**Queensland Water Skills e-Flash #35**

**Information for Water Industry Managers, Human Resources Personnel and Employees in the Queensland Water Industry**

**(Issue #35 – 11 December 2014)**

**1.        Queensland Urban Water Industry Workforce Composition Snapshot Report 2014 Released**

**2.        Water Industry Worker Program Evaluation Report**

**3.        Introduction to Risk Management in the Urban Water Industry – Online course available**

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**1.       Queensland Urban Water Industry Workforce Composition Snapshot Report 2104 Released**

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The third *Queensland Urban Water Industry Workforce Composition Snapshot* is now available to view online on the ***qldwater*** website [here](http://www.qldwater.com.au/LiteratureRetrieve.aspx?ID=181907). A published hardcopy version of the report will be available early in the new year. For the 2014 report we received responses from ten organisations of varying sizes covering a total of 2964.7 employees (which we estimate reflects approximately 50.5% of the Queensland water industry workforce). The 2014 Snapshot Report provides a first opportunity to begin to analyse some of the potential trends in workforce composition since the first Snapshot Report published in 2010.

Some of the notable trends (from the 2010, 2012 and 2014 reports) outlined in the 2014 Snapshot report include;

* Minor changes to job family composition, including a reduction in Water Industry Operator - Civil roles.
* Significant changes to age profiles for key job roles.
* A gradual increase in the proportion of women in engineering paraprofessional and science/technical professional roles.
* An increase in the number of Water Industry Operators - Civil holding Certificate II or higher level qualifications and an overall increase in the number of water operations staff with formal VET qualifications since the last report.

While this series of snapshot reports can only provide a glimpse into ongoing change in the sector, they remain an important initiative to support both sector-wide attempts to focus efforts on skills needs, and individual organisations in developing their analyses of external environments to support workforce planning. To receive a hardcopy of the published report contact Michelle Hill on mhill@qldwater.com.au.

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**2.  Water Industry Worker Program Evaluation Report**

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An evaluation of the Water Industry Worker (WIW) program is now available online [here](http://www.qldwater.com.au/Skills_water_operator_programs).

The Water Industry Worker (WIW) competency training journey began in Southeast Queensland with a pilot program including 22 staff members from the field maintenance and construction teams of Ipswich City Council, Logan City Council, Redland City Council, Brisbane City Council, Gold Coast City Council and Scenic Rim, Lockyer and Somerset Councils. This pilot program was seen as the first step of a major undertaking, effectively designing a custom industry accepted qualification, organising industry demand, and supporting the training supply market to develop an efficient model that could be replicated across other skill streams.

The WIW training program is focused on the formal recognition of skills and training of employees within the civil construction and maintenance field in the water industry, with a strong emphasis on on-the-job learning. Participants undertake either a Certificate II or III in Water Operations – Civil. Further stages of the program involve moving through to Certificate IV Water Operations and/or Diploma of Water Operations qualifications for supervisory staff.

Previous anecdotal feedback on the WIW program suggested that it has been a valuable workforce development exercise for the industry and resulted in improved skills and flexibility in using those skills in the workforce. Such feedback has been reinforced by this formal evaluation which indicates that the majority of participants in the program have gained skills through the training and that these skills have been utilised by the water service providers who have been able to modify their workplace practices in a more efficient manner.

A number of recommendations for the future of the program are outlined in the report.

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**3.  Introduction to Risk Management in the Water Industry - Online Course Available**

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Our most recent addition to e-learning for the water industry, an *Introduction to Risk Management in the Urban Water Industry*, is now available to our members at <http://www.qldwater.com.au/Skills_Risk_Management>. Members will need to log in to view the course (you can complete the online registration form if you do not yet have a log in - <http://www.qldwater.com.au/Membership_registration>).

The course provides an overview of the basics of risk management relating to drinking water, wastewater, OH&S, customers, infrastructure, legislation and more.

The *Introduction to Urban Water Industry Legislation* course has also been recently updated and is available along with the *Induction to the Queensland Urban Water Industry* course on the ***qldwater*** website.

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