



License To Operate (LTO)

People, Technology, Training and Innovation

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Introduction

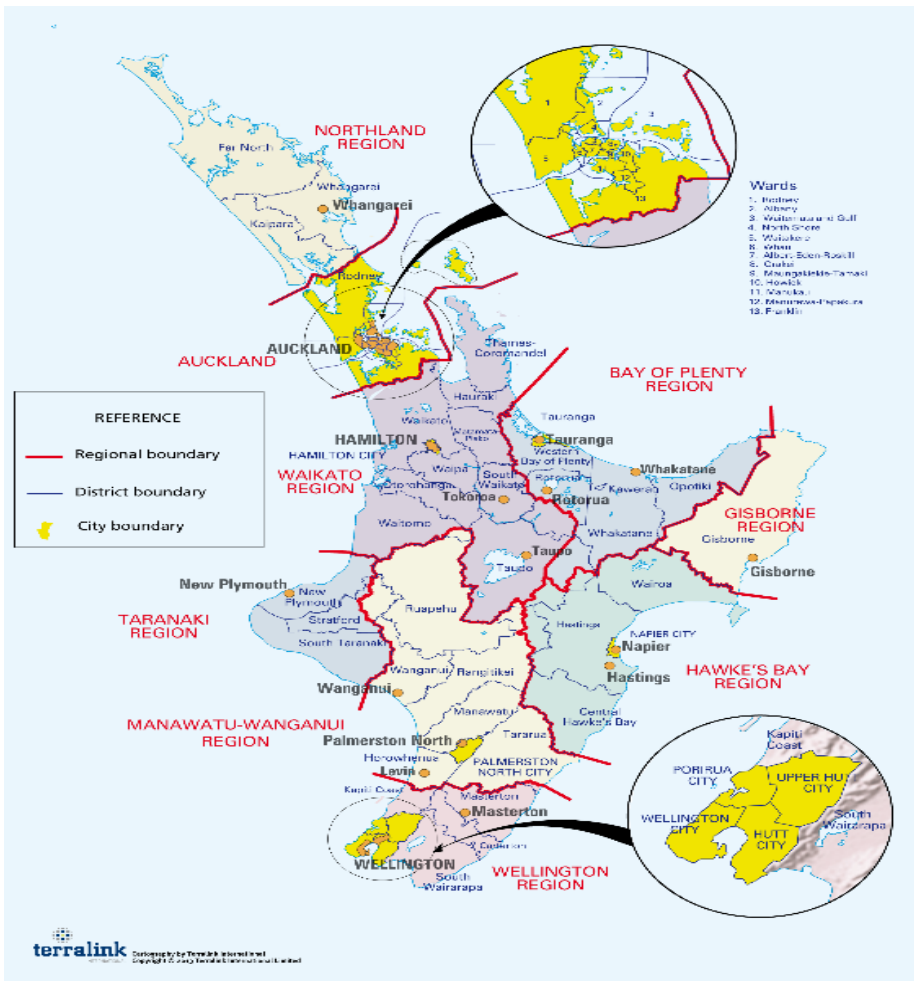
Matamata-Piako District Council

- Population – 33,000
- Geographic – 175,000 hectares Central Waikato
- Industry – dairy, beef and thoroughbred racing

Water and Wastewater

- Treatment Plants – 7 Water and 5 Wastewater
- In-house Business Model
- Operator Training and Assessment Solution





MATAMATA-PIAKO WARDS



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Aim for Today

- Share our journey with you on developing training courses for our Water and Wastewater Treatment Plant operators
- Show you the Licence to Operate material presented in videos, tutorials and tests



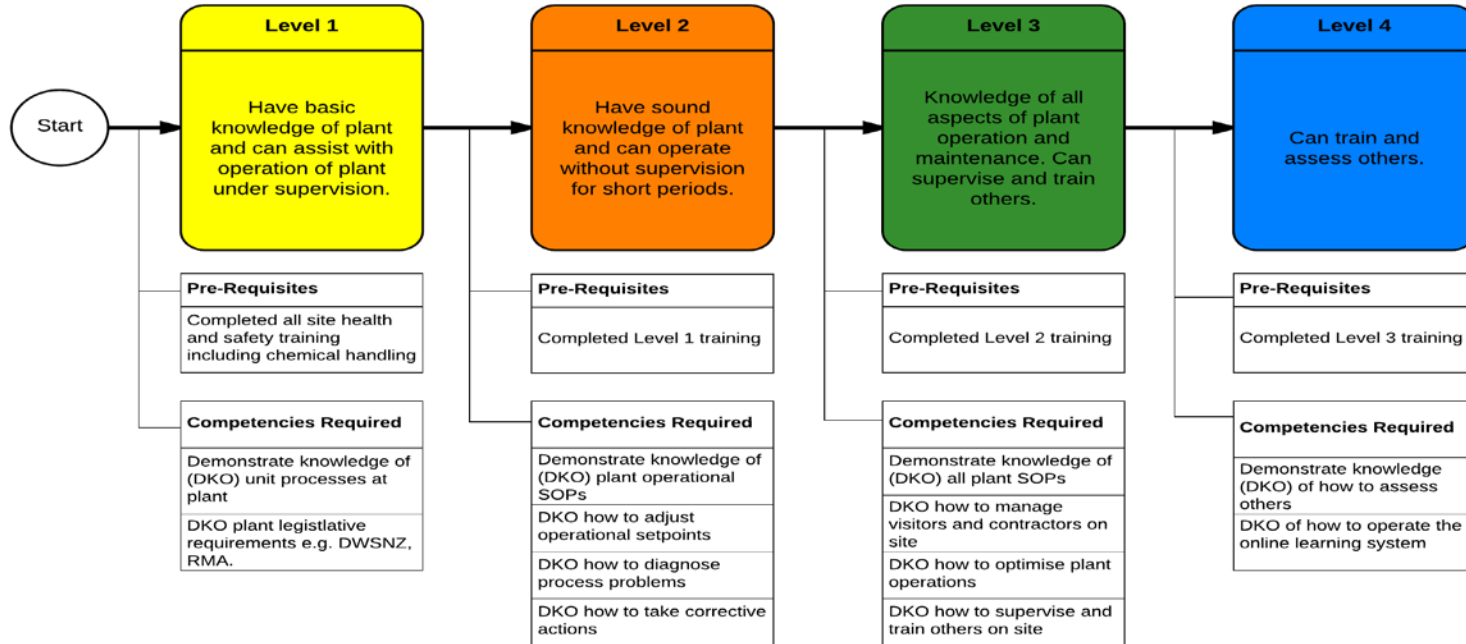
Our Story

- The problem
- Investment in training and development
- Want people to be the best they can
- Changing environment
- Identified like minded people
- Can you help us?

Operator Involvement

- Operator workshops
- Operators - stars, learners and leaders
- Training that works for the team

LTO Overview



Pre-Requirement

- Health & Safety (H&S) site specific training including chemical handling
- Passed Health & Safety Test



Level 1

Basic knowledge to assist with plant operations

- Introduction Video (1.1)
- Drinking Water Standard Requirements (1.2)
- Resource Consent Requirements (1.3)
- Plant Process Description (UV disinfection)
- Chemical Batching (lime batching)
- Instrumentation (maintenance schedule)
- Responsibilities (recording data)
- Level 1 Final Test



Level 2

Sound knowledge and can operate plant without supervision

- Process Control (polyelectrolyte dosing)
- Diagnosing Problems and Taking Corrective Actions (UV intensity trouble shooting)
- Instrument Calibration (ph meter calibration video)
- Level 2 Final Test



Level 3

Expert knowledge of plant operations and maintenance and can supervise and train others

- Visitor Site Inductions
- UV lamp replacement
- Receipt of chemical deliveries (Chlorine)
- Optimisation (theory, diagnostics, inspections and analysis)
- Level 3 Final Test



Level 4

Advanced knowledge and can train and assess others

- Guideline to assessing others
- Grading assessments
- Using Talentlms



Current Status

- Matamata, Morrinsville & Te Aroha WTPs completed;
- Pilot for Te Aroha WWTP in progress;
- Working on full implementation plan



Challenges

- Time – initial investment and ongoing currency
- Costs – size of the plant and complexity
- Departing from the traditional
- Technology – continual upgrading and automation

What benefits do our operators see?

- Training material is readily accessible, anywhere
- Always up to date
- Easy to find and follow
- Everyone is trained to the same standard

“It would have made learning how to operate the plants much easier if I’d had this when I started”

Jason Hancock – Water Treatment Plant Operator



What benefits do I see as a Manager?

- Intellectual knowledge is captured in a format that can be easily shared with all
- Training material is available in a format that is more conducive to the teams various learning styles
- Relevant to MPDC
- Affordable and cost effective

“Opportunity to grow and develop the team”

Fiona Vessey – Group Manager Service Delivery



Questions?

