

## Incident Management Team Training Project

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### Frequently Asked Questions

#### What is the reason for the IMTTP?

The Incident Management Team Training Project (IMTTP) was created to address the government's response to a number of recommendations from the 2009 Victorian Bushfire Royal Commission Final Report relating to the improvement of the training and performance of incident management personnel.

#### What is the intent of IMTTP?

The intent of the IMTTP is to improve the sustainability of training and capability of incident management personnel for Victoria.

This will be achieved by developing common training packages, leadership and exercising frameworks, robust accreditation programs, coaching and mentoring programs and experience based learning tools.

The project will provide a long lasting legacy that can be utilised by all agencies.

#### What will be delivered by the Project and when?

The IMTTP is working in two key project areas –

1. Training Development – covering incident management level 2 training programs and leadership development courses.
2. Capability Frameworks and Programs – covering accreditation, coaching and mentoring and exercising.

All deliverables for these projects are outlined in the *Scope of Deliverables* document and will be delivered by 30 June 2014.

For details on the Pilot courses please see the Statewide Training Calendar.

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### Exactly what is a Pilot course?

A 'Pilot' course is the first delivery of a newly developed multi-agency training package that is referred to as a common training package. These common training packages have been developed in conjunction with subject matter experts from the Fire Services Commissioner (FSC), Department of Environment and Primary Industries (DEPI), Country Fire Authority (CFA), State Emergency Service (SES) and Metropolitan Fire Brigade (MFB). Two pilot courses will be run for each Common Training Packages, one over weekend and one mid-week to ensure accessibility personnel across the agencies.

Participants in pilot courses include volunteers and staff from across the agencies and may also come from interstate agencies to assess the suitability of these multi-agency incident management courses for the needs of other jurisdictions.

### When will the Pilot courses be approved as a formal course?

Most of the Pilot courses will be approved by 31 December 2013.

### Why would I want to do a Pilot course when they aren't approved as yet?

The Pilot courses are the latest Incident Management courses and therefore include improvements from the previous courses. They have been developed by subject matter experts from across the agencies and have undergone extensive review and testing. In addition, pilot courses are delivered by the most experienced and qualified subject matter experts and trainers. These Pilot courses will provide the foundation you will need in the future and genuinely contribute to your authorisation to perform your role.

### I've been doing an IMT role for some time eg Planning Officer, but have never done the course. Do I have to do the new course or can I get recognised for my experience instead?

Recognition principles will apply for these courses. If you are suitably experienced and current in your knowledge, normal CFA recognition principles will apply. Full details of this will be articulated in the Incident Management learning system being developed, due for delivery by 30 June 2014.

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### If I successfully complete a Pilot training course can I then perform the role?

Authorisation to perform the role has not changed from the current arrangements including the requirement for endorsement for some roles. In the future however an accreditation process will be introduced for some level 2 roles. The requirements for accreditation are yet to be defined but will include training or recognition.

### In the past Pilot courses have often run during the week. Will the new courses be run on weekends to allow volunteers to attend?

The remaining Pilot courses for 2013 include both mid-week and weekend courses for each IMT role. Please see the Statewide Training Calendar for scheduled courses.

### When will the accreditation process start for L3 functions other than Incident Controllers?

The accreditation process will start once the framework has been finalised and implemented. A pilot to trial accreditation for other Level 3 roles is planned to be run in 2013.

### What is endorsement vs accreditation?

Endorsement and accreditation are both authorisations to perform a role.

Endorsement is the current process for authorisation to perform a role. For example the role of Public Information Officer at a Level 2 incident is based on endorsement by the District Operations Manager. Authorisation to perform the role of Public Information Officer at a Level 3 incident is based on endorsement by the Chief Officer, on recommendation from District Operations Managers, as per SOP 8.03.

As you may be aware, on the basis of recommendations of the Victorian Bushfires Royal Commission, the Incident Management Team Training Project is developing a Multi-Agency Accreditation Policy and Framework which will change the authorisation to perform certain Incident Management roles to being based on Accreditation.

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Accreditation requirements for a role such as Public Information Officer at a Level 2 incident is yet to be finalised, but as an example of accreditation - the Chief Officer accredits L3 Incident Controllers on the basis of recommendation by the State Joint Review Panel who are charged with reviewing the skills, attributes and experience of members and deciding whether they meet the criteria set out for the role at that level. The State Joint Panel Review is the last step in the Accreditation process which encompasses Work Preference Analysis, Scenario Testing, Evidence Gathering and in some cases Coaching & Mentoring.

The Accreditation Policy, Framework and Processes are still under development.

### What is meant by Coaching and Mentoring?

Coaching is a short-term, primarily on-the-job, one-on-one relationship where the coach provides feedback, challenges ideas, stimulates thinking and guides learning to improve specific job performance in IMT roles.

Mentoring is a long-term, 'off-line', one-on-one relationship between experienced and less experienced IMT professionals where the mentor provides advice and guidance to support professional development in IMT roles.

Coaching supports a person's development at various stages. It could involve some informal feedback from a supervisor during a shift, exercise or other activity. Or it may involve a dedicated coach being assigned to an individual in an operational environment for the specific purpose of guiding a person through set tasks in line with their development needs. Mentors may be assigned to some people (for example IC2 in Development) or may be self-selected.

### What is the transition plan for IMTTP to normal Business?

The IMTTP is working with the Fire Services Commissioner's Office and other agencies to establish how transition for the IMTTP will occur.

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### Who are the key contacts in the IMTTP team?

The Team is led by Senior Project Manager, Louise Salter, with support from Robyn Collins, Senior Business Analyst / Project Coordinator, Neil Thompson, Manager Training Development and Jamie Twidale, Manager Capability Frameworks and Programs and Stephen Walls, OM - Principal IM Advisor.

Your key contacts are:

- Common Training Packages and Incident Management Leadership Development – Neil Thompson
- Accreditation – Alistair Drayton
- Coaching and Mentoring – Chris Morris
- Exercising – Pete Halvorsen
- Case studies and Staff rides – Sam Sunderland
- FBAN / Predictive Services – Tim Wells

For general questions or a suggestion for the FAQs please contact Georgy Wood, IMTTP Stakeholder and Communications Officer – [g.wood@cfa.vic.gov.au](mailto:g.wood@cfa.vic.gov.au)

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