



Australian Government

Department of Education, Employment and Workplace Relations

NWP30107 Certificate III in Water Operations

Revision Number: 2

NWP30107 Certificate III in Water Operations

Modification History

NWP30107 Release 2: Layout adjusted. Minor editorial changes.
NWP30107 Release 1: Primary release.

Description

To achieve this qualification the candidate must demonstrate competency in 11 units of competency, comprising three core and eight elective units.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Qualification code: NWP30107

Qualification title: Certificate III in Water Operations

The following table contains a summary of the employability skills as identified by the water industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

| Employability Skill | Industry/enterprise requirements for this qualification include the following facets: |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Communication | <ul style="list-style-type: none"> • communicates effectively and appropriately with customers, colleagues and contractors • communicates effectively in a diverse workforce • negotiates and resolves disputes and minimises customer concerns • uses complex communication techniques, including: <ul style="list-style-type: none"> • verbal and non-verbal language • two-way interaction • constructive feedback • active listening • questioning to clarify and confirm understanding • interpreting verbal and non-verbal messages • observation techniques • uses positive, confident and cooperative language • controls tone of voice and body language • uses language and concepts appropriate to cultural differences • clear presents options and consequences • demonstrates flexibility and willingness to negotiate • communicates OHS policies and procedures • communicates environmental plans and procedures within the workplace • understands and interprets a range of technical documents, including relevant: <ul style="list-style-type: none"> • regulatory, legislative, licensing and organisational requirements • codes and standards • plans • specifications • organisational policies • understands relevant definitions, terminology, symbols and language • discusses organisational issues • reports and records hazards and risks • participates in ensuring compliance with standards, regulations and policies • maintains calibration records and certificates according to |

| Employability Skill | Industry/enterprise requirements for this qualification include the following facets: |
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| | <ul style="list-style-type: none"> organisational and statutory requirements • collects and analyses data on system performance and usage and reports according to organisational requirements • prepares clear and concise reports for use in court proceedings according to stakeholder and organisational requirements • maintains and checks records and documents |
| Teamwork | <ul style="list-style-type: none"> • works collaboratively and effectively with team members and contractors • participates in regular reviews of environmental procedures • uses resources to undertake team tasks and meet customer service levels • refers customer concerns related to organisational liability to appropriate persons or departments according to organisational policy • monitors work processes and ensures safe work practices • contributes to the development, refinement and improvement of organisational quality service policies and standards • relates positively to fellow workers and the management team |
| Problem solving | <ul style="list-style-type: none"> • responds effectively to hazards, risks and emergencies • conducts relevant tests and monitoring procedures • inspects water facilities (e.g. dams, distribution systems and treatment facilities) to identify actual or potential problems • takes steps to resolve customer concerns or complaints according to organisational policies and procedures • analyses problems and applies appropriate remedial solutions • controls and integrates processes to maintain and optimise operating parameters • detects faults in operational condition of system and network • performs various calculations • rectifies equipment faults |
| Initiative and enterprise | <ul style="list-style-type: none"> • identifies risks and hazards • identifies typical faults and problems and takes necessary remedial action • applies knowledge of the effects of weather and conditions on operation of collection and transfer systems • identifies opportunities for improved water management • proactively implements effective customer service strategies and tactics |
| Planning and organising | <ul style="list-style-type: none"> • participates in effective implementation of organisation's operational plans • monitors and assesses relevant water tests |

| Employability Skill | Industry/enterprise requirements for this qualification include the following facets: |
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| | <ul style="list-style-type: none"> • investigates water quality problems and investigates the causes according to organisational and statutory requirements • contributes to effective management of water operation's assets • installs and commissions new assets and equipment |
| Self management | <ul style="list-style-type: none"> • manages own performance to ensure required levels of service standards, work quality and professional competence • manages work priorities • plans and applies team and work activities to meet customer satisfaction and minimise inconvenience • uses feedback to improve own performance |
| Learning | <ul style="list-style-type: none"> • seeks feedback on personal performance • uses information effectively to improve work performance • learns from colleagues as part of effective teamwork • reviews personal work performance to identify opportunities to improve service provision to customers • identifies opportunities to improve services or processes and communicates them to colleagues |
| Technology | <ul style="list-style-type: none"> • reads meters • uses water management equipment, including: <ul style="list-style-type: none"> • pipes and fittings • gravity systems • pumping and valving systems • control systems • system hydraulics • uses workplace computer equipment • maintains and understands capabilities and limitations of plant, equipment and tools • conducts maintenance on devices and equipment • uses technology to improve efficiency and effectiveness of managing work |

The high proportion of electives required by this qualification means that the facets of the above employability skills are representative of the water industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements as identified in units of competency that meet packaging guidelines. This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

11 units of competency are required for this qualification including:

- 3 core units
- 8 elective units

Choose a minimum of 4 elective from the list below.

Choose the remaining 4 units from either the list below, **or** elsewhere in this Training Package, **or** another endorsed Training Package **or** Accredited Course, as long as:

- no more than three water industry specific elective units (coded NWP) are chosen from the Certificate II in this Training Package;
- no more than three units are chosen from the Certificate IV in this Training Package;
- no more than three units are chosen from a Certificate III or IV from another endorsed Training Package or Accredited Course.

All elective units selected from outside this qualification must be selected from qualifications aligned to AQF level 2, 3, or 4.

Elective units selected must not duplicate content already covered by other units in this qualification.

Specialisations are possible within this qualification. Details and examples of specialisation rules are included under the Industry Specialisation heading in the Qualification Framework section of this Training Package.

| Core | |
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| NWP301B | Implement, monitor and coordinate environmental procedures |
| BSBOHS303B | Contribute to OHS hazard identification and risk assessment |
| BSBWOR301B | Organise personal work priorities and development |
| Electives | |
| NWP300B | Provide and promote customer service |
| NWP302A | Install meters for non-potable, non-urban water supplies |
| NWP303A | Monitor and control maintenance of water and wastewater system assets |
| NWP304A | Maintain meters for non-potable, non-urban water supplies |
| NWP305B | Monitor and conduct minor maintenance of complex flow-control and metering devices |
| NWP308B | Test and commission wastewater collection systems |
| NWP309B | Test and commission water distribution systems |
| NWP310B | Monitor and operate water distribution systems |
| NWP311B | Monitor and operate wastewater collection and transfer systems |

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| NWP315B | Investigate and report breaches of water industry legislation |
| NWP316B | Monitor and schedule water deliveries |
| NWP317B | Control water quality in distribution systems |
| NWP318A | Monitor and operate gated spillways |
| NWP319A | Monitor and control dam operations |
| NWP320B | Monitor and implement dam maintenance |
| NWP321B | Inspect and operate groundwater regulation |
| NWP322B | Inspect and operate surface water systems |
| NWP323B | Monitor and coordinate catchment operations |
| NWP324B | Inspect and report river regulation operations |
| NWP326A | Conduct and report dam safety instrumentation monitoring |
| NWP327A | Inspect and report on concrete dam safety |
| NWP328A | Inspect and report on embankment dam safety |
| NWP330B | Establish positions of underground utilities using locating devices |
| NWP331B | Inspect conduit and report on condition and features |
| NWP332B | Monitor, operate and control drainage operations |
| NWP333B | Monitor and control rural water distribution operations |
| NWP338B | Perform odour and infiltration investigations |
| NWP339B | Perform leak detection |
| NWP340A | Measure and process hydrometric stream discharge data using wading gaugings |
| NWP342A | Commission, decommission and monitor hydrometric sites, stations and facilities |
| NWP345B | Monitor, operate and control water treatment processes |
| NWP346B | Monitor, operate and control wastewater treatment processes |
| NWP347B | Monitor, operate and control coagulation and flocculation processes |

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| NWP348B | Monitor, operate and control sedimentation and clarification processes |
| NWP349B | Monitor operate and control incineration processes |
| NWP350B | Monitor, operate and control aerobic bioreactor processes |
| NWP351B | Monitor, operate and control activated sludge processes |
| NWP352B | Monitor, operate and control dissolved air flotation processes |
| NWP353B | Monitor, operate and control anaerobic bioreactor processes |
| NWP354B | Monitor, operate and control granular media filtration processes |
| NWP355B | Monitor, operate and control membrane filtration processes |
| NWP356B | Monitor, operate and control ion exchange processes |
| NWP357B | Monitor, operate and control reverse osmosis and nano filtration processes |
| NWP359B | Monitor, operate and control nutrient removal processes |
| NWP360B | Monitor, operate and control dewatering processes |
| NWP361B | Monitor, operate and control gas scrubber treatment processes |
| NWP362B | Monitor, operate and control reclaimed water irrigation |
| NWP363B | Monitor performance and control maintenance of treatment plant assets |
| NWP364B | Perform laboratory testing |
| NWP365A | Identify and confirm blue green algae outbreaks |
| NWP366A | Monitor, operate and control chloramination disinfection processes |
| NWP367A | Monitor, operate and control activated carbon adsorption processes |
| NWP368A | Respond to blue green algae incidents |
| NWP369 | Monitor, operate and control lagoon processes |
| NWP370 | Perform water industry calculations |
| BSBSUS201A | Participate in environmentally sustainable work practices |
| LGAWORK405A | Plan and supervise roadworks |

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| LGAWORK406A | Supervise concrete works |
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