ASSISTANT SYSTEM CONTROLLER CAPABILITY FRAMEWORK AND SKILLS ANAYLSIS

Introduction 3
Purpose of the Skills Analysis 3
Competency Standards 3
Recognition of Prior Learning (RPL) 4
What is an Assessment? 4
Hints on how to collect evidence 4
Skills Analysis Process for Assessment of Assistant System Controller 5
Instructions for using this document: 6
Induction 7
Safety 10
Environment 12
PWC Business Units 15
Logs 19
Vegetation control (Trees) 21
Operate and monitor supervisory, control and data acquisition (SCADA) systems 23
General Duties 25
Develop HV Switching Programs 27
Capstone 30

Introduction

This Capability Framework and Skills Analysis tool is to be used by System Control staff who are participating in the Assistant System Controller Job Model.

Purpose of the Skills Analysis

The purpose of the skills analysis is to detail the type and quantity of documentation that can be collated and presented for review, as evidence of competence towards the Core Skills and Knowledge needed to be an authorised, independent operator.

Competency Standards

Competency standards are a description of the level of skill and the depth of knowledge employees require to work competently at various skill levels in an industry sector. The industry parties (employer and union organisations) have agreed that they are the national benchmark for the recognition of knowledge and skills.

Federal and State/Territory governments have also agreed that industry competency standards form the basis for the recognition of knowledge and skills for the acquisition of nationally accredited qualifications, or parts of a qualification.

Workplace recognition of knowledge and skills also means that assessment outcomes can be accepted by the training system for the purpose of acquiring training credits in courses, or for issuing national qualifications – even though an employee may not formally attended a Registered Training Organisation (e.g. TAFE).

Recognition of Prior Learning (RPL)

RPL allows a person to receive recognition and credit for the knowledge and skills they have previously acquired, no matter how and where they were attained, including overseas.

Knowledge and skills can come from the various sources including:

- previous study (including courses at school), private training providers, vendor training programs, adult education classes, training programs at work
- work experience (including both work that is paid and unpaid)
- life experience (including leisure pursuits or voluntary work).

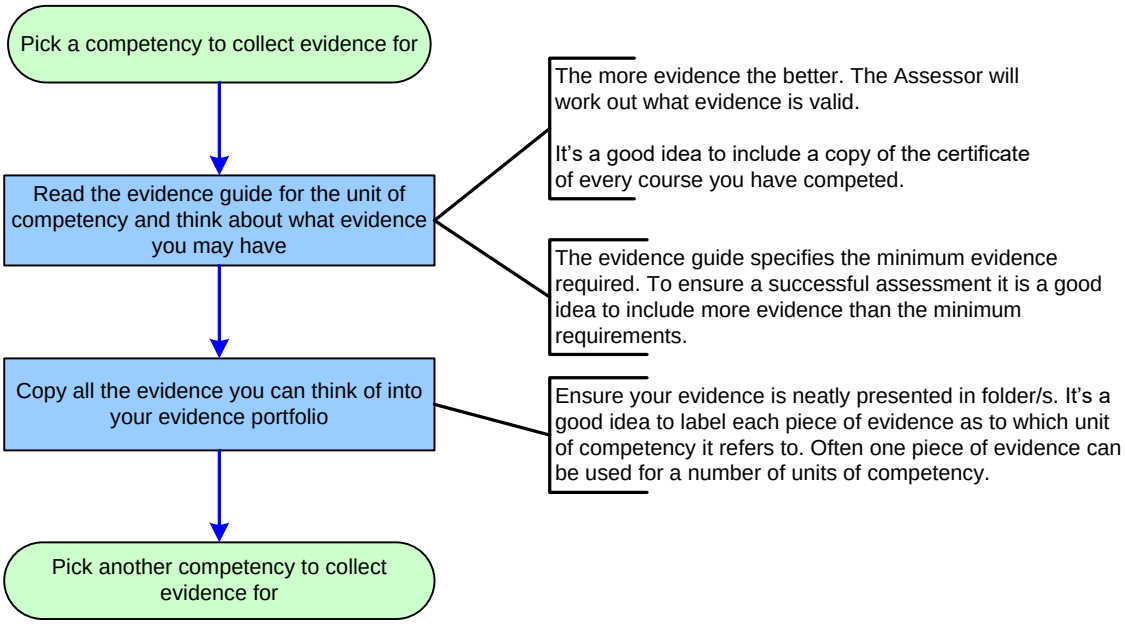
In the Vocational Education and Training (VET) sector, RPL assessment can result in a full qualification or a Statement of Attainment for partial completion.

What is an Assessment?

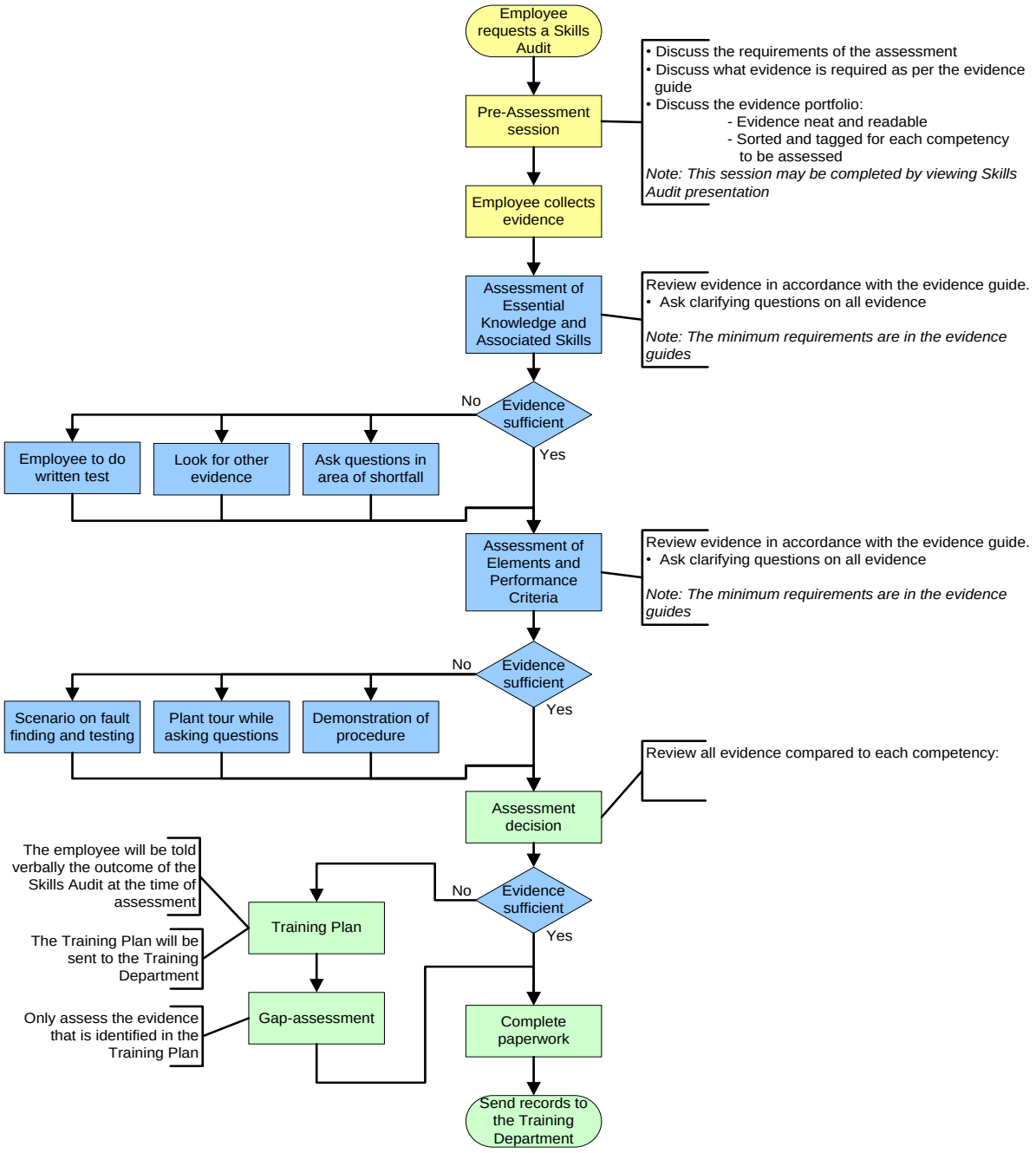
The collection of evidence and making a judgment against set criteria.

Hints on how to collect evidence

The flow chart below shows the process I use to collect evidence. It is better to have too much evidence than too little.



Skills Analysis Process for Assessment of Assistant System Controller



Instructions for using this document:

1. At the time a successful recruitment decision is finalised, the RTOM is to request ICT access for the Trainee Assistant System Controller. This is to include a PC log-in, access to H:drive, maximo license, etc, to be ready for use on the trainees first day. The new Trainee Assistant System Controller is to commence at Pay Level Operator 1.
2. The expectations of the Role, job tasks and responsibilities are to be explained to the Trainee Assistant System Controller by the RTOM.
3. All the required training packages and information folders relevant to the Trainee Assistant System Controller role should be available to the new trainee prior to the commencement of the Overview training. This includes the Job Model and Capability Framework.
4. Once the new Trainee Assistant System Controller has satisfactory completed the **Overview** Training Program of this document, a mentor/trainer will be assigned to the new trainee for the **On-Shift** training phase.
5. The same mentor is to be assigned to the trainee for the duration of training through to authorisation. The trainee may also be rotated with other Senior Assistant System Controllers during the training period prior to authorisation
6. With the assistance of the mentor and other experienced trainers the trainee shall progressively work toward the completion of all the tasks detailed in the Assistant System Controller Capability Framework. These may generally be undertaken in any order.
7. A progress review will be undertaken at the end of the Overview program. The RTOM, Mentor and other experienced Assistant System Controllers will evaluate the progress of the trainee and identify any additional training required.
8. At the completion of all of the Skill Set topics in this Capability Framework a formal review will be undertaken to independently authorise the Trainee Assistant System Controller. If successful, the assistant system controller may be eligible for a Pay Progression to Pay Level Operator 2.

OVERVIEW :

The following overview program provides an introduction to the minimum Core Skills and Knowledge required for a new Assistant System Controller. This introduction is to be supervised by experienced PWC personnel, including the assigned mentor.
This overview program contains the Skill Set Topics Induction, Safety and Environment.

Skill Set Title	**Induction**
Skill Set Descriptor	This skill set descriptor deals with all aspects of Induction into PWC and System Control.

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge Complete the Induction Training Session Plans for this Skill Set :
	• Good understanding of the principles for the operation of a control centre. • Demonstrated understanding of email and telephone etiquette • Ability to work in a team and articulate instructions to both internal and external stakeholders • Ability to search for and locate relevant Policy/Procedure, reference information in SCOD		• Evidence of completing PWC's Corporate Induction, including an overview of PWC and Code of Conduct course
			• Evidence of completing Cross Cultural training
			• Evidence of completion of all mandatory training, eg. First Aid, Whitecard and Fire Extinguisher
			• Evidence of completing an Induction to System Control, the Control Room, and familiarisation with G1desk
			• Evidence of site familiarisations for all Power stations and Substations
			• Evidence of an overview of the NT Power System/ System Control and Power Network Technical code
			• Evidence of familiarisation with SCOD
			• Evidence of familiarisation with Online Learning portal (e3learning)
			• Evidence of familiarisation with TMS (Training Management System)

			• Evidence of USI number
			• Evidence of completion of relevant e3learning online training courses ; Online Bullying and Harassment Online ICT usage procedure Online Fitness for work procedure Online Environmental awareness Online Office ergonomics Online Asbestos awareness in the workplace Online Driver safety Online Workplace emergency response Online Manual handling
			• Evidence of completion of Authorisation training, and allocation of relevant AAR's : AAR1 AAR2 AAR3 AAR6 AAR20 entry into switchyards

			• Evidence of familiarisation with various PWC systems : DEKHO Maximo GRACE Avalanche - outage communication system TRIM SCADA Telephone and Radio systems

Tick (✓) each item as it is completed, and keep a copy of the evidence used to satisfy each criteria so it can all be submitted to the RTOM for assessment.

Induction Skill Set:

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic: Assistant System Controller Level 1.

Skill Set Title	**Safety**
Skill Set Descriptor	This skill set specifies the mandatory requirements of safety. It encompasses responsibilities for health and safety, risk management processes and adherence to safety practices as part of the normal way of doing work.

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge Complete the Safety Training Session Plan for this Skill Set :
	• Completion of the e3Learning online safety courses ; ▪ Bullying and Harassment, ▪ Office Ergonomics, ▪ Fitness for Work Procedure, ▪ Manual Tasks for Workers ▪ Fatigue Management (optional) • Good understanding of the principles for the operation of a control centre. • Ability to search for and locate relevant Policy/Procedure, reference information in SCOD		• Demonstrate how to find, and an understanding of, NT Power and Water Occupational Health and Safety policy and procedures • Online Training in the GRACE risk management system • System Control processes for Responding to Emergencies/Disseminating Cyclone/Flood information/Checking road conditions/ Emergency management • Knowledge of SAO/JSEA process • Knowledge of Corporate Safety teams webpage information and resources available for staff • Knowledge of Workplace Inspection process and documents

Tick (✓) each item as it is completed, and keep a copy of the evidence used to satisfy each criteria so it can all be submitted to the RTOM for assessment.

Safety Skill Set:

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic : Assistant System Controller Level 1.

Skill Set Title — **Environment**

Skill Set Descriptor — This skill set deals with the skills and knowledge required for the implementation of environmental procedures to demonstrate duty of care and to identify, assess and control environmental risks and the impact of work related activities.

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge Complete the Environment Training Session Plan for this Skill Set :
			• Evidence of how to find and an understanding of the PWC Environment Policy • Knowledge of where to locate System Control environment procedures • Knowledge of Environment services webpage information and resources available for staff Environment Intranet page Environmental Management System How to find PWC Environment Policy • Knowledge of how to report an environmental incident • Evidence of an understanding of the environmental procedures relating to system control

Tick (✓) each item as it is completed, and keep a copy of the evidence used to satisfy each criteria so it can all be submitted to the RTOM for assessment.

Environment Skill Set:

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Progress Review completed successfully at the completion of the Overview program : **Yes** ☐ **No** ☐

RTOM Name/Signature …… **Date……..**

Notes :

Journal of ongoing skills practice/consolidation recommended

Date	Task/Activity	Managers signature

ON SHIFT :

At the completion of the OVERVIEW program, (above), the new assistant system controller can be assigned a mentor, and rostered on shift to shadow with experienced controllers for the remainder of their training.
This ON-SHIFT program contains the Skill Set Topics PWC Business Units, Logs, Vegetation Control, SCADA, General Duties and Switching programs.

Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic: Assistant System Controller Level 1.

Skill Set Title — **PWC Business Units**

Skill Set Descriptor — This skill set covers the requirements for the day to day work interactions with the Power Networks, Retail/Jacana Energy, Water and Sewerage Services, Remote Operations and Corporate Communications business units.

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge Complete the thirteen (13) Business Unit Training Session Plans for this Skill Set :
	• Good understanding of the principles for the operation of a control centre. • Demonstrated understanding of email and telephone etiquette		**Power Networks** : • Dispatch Crews / Respond to Power Complaints / Enter data into Maximo
			• Check weather radar

	• Ability to work in a team and articulate instructions to both internal and external stakeholders • Ability to search for and locate relevant Policy/Procedure, reference information in SCOD		• Liaise with Emergency services / Acknowledge and respond to Fire Alarms
			• Log Substation entry
			• Monitor radio communications
			• Log ISR
			Retail / Jacana Energy : • Create / edit outage messages using TVD Avalanche OCS • Notify Call Centre of Outages/ Liaise with coordinators
			• Dispatch reconnect contractor
			• Customer Fault - Interpret and analyse single protection devices
			Water and Sewerage Services • Respond to Water complaints / Respond to sewer complaints / Enter data into Maximo / Acknowledge Water and Sewerage EDAC alarms
			Remote Operations • Enter Remote Travel in Electronic Log / Follow up on late arrivals / Enter data into Maximo / Log Remote Operations outages

			Corporate Communications • Provide Outage information

Tick (✓) each item as it is completed, and keep a copy of the evidence used to satisfy each criteria so it can all be submitted to the RTOM for assessment.

PWC Business Units Skill Set:

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic: Assistant System Controller Level 1.

Skill Set Title — **Logs**

Skill Set Descriptor — This skill set deals with the variety of Electronic and Hard Copy logs used to undertake day to day job tasks.

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge Complete the Logs Training Session Plan for this Skill Set :
	• Good understanding of the principles for the operation of a control centre. • Ability to work in a team and articulate instructions to both internal and external stakeholders • Ability to search for and locate relevant Policy/Procedure, reference information in SCOD • Ability to utilise electronic systems to record and follow up job tasks		• Use and update Callout Roster • Log confined space entry • Follow up on late confined space exits • Enter Remote travel in Electronic Log • Follow up on late arrivals • Enter Feeder Access in Electronic Log • Follow up on outstanding feeder access • Change monthly Log Books

Tick (✓) each item as it is completed, and keep a copy of the evidence used to satisfy each criteria so it can all be submitted to the RTOM for assessment.

Logs Skill Set:

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic: Assistant System Controller Level 1.

Skill Set Title — **Vegetation control (Trees)**

Skill Set Descriptor — This skill set deals with the tasks required of an Assistant System Controller in relation to the range of vegetation control jobs undertaken in the field

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge Complete the Vegetation Control Training Session Plan for this Skill Set :
	• Ability to work in a team and articulate instructions to both internal and external stakeholders • Ability to search for and locate relevant Policy/Procedure, reference information in SCOD • Ability to utilise electronic systems to record and follow up job tasks		• Check tree trimming folders • Confirm tree trimmers are on correct feeder • Disable and enable ARC • Tagging • Enter Feeder Access in Electronic Log

Tick (✓) each item as it is completed, and keep a copy of the evidence used to satisfy each criteria so it can all be submitted to the RTOM for assessment.

Vegetation control (trees) Skill Set:

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic: Assistant System Controller Level 1.

Skill Set Title	**Operate and monitor supervisory, control and data acquisition (SCADA) systems**
Skill Set Descriptor	This skill set deals with the skills and knowledge required to undertake monitoring and operation of SCADA (screen based supervisory, control and data acquisition systems.)

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge Complete the SCADA Training Session Plan for this Skill Set :

	• Demonstrate the functions of the control system including the following:
	  ○ Hierarchy structure of the pages
	  ○ The layout of a page
	  ○ How to change settings e.g. set point
	  ○ How to acknowledge an alarm
	  ○ How to look at more detail on equipment
	• How to Print a page
			• Operate the SCADA system to undertake work tasks such as disabling/enabling ARC's and Tagging
			• Monitor SCADA to interpret and acknowledge alarms

Tick (✓) each item as it is completed, and keep a copy of the evidence used to satisfy each criteria so it can all be submitted to the RTOM for assessment.

SCADA Skill Set:

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic: Assistant System Controller Level 1.

Skill Set Title — **General Duties**

Skill Set Descriptor — This skill set covers the requirements for the general day to day work tasks undertaken.

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge Complete the four (4) General Duties Training Session Plans for this Skill Set :
	• Ability to work in a team and articulate instructions to both internal and external stakeholders • Ability to search for and locate relevant Policy/Procedure, reference information in SCOD • Ability to utilise electronic systems to record and follow up job tasks • Good understanding of the principles for the operation of a control centre.		• Shift handover
			Tasks • Update Callout roster • Check phones • Check System Control email • Monitor gate access • Check building security • Liaise with DCI on outages affecting traffic light conditions
			• Monitor and isolate pyrozone fire protection
			• Reporting

Tick (✓) each item as it is completed, and keep a copy of the evidence used to satisfy each criteria so it can all be submitted to the RTOM for assessment.

General Duties :

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic: Assistant System Controller Level 1.

Skill Set Title — **Develop HV Switching Programs**

Skill Set Descriptor — This skill set deals with the skills and knowledge required to develop basic switching programs

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge Complete the Develop HV Switching Programs Training Session Plan for this Skill Set :
	• Ability to work in a team and articulate instructions to both internal and external stakeholders • Ability to search for and locate relevant Policy/Procedure, reference information in SCOD • Ability to utilise electronic systems to record and follow up job tasks • Good understanding of the principles for the operation of a control centre. And • Evidence of at least two (2) Examples of basic switching programs you have created, including :		• Notification of requirement is confirmed and assessed • Planned work details are interpreted from outage request or equivalent and stated on the draft program • Implications of switching program on the system are identified and recognised • System loadings, limitations and alternate supply route capabilities are evaluated to ensure system integrity • Draft is formatted in logical sequential steps, stating location, apparatus, apparatus ID and operation to be conducted • Access Authorities are entered at correct step in program • Switching program is forwarded to appropriate personnel for checking and verified in accordance with enterprise procedures

	○ Name of equipment that was removed from service. ○ Describe how you researched the switching program requirements ○ Who did you consult? ○ How did you determine the switching program equipment could handle the load? ○ How did you determine the equipment that was removed from service would be free from energy? ○ Provide a Copy of the switching program/s. ○ Provide a Copy of Access authority/s and SCAP/s. ○ How did you ensure the switching program was free of errors? ○ Who approved the switching program?		

Tick (✓) each item as it is completed, and keep a copy of the evidence used to satisfy each criteria so it can all be submitted to the RTOM for assessment.

Developing HV Switching Skill Set:

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Capstone completed successfully: Yes ☐ No ☐

RTOM Name/Signature …… Date……..

At the successful completion of the nine (9) Skill Sets above, and all relevant Training Session Plans, the employee will have achieved Authorised Independent Operator status.

Confirmed: RTOM Name/Signature ……..……..…. Date…….

Journal of ongoing skills practice/consolidation: the employee must undertake tasks as an Independent Operator for a minimum period of 6 months after gaining independent status.

Date	Task/Activity	Managers signature

MyPlan : Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic: Assistant System Controller

Skill Set Descriptor At this level the Core Skills and Knowledge should be completed, as well as the table below, with the details of what ongoing broadening skills and knowledge topic is chosen, in order to increase the employee's skills and knowledge in a relevant area, eg. Leadership, or promotion to Grade 2 or Grade 3 desk.

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge
	• Coordinate and Direct Switching programs • AC Theory And A controller may select one of the following Broadening Skills and Knowledge topics in : • Further skills • Professional Development • Succession Planning • Job related Qualification		*<< detail the chosen broadening skills and knowledge opportunity >>*

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

MyPlan : Skills Analysis Assessment

The following assessment tool outlines the minimum required evidence for the Core Skills and Knowledge topic: Assistant System Controller

Skill Set Descriptor At this level the table below should be completed with the details of what broadening skills and knowledge topic is chosen, in order to increase the employee's skills and knowledge in a relevant area, eg. Leadership, Management, or promotion to Grade 2 or Grade 3 desk.

✓	**Evidence of Skills** Minimum evidence required for performance as an Assistant System Controller	✓	**Evidence of Essential Knowledge** Minimum evidence required for essential knowledge
	A controller may select one of the following Broadening Skills and Knowledge topics in : • Further skills • Professional Development • Succession Planning • Job related Qualification		*<< detail the chosen broadening skills and knowledge opportunity >>*

Participant Name	Signature	Date submitted
Mentor /independent operator name	Signature	Date reviewed
RTOM name	Signature	Date approved
Result : Skill Set completed satisfactorily Yes / No Comments		

Document Control

Document History				
Version No:	**Date Released**	**Change**	**Remarks**	**TRIM Reference Number**
1.0	11/8/2014	n/a	Capability Framework approved and released	D2013/614948
1.1	18/1/2106	Instruction page added, (for User)	Document review conducted by Greg Jensen, and suggestion to add this feature (in line with similar page in G3 Capability Framework)	D2013/614948