

North  
Pacific

Mine Training Division



## Is Your Operator Training Reducing Damage and Injury?

What is operator error costing you in terms of damage, downtime and injuries? Do you have a complete, results-driven training system for your operators?

The development and delivery of competency-based training is helping many mines establish a trackable, accountable training system that clearly demonstrates the measures taken to produce competent, safety-conscious operators, increase productivity, and reduce the risk of injury and environmental mishaps.

### How are you training *your* workforce?

- **Your experienced workers need upgrade training on new equipment.** You want to ensure they can operate it in a competent and safe manner, but production demands are calling. Do you give them the manufacturer's manual and hope for the best, then deal with premature wear and

near-misses while they learn how to use it?

- **Your inexperienced new hires need to be trained.** Do you partner them for a few days with an experienced operator and assume the necessary skills and knowledge have been transferred?
- **You want to upgrade the skills of your workers to reduce the chance of environmental spills or mishaps.** Do you give them an environmental Standard Operating Procedure and a quick training session, hoping they'll remember what's been said?

Perhaps you use a combination of all of these methods; maybe you even have dedicated trainers. The important questions are:

- How do you determine the training content?
- How do you judge a trainee's competence?

Unless your trainers use a systematic process to develop content and measure results, you

have no way to know if the required knowledge and skills have been taught and learned.

### How do you *know* your worker has gained the required knowledge and skills?

You want to enable your mobile equipment and plant operators to work to **predetermined, measurable and observable** performance standards.

Competency-based training enables:

- The learner to demonstrate he/she has the knowledge, understanding and skills required to perform a job.
- The trainer to objectively assess the ability of the learner to perform job tasks.

As a result, everyone—trainer, trainee, training coordinator, foreman and superintendent—knows exactly which skills the trainee has obtained upon completion of the training.

## Is your Plant and Operator training *defensible*?

In Canada, where we are based, training is a very serious issue for mine operators. Mine managers, CEO's and even Board members can be held criminally liable for injuries or environmental hazards caused by untrained workers. If an accident occurs and operator error is determined to be a contributing cause, the quality of training will be investigated. You must be able to prove your training system delivers measurable, reliable results.

Even if the defensibility of training is not an issue in your country, using a training system that meets Canadian requirements ensures that your training is very high quality.

We work with mining companies who want to reduce their risk of equipment damage, downtime and accidents, but don't have the expertise or resources in-house to develop competency-based operator training. Our clients have traditionally conducted their training in a casual or unstructured manner, but are now seeking a more structured and defensible operator training system.

If you tell or show a worker how to do a job, give them something to read, or make them sit through a presentation, is it safe to assume they've gained the knowledge and skills required to do the job safely and effectively? What's the risk of finding out they can't do it? Efficiency? Safety? Reduced profit? Environmental damage? Jail?

# Competency-Based, Customized Operator Training Systems

North Pacific/RW Consulting Operator training systems are designed and built to the toughest standards in the world—yours. We develop high quality, effective, *competency-based* training systems customized to the needs and objectives of equipment and plant operators.

Our training systems ensure that your new and existing operators are able to:

- **Reduce liability** – Mine management can prove workers have been well-trained to avoid injury or environmental mishap.
- **Ensure safety** – Safety procedures are clear and operators know how to apply them.
- **Maximize efficiency** – Knowledgeable operators know how to do the job, not just run the equipment.
- **Minimize equipment damage and repair costs** – Operators know how to inspect and use equipment, and work with maintenance to avoid costly, unnecessary repairs.

Our courses are built using the DACUM approach to occupational analysis (acronym for **Developing a Curriculum**).

We use operator input to identify the specifics of how a job is performed and then organize the information into key job responsibilities and associated tasks. The DACUM becomes our checklist for ensuring the course materials are complete and accurately meet the job requirements.

Additional benefits of the DACUM approach:

- Results in accurate job descriptions
- Provides a legally defensible basis for performance and competency tests
- Meets ISO 9000 and TQM standards.

Each course is customized to your business: we use your subject matter experts\*, do interviews and a photo shoot at your location, and incorporate your standard operating procedures (SOPs).

When the course materials are ready, courses are delivered using our trainers at your site\*\*. If you already have experienced trainers or wish to maintain your own in-house training program, we also offer a train-the-trainer package.

*\*If you do not have personnel available, we can supply experienced subject matter experts for an additional cost.*

*\*\*Travel and accommodation expenses are extra.*

## Mobile Equipment Operator Training System

Our Mobile Equipment Operator Training System is comprised of:

1. DACUM Analysis
2. Training Manual
3. Trainer Guide
4. Quick Reference Guide
5. Knowledge Quiz
6. Field Assessment
7. Optional items:
  - PowerPoint Presentations
  - Simulator Program.

## Plant Operator Training System

Our Plant Operator Training System is comprised of:

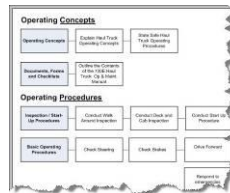
1. DACUM Analysis
2. Training Manual
3. Trainer Guide
4. Quick Reference Guide
5. Knowledge Quiz
6. Plant Assessment
7. Optional items:
  - PowerPoint Presentations
  - Simulator Program.

## Train-the-Trainer Package

Our train-the-trainer package ensures you get maximum value from the materials we produce. Once our trainers leave your site, your trainers will be able to use the course materials, teaching methodologies, trainer guide and assessment tools to achieve the same predictable results.

# Training System Components

### DACUM Analysis



Instructional designers interview experienced workers and

summarize job tasks into profile charts. These charts become the foundation for training content and competency assessment.

### Training Manual



Our Training Manual builds on the operation and maintenance manuals provided by the

manufacturer. It includes photos of your equipment as configured in your operating environment, background theory and step-by-step instructions required to complete the job tasks identified in your DACUM, Integration of your standard operating procedures into task instructions, and practical recommendations for working in varied terrain.

### Knowledge Quiz

A written test ensures the learner has grasped key concepts and theory presented by the instructor.

### Trainer Guide

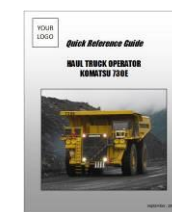
PROFILE NAME: GRADER OPERATOR					
BAND: Routine Operating Procedures					
TASK: Maintain Road.					
Conditions	Performance Objective	Key Points / Steps	Standards/Outputs	Assessment	Notes
Generally good conditions.	Be able to maintain the road surface if it is level, smooth and free of potholes.	1. Contact supervisor to let him / her know when possible the working.	Contacts supervisor	<input type="checkbox"/> <input type="checkbox"/>	
		2. Make contact with the trucks hauling on the road to let them know you are there.	Contacts haul trucks	<input type="checkbox"/> <input type="checkbox"/>	
		3. Start on one side of the road, working with the flow of traffic. Take one length of road that is not too long, but with a curve where you can make a safe and fast turn to side path when possible for working.	Works with traffic flow Identifies turning point	<input type="checkbox"/> <input type="checkbox"/>	
		4. Pick up a wheelbarrow or use a power broom to remove dirt, rocks & from the road.	Picks up wheelbarrow Starts & finishes job	<input type="checkbox"/> <input type="checkbox"/>	

The Trainer Guide provides a map for course delivery, ensuring consistency in content and teaching methods from one instructor to the next. It facilitates optimal learning by incorporating varied instructional techniques and a checklist of expected performance standards by topic.

### Field Assessment

This tool provides a checklist of job tasks the trainee must perform in order to demonstrate that he or she has achieved predetermined measurable, observable standards of competence. Once completed, everyone knows the person can perform to the standards listed.

### Quick Reference Guide



The Quick Reference Guide contains the essence of the key operating procedures; the critical information required by the operator on the job.

**Contact us for a free training audit!**



## Why us?

What makes the North Pacific Training and RW CTS team your best choice?

- Experienced trainers with decades of mine operation experience, teamed with
- Experienced instructional designers, technical writers and illustrators with decades of experience creating and implementing competency-based training.

## Is this you?

We find that our services resonate well with clients who share the following characteristics regarding mine operation:

- High Standards of Excellence
- Very knowledgeable about your company and your industry.
- Strive to be true experts and reliable sources of product to your customers.
- Realize that as a company, you can't know everything, but are willing to get assistance to expand your knowledge and expertise.
- Willing to invest in yourself and your people, knowing this is the best investment of all.
- Committed to mutually supportive relationships; in business and in life, you realize that you and your company can't make it alone.

## The North Pacific Training and Performance Team

North Pacific has been developing defensible competency-based operator training since 1988 to increase corporate profitability and performance.

Our mission is to assist mining companies to create and implement defensible training systems that increase safety and production and reduce accidents and environmental mishaps due to operator error.

We have a solid record of success that proves our approach works. It can work for you as well.



*The North Pacific Team*

## The RW Consulting and Training Services Team

The trainer/consultants at RW Consulting and Training Services are 30-year industry veterans who are qualified to provide introductory-to-advanced level heavy equipment training services, production and safety enhancement programs and productivity consulting to mines and equipment companies worldwide.

The RW CTS mission is to increase mine production efficiency and safety through leading edge operator training technology.



*The RW Consulting & Training Team*

## Our Guarantee

We guarantee that your trainers will be able to implement the training system we build for you if they follow our direction. If after reviewing our work you feel it does not meet your expectations, we will review and revise the materials in accordance with your requirements.



**Rugged, Defensible Training Systems Since 1988**