



**Australian Government**

# **RIIARO403 Maintain continuity of operational control**

**Release: 1**

# RIIARO403 Maintain continuity of operational control

## Modification History

|           |                                                                                                                                 |
|-----------|---------------------------------------------------------------------------------------------------------------------------------|
| Release 1 | This version first released with RII Resources and Infrastructure Industry Training Package Version 9.0.<br>Newly created unit. |
|-----------|---------------------------------------------------------------------------------------------------------------------------------|

## Application

This unit describes the skills and knowledge required to accept transfer of responsibility when taking control of operations and to transfer operational control to others. It includes accepting transfer of responsibility from outgoing controllers, optimising outcomes from briefings and debriefings, and transferring responsibility to incoming controllers.

The unit applies to those in a control centre work environment, who participate in the transfer of responsibility to other controllers/operators at the beginning and end of shifts as well as during breaks within shifts.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## Unit Sector

Coal mining

Metalliferous mining

## Elements and Performance Criteria

| ELEMENT                                                       | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes                      | Performance criteria describe the performance needed to demonstrate achievement of the element                                                                                                                                                                                                                                                                                                                                        |
| 1. Accept transfer of responsibility from outgoing controller | 1.1 Receive and confirm shift handover information according to organisational protocols<br>1.2 Identify requirements and actual or potential issues from previous shift log, reports, and/or verbal handover<br>1.3 Confirm shift operational plan with the site and/or senior personnel<br>1.4 Confirm control system is operational and reflects current status<br>1.5 Undertake a full system overview and anticipate events that |

| ELEMENT                                           | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                   | <p>impact the quality of production and safety</p> <p>1.6 Communicate with required personnel/stakeholders before commencement of operations</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2. Optimise outcomes from briefings               | <p>2.1 Brief others to confirm work plans, and any change to initial plans and responsibilities</p> <p>2.2 Facilitate participation, discussion and commitment to meeting changed requirements</p> <p>2.3 Address questions and issues in a timely manner and collaborate to achieve shared goals</p> <p>2.4 Use opportunities for consultation and active listening to build relationships with colleagues</p>                                                                                                                                                                                                                                                                                                                                                                                         |
| 3. Optimise outcomes from debriefings             | <p>3.1 Debrief others regarding processes, events and actions that have occurred during the shift by sharing relevant data, knowledge, and experience</p> <p>3.2 Use debriefing to help anticipate required changes and plan for emerging needs</p> <p>3.3 Facilitate participation and discussion to identify actual and potential issues that could be addressed to reduce risk and improve safety and efficiency</p> <p>3.4 Report debriefing outcomes and required actions to decision makers and relevant stakeholders to eliminate or mitigate the recurrence of similar issues</p>                                                                                                                                                                                                               |
| 4. Transfer responsibility to incoming controller | <p>4.1 Provide handover report that is accurate, up-to-date, and meets organisational standards</p> <p>4.2 Communicate to stakeholders all current faults, relevant past faults, and any anticipated upcoming faults</p> <p>4.3 Identify and record expected downtime or delays, opportune maintenance requirements, and opportunities to address faults and deficiencies</p> <p>4.4 Explain optimisations, work-arounds, by-passes, and troubleshooting procedures currently being used</p> <p>4.5 Report on current targets, reasons why targets might be changed and any changes in the environment or working conditions</p> <p>4.6 Confirm accurate receipt of handover information prior to transfer of responsibility and provide clarification in response to incoming controller questions</p> |

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Unit Mapping Information

No equivalent unit. Newly created unit.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

# Assessment Requirements for RIIARO403 Maintain continuity of operational control

## Modification History

|           |                                                                                                                                     |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------|
| Release 1 | This version first released with RII Resources and Infrastructure Industry Training Package Version 9.0.<br><br>Newly created unit. |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------|

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- participate in at least 4 handovers, at least 2 for accepting responsibility and at least 2 for transferring responsibility, where:
  - at least 1 must relate to acceptance of responsibility where handover information is initially inadequate, and
  - at least 1 must include an abnormal situation
- provide at least 1 briefing regarding changed work requirements to be undertaken by work team members
- provide at least 1 debriefing regarding an event or incident that has occurred, including eliciting suggested improvements from participants to eliminate or mitigate the risk of such events reoccurring.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational and regulatory requirements in relation to handovers, including:
  - duty of care and safety responsibilities
  - handover protocols and checklists
  - key aspects to be included at handover
- factors that contribute to the critical importance of shift handover, briefing and debriefing activities
- risks, associated mitigants, and the related handovers that might occur:
  - during abnormal operations that are uncharacteristic or atypical
  - during critical incidents
  - between experienced and inexperienced personnel
- techniques for unpacking and interpreting critical data in operational shift plans
- communication techniques used during handovers, briefing and debriefing activities

- people and equipment requiring access to autonomous area relevant to own work role, including:
  - supervisors
  - field officers
  - manually operated site aware vehicles (SAVs) and light vehicles (LVs)
  - escorts
  - water trucks
  - graders
  - dozers
  - refuelling trucks
  - dragline crews
  - maintenance crews
  - infrastructure crews
  - geologists
  - blast team.

## Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
  - personal protective equipment
  - control system/s and communications technology
  - documentation relevant to handover protocols and related checklists
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with legislative and regulatory requirements and using policies, procedures and processes directly related to the industry sector for which the unit is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment\* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

### Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements.

This includes:

- the minimum years of current\*\* work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

| Industry sector/Unit sector                                                                     | AQF indicator level                                                                                                                                                                                                                                                                                                            | Required assessor or industry subject matter expert experience |
|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure*** | 1                                                                                                                                                                                                                                                                                                                              | 1 year                                                         |
|                                                                                                 | 2                                                                                                                                                                                                                                                                                                                              | 2 years                                                        |
| Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure*** | 3-6                                                                                                                                                                                                                                                                                                                            | 3 years                                                        |
| Units coded 'RIIARO' (Autonomous and Remote Operations)                                         | Given that this is an emerging industry area, assessors are required to demonstrate vocational competencies at least to the level being assessed, and current industry skills directly relevant to the assessment being provided.                                                                                              |                                                                |
| Other sectors                                                                                   | Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation. |                                                                |

\*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guide located on VETNet.

\*\*Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

\*\*\*Excluding units coded 'RIIARO' (Autonomous and Remote Operations).

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>