



EMERGENCY MANAGEMENT | LEARNING & DEVELOPMENT

Learning & Development Frequently Asked Questions

September 2016

This document should be read in conjunction with the information sheet [Overview of the EM learning and development program](#).

1. About EMtrain

1.1 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 perform your nominated role.

1.2 How do I find EMtrain and other learning related information?

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

1.3 How do I log into EMtrain?

The [EMtrain introductory user guide](#) provides detailed instruction on how to create a user account and log in to EMtrain from the DPI website.

1.4 How will the new training system work?

The information sheet [Overview of the EM learning and development program](#) provides an explanation of the details of the L&D program.

2. My training

2.1 How do I know what training I need to do?

Following discussion with your manager, you will know what role you can fill in an emergency. Once you have a role, EMtrain will help you manage your training requirements.

For each level of training there is a set of courses to be completed. EMtrain will be programmed to show you which courses you are able to do at your training level. You can also look at the information sheet [EM course matrix](#) to determine what courses you need to do for your allocated role(s).

2.2 How do I work with my manager to determine my role?

Seek your manager's approval to participate in training and emergency operations and determine an appropriate emergency role level based on your skills and capabilities.

This role is used to determine what training you should complete.

You and your manager should also determine up to three specific roles in which you are likely to respond in an emergency. After you have completed the appropriate training, these roles will be used to compile rosters during emergency operations.

2.3 What information do my manager and I need to allocate a role or role level?

- The information sheet [Overview of EM learning and development program](#)
- The information sheet [Training levels](#)
- The information sheet [EM course matrix](#)
- The information sheet [Emergency response roles and responsibilities](#)
- Consult the Manager, Biosecurity and Emergency Services for LLS personnel, the Regional Director for regional DPI personnel or the DPI training coordinator to determine which roles are required in your region.

To ensure that NSW has the appropriate capacity to respond to emergencies, the Emergency Management Unit may need to reallocate nominated roles in consultation with affected personnel.

2.4 What is my commitment likely to be?

Approximately 20 hours of training per year (face to face or online), approximately 10 hours of exercising and participation in of emergency operations (which is variable and will depend on the operations occurrence, type and length and the number of personnel required).

2.5 What if I don't get approval for participating in training or an emergency?

You can still log into EMtrain and complete online *Foundation* level training. You will not be able to complete face to face courses or participate in emergency operations.

2.6 How do I nominate to complete a course?

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. You will be notified when you are successful in gaining a place on the course by the Emergency Management Unit or by the agency running the course.

2.7 I want to perform a specialist role- how do I access training?

Examples of specialist roles include aircraft surveillance officer. You and your manager should determine this specialist role as one of your three allocated roles. This training will then be made available in EMtrain and you will be able to see and nominate for this training.

2.8 I've already completed a lot of training- will I have to start again?

Not necessarily. [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.

2.9 Can I complete training that is not in my allocated role?

Yes, if the training is available at your approved training level. All online courses can be completed if you wish.

Face to face course nominations will be prioritised to those allocated to the role but if spaces are available you may be able to attend.

2.10 Can I train for a specific hazard type?

DPI training is conducted on an all hazards basis, focusing on the skills required to run an emergency rather than the specifics of a certain type of emergency.

There are also specialist courses that focus on the knowledge required to run specific emergency types, eg an oil spill, that may be completed by personnel more likely to respond to those types of events. Exercises will also further provide practical knowledge and contextualisation to specific emergency hazards.

2.11 Will DPI training still meet the requirements for National Biosecurity training?

Yes. DPI is still delivering competency based training, including units that fit under the national biosecurity qualifications. However, DPI will no longer be delivering *all* the competencies under the qualifications, only those specifically related to emergency management. DPI has instead put together course sets that more closely align with the roles personnel will be undertaking.

2.12 Can I still get a Cert III, IV or Diploma qualification?

Yes, Tocal College still offers 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) on its scope. You can work with Tocal College to gather the required competency units, including those delivered under the emergency management program, to gain a relevant qualification.

2.13 Can people outside DPI participate in training?

Yes! EMtrain has 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.

In fact, 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 aren't likely to participate in an emergency operation or you just want to gain an understanding of what DPI's role is in an emergency, you can complete the *Foundation* level of training.

2.14 What role do exercises play in the training program?

Exercises will form a critical component of the L&D program by providing practical knowledge and contextualisation 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 exercises run internally or by external combat agencies. Exercises may be as simple as short discussion based exercises or be functional (practical) exercises.

2.15 Why do I need to participate in exercises?

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

2.16 Do I need a Unique Student Identifier (USI)?

Yes. 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. If you do not already have a USI please go to www.usi.gov.au to create one prior to creating your EMtrain user account.

4. About the Courses

4.1 Where do I find information on the courses?

An overview of the courses is available on the DPI website www.dpi.nsw.gov.au/agriculture/emergency/management/training. More detailed information on individual courses will be available within each course on EMtrain.

4.2 I've completed a course outside DPI- does it count?

If the course has an emergency focus, it will count.

- If the course is coordinated through DPI, and your nomination is submitted through DPI, then DPI will update your records automatically. You should then upload your certificate to EMtrain to maintain a record of completion.

- If the course has the same competency units as one of DPI's courses then it is directly transferable. Attach a copy of the certificate to your records in WebEOC (attachment board) and email emergency.preparedness@dpi.nsw.gov.au to request the course is marked as complete in EMtrain.
- If the course had the same focus but a different competency, then its equivalency will need to be assessed. Attach a copy of the certificate to your records in WebEOC (attachment board) and email emergency.preparedness@dpi.nsw.gov.au to request an evaluation of the equivalency of the units/courses.
- If the course is additional to DPI training, you may choose to update your records in WebEOC but you will still have to do required DPI training to meet the role training requirements.

5. About training availability

5.1 How do I find out what training is available now?

The current course catalogue is available from EMtrain.

5.2 When will biosecurity operations courses be available?

Biosecurity courses such as those dealing with movements, surveillance and infected premise operations are expected to be ready for delivery in 2017.

5.3 I want to complete some external training- do I have to complete all their prerequisites?

Yes. DPI training does not replace training from other agencies. They use separate RTOs and have their own requirements for pre-requisites. For some external courses, a high level of emergency management knowledge may be accepted but this is rare and will be assessed on a case by case basis. For example, all prerequisites must be completed for the Office of Emergency Management courses.

5.4 Who pays for costs of training, travel and accommodation?

In most cases, the cost of the course itself will be free or covered by NSW DPI. However, your own program or organisation will need to cover the cost of your travel and accommodation unless specified in the course information.

Who do I contact for more information, help or feedback?

The Emergency Management Unit within the division of Biosecurity and Food Safety is responsible for designing and running the EM L&D program. Please check the website www.dpi.nsw.gov.au/agriculture/emergency/management/training for information which may assist you or personnel.

The Emergency Management Unit staff will be available to assist with enquiries or feedback regarding EMtrain, courses and exercises.

Contact email: emergency.preparedness@dpi.nsw.gov.au

For updates go to www.dpi.nsw.gov.au/agriculture/emergency/management/training

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