Department of Primary Industries

EMERGENCY MANAGEMENT | LEARNING & DEVELOPMENT

EMtrain
TRAINING FOR EMERGENCIES

Trainee Handbook

September 2016

Foreword

Welcome to the NSW Department of Primary Industries (DPI) Emergency Management Learning and Development Program.

Emergency management is a key component of DPIs responsibilities and provides opportunities for training to the Department of Industry cluster, Local Land Services, supporting organisations, industry, contractors and other State and Interstate government agencies.

Completing training with DPI will provide you with high quality training and practical skills in a range of emergency management areas that is recognised by other emergency agencies, national biosecurity agencies and national competency systems.

Completing training means you will be prepared to participate in the wide range of emergencies that DPI is responsible for under state and national plans and agreements. From biosecurity emergencies such as equine influenza to natural disasters including floods and bushfires, you can play a rewarding role in assisting agricultural communities and the animals impacted to deal with and recover from emergencies.

Emergency management training develops a wide range of skills and personal attributes which are not only useful in emergencies but also in other aspects of your career. Leadership skills, team skills, working in a diverse range of areas different to your day job and networking opportunities with a diverse range of highly skilled people are just some of the benefits you can gain by participating.

It is my pleasure to welcome you to the emergency management training program. I encourage you to participate in training and exercising opportunities and I'm sure your association with DPI emergency management will be a rewarding one.

Simon Oliver

State Emergency Coordinator

Contents

1. Introduction

1.1 About the EM Learning and Development Program

The emergency management (EM) learning and development program provides training and exercises for personnel in all organisations assisting NSW Department of Primary Industries (DPI) when responding to biosecurity emergencies and where agriculture or animals are affected in natural disasters and other emergencies.

The program consists of online and face-to-face training combined with experience gained through practical exercises. It utilises training from DPI and other emergency response agencies to build on personnel's substantive technical knowledge and experience. This will ensure there are trained personnel to perform a range of roles in responses.

Courses cover all hazards; however, specialist courses are available for specific hazard types and skills, such as locusts.

The EM learning and development (L&D) program consists of competency and non-competency based courses which make up a set of courses that provide appropriate training for a role.

1.2 Training program structure

EMtrain and WebEOC

EMtrain is the DPI emergency management learning management system used to manage the EM L&D program. It contains on line courses, access to face-to-face courses (workshops) through a nomination process, and an exercise library. Course completion details are held securely for trainees.

WebEOC is a resource management system used to manage personal information of response personnel including qualified roles, attachments (for recording certificates and qualifications), and manages response rosters. It is primarily used during responses however refers to the information contained within EMtrain to determine if an individual is qualified to perform a role.

EMtrain and WebEOC are accessible to personnel (through personalised login) to manage and store their own data. See below for further information.

Structure

Training Levels ▸ Nominated Roles ▸ Course Sets ▸ Qualified Roles ▸ Participate in Responses

Training levels

Training has been grouped into five main levels as detailed in Training Levels.

Level	Who is targeted?
Foundation	Any person interested in agricultural emergency response and may not be directly involved in a response.
Responder	Personnel involved in fieldwork and support roles. Includes technical specialists engaged for their substantive employment skills eg mapping, media, finance.
Supervisor - Team leader	Leaders of 1-5 teams including field team leaders, Site Supervisors, and roles in support of Incident Management Teams.
Supervisor - Group leader	Leaders of 5-25+ teams including Operations unit managers, Forward Command Post OIC, and Oiled Wildlife Coordinator and Commanders.
Command and Management	Incident Management Team roles in the areas of Planning, Operations, Logistics and Control.

Nominated roles

Within each level there are a number of roles that are performed in an emergency response. These roles are listed by level and function (eg Control, Planning, Operations and Logistics) in Table 1 of Emergency Response Roles and Responsibilities. Table 2 outlines the skills and responsibilities for each of the key roles listed.

Individuals can nominate, in consultation with and approval of his or her supervisor, for up to three roles.

Course sets

Courses, both on line and face-to-face workshops, are grouped into course sets for each role. Specialists' roles, such as aviation roles, have courses that are not related to a training level. Trainee's access to courses is through EMtrain and is based on the levels of your nominated role(s). Anyone can complete training at the Foundation level.

Further information on course sets is available from EM course matrix.

Qualified roles

Individuals will be qualified to perform a role in an emergency when the courses for the nominated roles are completed in EMtrain.

Individuals that have completed previous training listed in current equivalents to previous EM training can align units of competencies already achieved with the new courses. Attach a copy of your certificate of attainment to the course in EMtrain.

Individuals are required to maintain currency of qualified roles by participating in exercises and/or emergency response and/or recovery events annually.

Participating in responses

Individuals are required to be qualified to perform the role for which they are rostered. People can achieve this is a number of ways:

1. Nominate for roles and complete the required course sets in EMtrain, which may include previous competency units for current courses (see equated training)

2. Request recognition of prior learning for previous training and/or experience (see RPL)

3. Request assessment of a emergency management qualification

1.3 Exercise program

Exercises will form a critical component of the L&D program by providing practical knowledge and contextualisation of training to specific emergency hazards. In some cases, assessment during exercises will be required to complete course competencies.

Exercises allow participants to practice and maintain skills learnt in training. Participants can learn skills for specific hazards and develop interagency and stakeholder partnerships that may be useful during emergency operations in their area.

Trainees can participate in a range of exercises including those run internally by DPI, Local Land Services (LLS) or by external agencies. Nominating for exercises will be done through EMtrain.

An exercise library is hosted on EMtrain, and includes exercise packages and information on how to conduct and evaluate exercises. In addition to the exercise library, users will be able to access a guide to designing and managing exercises. This guide will provide information on how to plan, as well as how to conduct and evaluate the exercise.

2. Participating in training and exercises

2.1 Who can participate

EMtrain and the L&D program have been designed so that personnel in *all* organisations who assist DPI in responding to emergencies can complete training, including Agriculture and Animal Services Functional Area (AASFA) supporting organisations and industry personnel.

A foundation level of training should be completed prior to participating in an emergency operation to ensure you know how an operation works and what you might be likely to be doing.

If you are not likely to participate in an emergency operation or you just want to gain an understanding of DPI's role is in an emergency, you can complete the *Foundation* level of training.

2.2 How to participate

Trainees are divided into 2 distinct groups with different ways to access EMtrain.

Participating in emergency response	No participation in emergency response
1. Have a Unique Student Identifier 2. Access WebEOC & create/edit your personnel record (If you do not have access, go directly to EMtrain to create a user account) 3. An email with Login and Password details will be sent to you to access EMtrain 4. Discuss with your supervisor your emergency response role(s) 5. EM manager approves your nominated roles & enters roles into WebEOC (which releases access to other levels of training in EMtrain) 6. Submit evidence for equivalent courses (if relevant) 7. Nominate for & complete courses in EMtrain for approved role(s), including assessments & uploading certificates	1. Have a Unique Student Identifier 2. Access EMtrain and login by clicking the "Create new account" button 3. Complete foundation course(s)

2.3 Information for Managers

Participation in EM training and exercises will benefit substantive job skills and re-inforce workplace safety. Time commitments for personnel will depend on the level of training. Where possible, online courses are available to provide flexibility in workplace learning. Workshops have a high practical and teamwork components requiring face-to-face learning.

Managers of personnel who participate in EM training and exercises are best placed to determine, in consultation with the trainee, suitable emergency response roles. Managers should be familiar with the trainee's skills, abilities, limitations, and experiences, enabling discussions as part of workplace professional development.

Managers are required to:

1. Discuss emergency response participation and roles with personnel
2. Determine and approve up to three nominated roles per person (in WebEOC)
3. Monitor completion of training and participation in exercises (in EMtrain)

Further information and guidance is available from the EM webpage (refer to Training levels, EM course matrix and Emergency response roles and responsibilities), the MBES (or delegate) for each LLS, DPI Regional Director and the EM Unit.

3. EMtrain

3.1 About EMtrain and WebEOC

What is EMtrain?

EMtrain is a learning management system that hosts your information, courses, a course calendar and an exercise library. EMtrain allows you to enrol in courses, see and manage completed training and see what training you have left to complete in order to be qualified for your nominated role.

Accessing EMtrain

If you will be participating in emergency activities on behalf of DPI, you will be required to access create/edit your personnel record in WebEOC. This will automatically create a user account within EMtrain and then email you login details so you can begin training.

However, if you only wish to access foundation courses in EMtrain and NOT participate in emergency activities, you can self-enrol by clicking the "Create new account" button on the EMtrain login screen.

All users will be able to enrol in foundation level courses but will not be able to access courses at other levels until a role has been nominated. This is done in consultation with your supervisor in your personnel record in WebEOC.

The link to EMtrain and L&D information is available on the DPI website www.dpi.nsw.gov.au/content/agriculture/emergency/management/training.

For direct access to EMtrain - http://emtrain.dpi.nsw.gov.au/

Your user name is your email address. Your password will be supplied and you should change it on first login. If you have forgotten your password click 'forgotten your username or password' on the EMtrain login screen.

What is WebEOC?

WebEOC is a resource management system used to manage information of response personnel including qualified roles, attachments (for recording certificates and qualifications) and photo identification. The system also manages task requests and rosters. By linking with EMtrain your training will be seamlessly linked to your response roles.

Accessing WebEOC

A link to WebEOC is available at http://webeoc.dpi.nsw.gov.au/eoc7. Access currently is via a secure department connection.

Personnel with existing data in WebEOC will be sent an email to check and update their personnel record. The url should be stored as a bookmark or shortcut on your computer.

Your user name for WebEOC is your name, eg Jonas Bright. Your password will either be supplied or if you've forgotten it, use the 'forgotten password' link to be sent a new password.

EMtrain interaction with WebEOC

When individuals are approved for roles in WebEOC the appropriate training level(s) will be made available in EMtrain.

When individuals have completed all the training and assessment for the required courses for a role in EMtrain, the qualified role in WebEOC will be updated to reflect this. The qualified role is used to roster personnel in a response.

Currently this process is completed manually but the Emergency Management Unit is upgrading WebEOC to automate the transfer of data.

3.2 Using EMtrain

Navigation

The EMtrain system has two main user pages; the Home page and the View Catalogue tab. These will be the primary pages you will use to establish what training is required for your role(s) or available for completion.

The Homepage will list all of the courses you are currently enrolled in. Each course will be marked as complete when you have finished all of the required activities.

The Catalogue tab contains all courses available within the DPI Learning & Development Program. They are grouped into training levels; Foundation, Responder, Supervisor and Incident Management Team (IMT). There are also categories for specialist skills that are used across all levels.

If a course is not required by your training level you will be unable to enrol in this course.

Further information about navigating EMtrain can be obtained from the EMtrain User Guide.

4. Courses

Nominating for courses

You will be able to nominate for all courses at your training level through EMtrain. The Emergency Management Unit will then prioritise nominations based on spaces available and other key factors, such as distribution of qualified personnel across the state. The Emergency Management Unit will email you a response to your nomination. Successful applicants will receive an enrolment form. Unsuccessful applicants will be able to nominate for the next available course.

Course information

All courses available from DPI will be available through EMtrain and have an information sheet outlining basic course information such as intended participants, duration, pre-requisites, post course work, assessment requirements and unit of competency (if relevant).

As courses are developed, a summary of this information will be available at http://www.dpi.nsw.gov.au/content/agriculture/emergency/management/training.

Online courses

Online courses are available through EMtrain, other agencies or RTO's. Most courses will indicate the estimated time taken to complete and whether an assessment is part of the course. Some courses may require the successful completion of an assessment to allow participants to pass. Repeat attempts of the assessment are usually allowed.

Information to access the courses are on EMtrain. Once completed you may be required to attach the certificate of completion (regardless of the agency/organisation providing the courses) to the course in EMtrain.

Some online courses will require personnel to repeat the course at a certain interval, eg annually. An example of this is the 'Induction into DPI Response' course.

Face-to-face workshop training

Face-to-face workshop training will be conducted by DPI and emergency response agencies in conjunction with DPI. This includes courses available through the NSW Rural Fire Service or Australian Maritime Safety Authority. Training may be multi-agency and usually all hazards based, although may have a slant to the agency presenting the course. Biosecurity and natural disaster specific information will be delivered in these courses.

National Biosecurity training

The Emergency Management Unit works closely with other States and National bodies on National Biosecurity training to ensure our content aligns where appropriate and to ensure trainees can attend interstate training where applicable. Trainees from other states may also participate in NSW training where applicable.

Non EM courses

WebEOC allows individuals to manage and store their own records as attachments and this may include qualifications received as part of your substantive position, eg chemical handling training. It is up to the individual to update the additional information stored in WebEOC.

Program guides, training manuals and workbooks

To assist with training, DPI EM Unit and other agencies have developed a wide range of training resources and related materials. Where appropriate, all resources required to complete the course will be available on EMtrain.

Manuals, workbooks and other course materials for external courses will be supplied on enrolment or when attending the workshop.

Requests for training resources should be made to emergency.preparedness@dpi.nsw.gov.au.

Course development

Courses are under development by DPI and other agencies. A development calendar is available on the DPI website. New courses will be made available in EMtrain for trainees at the appropriate training level. New workshops (face-to-face training) will be added to the calendar in EMtrain and relevant trainees will be notified.

5. Assessing trainees

Completion of courses

There are three ways to complete a course in EMtrain

- Online courses delivered by DPI – EMtrain will automatically record the completion of all the required activities and issue a certificate in the Certificate tab.

- Face-to-face (F2F) courses delivered by DPI – at the completion of training course administrators will manually record completion of all the required activities in EMtrain which will issue a certificate in the Certificate tab.

- External courses delivered by other providers – when you receive your certificate of completion you will be required to scan and upload it to EMtrain. This will confirm your successful completion of the course.

Once a course has been completed in EMtrain, WebEOC will automatically be updated to record your progress through the required training for your allocated role(s).

Units of competency

Most online courses will not result in a national unit of competency but may be used in the skills recognition and workplace assessment processes (see below). Face-to-face workshops, may have pre and post course work, and will usually be competency based with 1-2 units of competency.

Each course information sheet will outline the unit of competency where relevant.

Qualifications (Certificates and Diplomas)

The full Certificate III in Public Safety (Biosecurity Response Operations), Certificate IV in Public Safety (Biosecurity Response Leadership), and the Diploma of Public Safety (Biosecurity Response Management) is not the main focus of DPIs emergency management training program. Smaller 'sets' of courses and competencies are being delivered instead.

Tocal College still offers the three Biosecurity Public Safety qualifications on its scope. The trainee can work with Tocal College to gather the required competency units, including those delivered under the emergency management program, to gain a relevant qualification.

It will be the trainee's responsibility to coordinate this process.

Trainees should contact Tocal College with their existing qualifications and enquire about the process of gaining their qualification. The Emergency Management Unit may assist Tocal College with finding opportunities for assessing trainees in exercises and emergency responses, with sourcing appropriate assessors, and with finding opportunities to attend courses delivered by other agencies or interstate in order to meet the trainee's competency requirements.

Equated training

Current equivalents to previous EM training explains where the old training aligns, replaces or does not equate to the new courses. Competencies that align with the new course structure will be recognised. Some parts of your previous training may only be current for a limited time and you may have to complete the new replacement course after that period expires.

Recognised Prior Learning – Skills Recognition / Workplace Assessment

As DPI's Registered Training Organisation (RTO), Tocal College will provide competency-based skills recognition and workplace assessment services. The trainee should contact Tocal College if they require these services. The Emergency Management Unit may assist Tocal College with finding opportunities for Skills Recognition, Workplace Assessment and with sourcing appropriate assessors.

6. Exercises

Exercises form a critical component of the L&D program by providing practical knowledge and contextualisation of training to specific emergency hazards. In some cases, assessment during exercises will be required to complete course competencies.

You can participate in a range of exercises including those run internally by NSW DPI, LLS or by external agencies. Exercises may include discussion exercises, functional (practical) exercises, or full simulation (field) exercises.

Exercises allow you to practice and maintain skills learnt in training. You can learn skills for specific hazards and develop interagency and stakeholder partnerships that may be useful during emergency operations in their area.

An exercise library is hosted on EMTrain which will hold exercise packages and information on how to conduct and evaluate exercises. In addition to the exercise library, you will be able to access a guide to designing and managing exercises.

Using the Exercise library (restricted access)

Access to the exercise library is restricted to those staff with direct responsibility for conducting exercises. This is because exercises are most beneficial when the participants are unaware of the content of the exercise in order to develop skills or to avoid content being mistaken for actual events.

Access to the exercise library is available on a case by case basis. If you wish to access the library should forward an email to emergency.preparedness@dpi.nsw.gov.au explaining their request.

Users can submit an exercise they have conducted or been involved in to the exercise library. User submissions can be made by email to emergency.preparedness@dpi.nsw.gov.au.

Recording exercise participation

Personnel attendance at exercises must be recorded as participation is part of the requirements for maintaining skills needed during an emergency. Use the attendance sheet found in the appendices to the exercise plan to record participation. At the conclusion of the exercise, the attendance sheet should be emailed to emergency.preparedness@dpi.nsw.gov.au in order to record attendance on each participant's learning record.

Adding to the exercise library

Users may wish to submit an exercise they have conducted or been involved in for inclusion to the exercise library. User submissions can be made by email to emergency.preparedness@dpi.nsw.gov.au. Any exercises submitted for inclusion in the library may be edited in order to maintain consistency in format with existing exercise plans.

7. Other things you need to know

Travel and course costs

In most cases course costs under the DPI EM L&D program are free or met by the EM Unit. Costs may be applied for certain courses which should be met by the trainees program or organisation. For courses outside the main DPI program, costs will need to be met by the trainee or their program/organisation.

Travel and accommodation will need to be covered by the trainees program or organisation. In some circumstances, the EM Unit may offer to cover costs. This will be made clear when course nominations are released.

Unique Student Identifier (USI)

A USI is a reference number managed by the Australian government which gives you access to your recognised training and qualifications from different training organisations. You will need a USI to log into EMtrain even if you are not completing any competency-based training. To create a USI go to www.usi.gov.au.

Dress

Smart casual or your uniform is acceptable for course attendance, except where specific dress instructions are provided. All PPE appropriate to the course must be worn. PPE will be supplied unless instructions are provided to bring your own eg boots and sunhats.

Withdrawal from courses/exercises

It is expected that you provide notification as soon as possible to the course/exercise organiser that you will need to withdraw. Places at courses/exercises are often in high demand and someone on a waiting list can often fill your place.

Some agencies may require payment of a 'fine' for non-attendance or late withdrawal from courses. Your program or organisation is responsible for the payment of any withdrawal fees.

Attendance

Trainees are expected to attend all training and practical activities. Non-attendance may affect awarding of competencies or completion certificates.

Code of conduct

Department of Industry and DPI Emergency management policies and procedures apply at all times.

Reallocation of roles

EM Unit reserves the right to reallocate roles in consultation with the trainee, their manager and the relevant DPI Regional Director.

Policies

For competencies delivered by Tocal College, Tocal College policies apply.

For competencies, training and exercises provided by external organisations, trainees must adhere to all requirements of the external organisation. DPI policies may apply in addition to the external organisations policies.

For training and exercising provided by DPI (not Tocal College), DPI policies and the arrangements set out in this handbook apply.

Privacy

DPI complies with the *Privacy and Personal Information Protection Act 1998* and *State Records Act 1998*. The Emergency Management Unit collects personal information from trainees to provide statistical data to the Federal Government for planning purposes, to minimise health threats, to arrange accommodation, for recognition of academic achievement and for rostering during emergencies. Personal information is used for the purposes for which it was collected. It is protected from unauthorised use or disclosure and is stored in a secure location that has limited access. Individuals may access their personal information through EMtrain and WebEOC at any time and are responsible for maintaining currency.

Language, literacy and numeracy assistance

If you require help with language, literacy or numeracy to complete a course, contact the course coordinator who will endeavour to assist.

Appeals regarding competency based assessment outcomes

If you disagree with an assessment outcome you receive, you should firstly discuss it with the Emergency Management Unit who will explain the reasons for the assessment outcome and give additional feedback where possible. If after discussion, you still disagree, you can request a re-assessment through the relevant RTO's process. This process will be provided by the RTO delivering the course.

Appeals regarding non-competency based assessments

Non-competency based assessments will usually be part of an online course. If you disagree with the assessment process or questions/answers, please contact the Emergency Management Unit to resolve the issue.

Complaints and grievances

If you have a complaint, contact the Emergency Management Unit. They will try to solve the problem with you. Staff will endeavour to deal with your complaint within two weeks. If this is not possible, you will be kept informed of progress and advised of the reasons for any delay.

Plagiarism and cheating

Any trainee who, in the opinion of the course assessor and coordinator, is found cheating or plagiarising could face disciplinary action, may be asked to leave the emergency management training program and may have the relevant assessment outcome disregarded. Plagiarism is a serious breach of academic trust. It is the act of presenting somebody else's work and claiming it as your own. Assessors may take reasonable action to satisfy themselves that any material submitted for assessment is the participant's own work. Material suspected of plagiarism will be reported to, and investigated by, the Emergency Management Unit. Copying of assignments will result in zero marks being awarded to the person who copied and to the person who allowed their assignment to be copied. Reassessment may be possible but depends on the extent of plagiarism. Repeated offences will result in withdrawal from emergency management training program.

To avoid plagiarism and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material

- You should name sources for any graphs, tables or specific data, which you include in your assignment

- You must not copy someone else's work and present it as your own

- You must sign the Declaration on the Evaluation and Assignment sheet for each assignment.

Assignments

Assignments should be presented in a format that allows accurate and efficient marking. All work should be submitted as per the course instructions, usually on the supplied templates or workbooks, via email, (MS Word or PDF) or via EMtrain. All work submitted must be clearly identified with student name, subject and course date.

Extensions

Trainees may ask for an extension if they have a good reason for not being able to complete an assignment, unless the training organisation specifies otherwise. Extensions must be requested before the due date. No marks will be awarded if assignments are more than 2 weeks late from the due date or negotiated extension.

Guidelines for Credit Transfer

Credit Transfer (CT) allows you to receive credit for unit(s) of competency previously achieved at Tocal or another Registered Training Organisation (RTO). When applying for credit transfer you must provide documents as evidence. These may include course transcripts or a statement of results. Units previously completed may be able to be automatically applied to your current enrolment. Credit transfer will be coordinated by Tocal College.

Guidelines for Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment of the skills and knowledge you have built up in the workplace through experience, formal and informal training and workshops. This 'bank' of skills, knowledge and abilities can be measured against nationally recognised industry standards to determine if you meet the requirements of the course or unit of competency you are undertaking.

If you believe you are eligible for RPL in one or more units of competency you should contact Tocal College or email emergency.preparedness@dpi.nsw.gov.au for more information regarding this process.

Key contacts for help and feedback

The Emergency Management Unit can provide assistance on the Learning and development program during normal business hours by email emergency.preparedness@dpi.nsw.gov.au.

For assistance:

Emergency Management Unit

Email: emergency.preparedness@dpi.nsw.gov.au

Further information:
http://www.dpi.nsw.gov.au/content/agriculture/emergency/management/training

Training Coordinator: Mick Armstrong – 02 6391 3207

Exercise Coordinator: Andrew Elms – 02 6391 3643

Tocal College

Email: tocal.college@dpi.nsw.gov.au

Phone: (02) 4939 8888

Web: http://www.tocal.nsw.edu.au