



16TH AUSTRALASIAN TUNNELLING CONFERENCE 2017

30 OCT - 1 NOV 2017
THE STAR SYDNEY

**CHALLENGING UNDERGROUND
SPACE: BIGGER, BETTER, MORE**

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Geoff McKernan - Transurban



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Road Tunnel Control Centre Operator

Training and Qualifications



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Australasian Tunnel Operators Group

Formed in 1999

Informal Group – Non Commercial, No legal Authority

Tunnel Operators

Forum to raise issues, seek advice, share experiences

Industry Member of AustRoads Tunnel Task Force

Why a National Qualification for TCROs

Burnley Tunnel fire 2007 – Training records and processes reviewed by court

Were the operators suitably trained (never challenged or suggested)?

Highlighted the importance of effective training and records

ATOG members are training their staff well

No local Standard or Qualification to benchmark against

Unable to identify appropriate International Standards that could be adopted

Previous Training Methodology

Requirement:- Supply suitably trained operators to staff Control Centres

What is “suitably trained”?

Training generally supplied by D&C Contractor and/or Suppliers

Training material extracts of maintenance manuals

Hands on and classroom based

Training was different between Organisations – final aim is the same

No external validation of the content or training process

Why Common Training and Assessment?

Protect the motorist

Ensure operators are competent

Standards that can be validated and reviewed

Validate operators' skills

Give operators confidence in themselves

Be able to demonstrate compliance to an Independent Standard

Management have proof of competent staff

Control Centre staff can move between operations with ease

Implementation of a National Qualification

Federal funding available to develop National Standards

Engaged the services of the Industries Skills Council

Required the full support of the Tunnel Industry

Concerns within the industry about the practicality of its introduction

Industry Skills Council engaged as Project Manager

Tunnel Operators provided advice on required tasks and competencies

All similar type Employers/Organisations given the opportunity to comment

Government approval required

The National Qualification

TLI42516 - Certificate IV in Traffic Operations

- **14 units of Competency**
- **Details the competencies to be achieved**
- **Organisations must have formally qualified Trainers**

Through a Registered Training Organisation

- **Training and assessment methods audited by independent organization**
- **Provides guidance and support**
- **Ensures compliance**
- **Independent validation**



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Australian Government

TLI42516 Certificate IV in Traffic
Operations

Release 1

ISC
INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

The Result

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Future Training

We have a standard for “suitably trained”

Training to the National Standard is the minimum standard included in AustRoads Tunnel Guides

Transurban has adopted this “Standard” in our US operation- currently implementing with RTO



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Thank You

