous Goods Awareness

- Definitions
- An introduction to the more common dangerous goods
- Storage, handling and segregation
- Protective and safety equipment
- Spills kits and how to use them
- Emergency procedures

Session 3 – Hazardous Substances Awareness

- What is a hazardous substance?
- What are the routes of entry?
- What are they, where are they, and what could they do?
- Sources of information
- Personal protective equipment

Authorised Person

This online Authorised Persons course is an interactive learning module for all QUU Staff and Contractors. It provides valuable information, guidance and support in understanding and applying role and responsibility of Authorised Persons under the Water Supply (Safety and Reliability) Act 2008.

Customer Care

- Identify the stages and types of conflict
- Increase assertiveness skills when dealing with difficult behaviours
- Develop customer focused solutions
- Key steps to resolve conflict
- Tools to share our customer journey through difficult situations
- Develop skills to deal with contentious customers

Environmental Due Diligence

This online Environmental Due Diligence course is an interactive learning module for all QUU Office Staff and Contractors. It provides valuable information, guidance and support in understanding and applying Environmental Legislation and the QUU Environmental Policies and Procedures. Please allow 45 minutes to complete.

There is a 10 question quiz at the completion of the module which requires an 80% pass, if this is not achieved on the first attempt; an opportunity to review the module and resit the quiz is available.

By the end of this course, you will be able to:

- Understand your general environmental duty
- Explain the concept of Environmental Due Diligence
- Recognise the different levels of Environmental Harm
- Understand the duty of notifying potential Environmental Harm
- Apply QUU Environmental policy and the Environmental Management system
- Identify the roles and responsibilities of the QUU Environmental Compliance and Planning teams
- Explain the application and considerations of a STEP Assessment

HV Authorisation

High Voltage Isolation & Access is a 5 day program, consisting of the following 3 courses:

1. Accessing HV Networks – 2 days

- UETTDRRF01B Apply ESI safety rules, codes of practice and procedures for work on or near electrical apparatus
- UETTDRRF09B Apply access procedures to work on or near electrical network infrastructure
- UETTDRCJ27A – Install and maintain de-energised high voltage underground polymeric cables

2. Switching HV Networks – 2 days

- UEPOPS349B Operate Local HV switchgear
- UEPOPS357B Operate Local LV switchgear
- UEPOPS456A Perform switching to a switching program

3. Coordinating HV Networks – 1 day

- UEPOPS525A Coordinate and direct switching program
- UEPOPS428A Develop HV switching program

NOTE: Trainees who hold a Cert III in electro-technology or equivalent (i.e. electrical workers license) will receive an accredited *Statement of Attainment*.

Trainees who do not hold a Cert III in electro-technology or equivalent (i.e. electrical workers license) will be issued a *Statement of Completion*.

Energy Lock Out Tag Out (LOTO)

Energy LOTO is undertaken to minimise the risk of uncontrolled movement of equipment or release of energy that could lead to an incident involving actual or potential personal injury, environmental impact or asset damage.

It is a process aimed at eliminating the risks associated with the various sources of energy found on Qld Urban Utilities work sites.

At the conclusion of this training you will be able to:

- Understand the principles and intent of the Energy LOTO Procedure
- Understand the roles and responsibilities of all persons within the Lock Out Tag Out (LOTO) System
- Perform the duties of a LOTO Officer (LO)
- Perform the duties of a Worker performing work involving isolations

QUU Specific Work Instructions

Please be aware that QUU has a number of work instructions relevant to specific tasks and activities. For further information relating to the requirement to undertake this training, speak with QUU's Learning & Development team or your designated QUU management representative.