

# Dairy and Milk Harvesting Project

## Summary of Feedback, Responses and Actions



**4 June 2021**

The draft qualification, units of competency and skill sets for the Dairy and Milk Harvesting Project were made available on the [Skills Impact website](#) for stakeholder review from 22 January to 21 March 2021. Please visit the website to view a full list of the documents that were submitted for consultation during these phases.

Feedback was received from a variety of stakeholders around the country via email, the Skills Impact Feedback Hub, webinars, phone and email, as follows:

|   | ACT* | NSW | NT* | Qld | SA | Tas* | Vic | WA | National |
|---|------|-----|-----|-----|----|------|-----|----|----------|
| <b>Industry (employer / employee)</b>         |      |     |     |     |    |      |     |    |          |
| <b>Industry association</b>                   |      |     |     |     |    |      |     |    |          |
| <b>Union</b>                                  |      |     |     |     |    |      |     |    |          |
| <b>Registered Training Organisation (RTO)</b> |      |     |     |     |    |      |     |    |          |
| <b>Government department</b>                  |      |     |     |     |    |      |     |    |          |

\*Skills Impact received no feedback from ACT and both the TAS and NT governing bodies stated that while they would attempt to contact state and territory industry, they were not expecting to receive any feedback. To date, no feedback has been received from industry in either TAS or the NT.

Feedback received during the 'drafts available' period for the qualification, units of competency and skill sets that have been developed for the dairy and milk industry has been constructive, with updates suggested by stakeholders. Please note that the Australian dairy industry is mostly centred within Victoria, New South Wales and Western Australia, and the feedback received during this period reflects this.

Below is a summary of the feedback raised for the draft qualifications, units of competency and skill sets developed and reviewed for the Dairy and Milk Product project, and how these have been dealt with. This involves a consideration of the information provided, views of industry stakeholders and from people who are part of the Subject Matter Expert (SME) Working Group process. Resolutions are constructed to consider the needs and views of stakeholders to the extent possible, and to comply with the *Standards for Training Package 2012*. The resolutions may represent a compromise on one or more stakeholder views with the aim of a workable outcome for industry, State and Territory Training Authorities (STAs) and training providers.

Additional current units of competency that have had little or no enrolments in recent years are also proposed for deletion with those already nominated. These were identified during the consultation stage based on stakeholder's lack of support or acknowledgement of these not being suitable for the inclusion in AHC qualifications. This includes the removal of a proposed skill set which contained two units of competency proposed for deletion.

**Acronyms used in this report include: PC – Performance Criteria, PE – Performance Evidence, KE – Knowledge Evidence, AC – Assessment Conditions, SME – Subject Matter Expert**

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## Summary of feedback on draft qualification AHC3XX21 Certificate III in Dairy Production

### Comments related to Core Units

| Stakeholder Comments and Identified Issues |  | Consideration and Proposed Resolution |
|--|--|---------------------------------------|
| VIC Govt<br>VIC Industry<br>Employer       | The core units in the qualification are appropriate. | Thank you for the confirmation.       |
| VIC Govt<br>VIC Industry<br>Employee       | I agree with the list of core units.                 | Thank you for the confirmation.       |

### Comments related to Elective Units – General comments

| Stakeholder Comments and Identified Issues |  | Consideration and Proposed Resolution  |
|--|--|--|
| NSW RTO                                    | Include a BER unit in the elective unit bank, in case of another COVID situation or dairy specific pandemic.<br>Can we include some training around electric technology? the sort used for tagging cattle etc. | Thank you for your feedback.<br>Adopted - The unit <i>AHCBER305 Carry out emergency disease or pest control procedures on infected premises</i> has been added to the elective bank.<br>There are existing units in the elective bank which would provide skills and knowledge around electric technology or any specialised equipment, including, <i>AHCMOM305 Operate specialised machinery and equipment</i> . If required, the packaging rules of the qualification allow for at least three units to be imported from any currently endorsed Training Package or accredited course to respond to other specific user needs. |
| VIC Govt<br>VIC Industry<br>Employer       | A fencing unit should be available in the elective unit bank.  | Thank you for your feedback. Please note that the qualification already has an existing number of units that address fencing, including, <i>AHCINF301 Implement property improvement, construction, and repair</i> , <i>AHCINF302 Plan and construct an electric fence</i> and <i>AHCINF303 Plan and construct conventional fencing</i> .  |

### General Qualification comments

| Stakeholder Comments and Identified Issues |  | Consideration and Proposed Resolution |
|--|--|---------------------------------------|
| WA Govt                                    | ...also quite happy with proposed name change. | Thank you for the confirmation.       |

| Stakeholder Comments and Identified Issues        |   | Consideration and Proposed Resolution  |
|---|---|--|
| VIC Govt  | AHCBAC302 and AHCINF302 removed from core and replaced with two AHCDRY units. AHCDRY units are not in current core or elective bank. Both AHCDRY units are NE, qualification outcomes are not the same, should be NE<br>Changes to the core units suggest that the occupational outcomes have changed (refer to the Training Package Products Policy 3.4.2). Suggest review.              | Thank you for your feedback. It has been adopted. Equivalence status has been reviewed and amended to 'not equivalent'.  |
| VIC Industry Employer<br>VIC Association          | Do we need to standardise on a new descriptor for a place that facilitates the extraction of milk from livestock?<br>The term "Dairy" is used in many contexts and is often used to describe a milk processing facility.<br>In Europe and the US, "Milking Parlour" is most often used to describe a milk extraction facility.<br><br>Much prefer to use "Farm Workers" not "farm hands". | Thank you for your feedback. Feedback adopted. 'Dairy industry' in first sentence of qualification description expanded to 'dairy production industry'.<br><br>As farm hand is a term that is formally recognised and defined in the Pastoral Award (see feedback comment below), the use of 'farm hand' has been retained as the outcome for the <i>Certificate III in Dairy Production</i> .                                       |
| VIC Industry Employee<br>VIC Industry Association | Milking parlour is not a term that is used in Australia. Suggest: Dairy Production or Milk Production<br><br>Farm hand is the term defined in the Pastoral Award.   | <i>These comments were made in response to comments raised directly above.</i><br><br>Thank you for your feedback. As per the response above, 'Dairy industry' in first sentence of qualification description has been amended to 'dairy production industry'.<br><br>Thank you for the confirmation on the use of the term "farm hand" – this has been retained as the outcome for the <i>Certificate III in Dairy Production</i> . |
| VIC Industry Employer<br>VIC Association          | I found this explanation of the packaging requirements difficult to understand.   | Amendment has been made based on this feedback. The wording of the last dot point of the packaging rules amended from 'up to 3 remaining units from the electives listed below, or from any currently endorsed Training Package or accredited course' to 'the remaining 3 units from the electives listed below, or from any currently endorsed Training Package or accredited course' for clarity.                                  |
| NSW RTO<br>NSW Employer<br>QLD Employer           | With these core units the qualification now becomes more specialised to people milking all the time on dairy farms. we find many students may work in other areas of the farm and milk less frequently. Would it be better to have less core competencies so all workers on dairies can still attain this qualification?  | Thank you for this feedback. On examination, there is currently training that covers these additional roles on the farm. The <i>AHC30116 Certificate III in Agriculture</i> , which allows for importing dairy units, may be a more appropriate qualification for farm hands who work across other areas of the farm besides milking.  |

| Stakeholder Comments and Identified Issues |  | Consideration and Proposed Resolution  |
|--|--|--|
| VIC Industry Employer<br>VIC Association   | Minor formatting issue. All elective units need to be displayed on a single page | Thank you for this piece of feedback. Training package developers are required to adhere to Standard 9 of the Standards for Training Packages, that 'the structure of the information for the Australian Qualifications Framework qualification complies with the qualification template'. |
| VIC Govt                                   | Current version is AHC30216.   | Thank you for this feedback which has been adopted. Error corrected in qualification mapping table. It now refers to AHC30216 as the previous version instead of AHC30210.   |

## Summary of feedback on draft Skill Sets

### AHCSSXXXXX Milking Equipment Maintenance Skill Set (previous draft version - Milking Equipment Maintenance for Dairy Workers Skill Set)

| Stakeholder Comments and Identified Issues    |   | Consideration and Proposed Resolution                            |
|---|---|--|
| National Association<br>VIC Industry Employer | Many thanks for your support of this work in the Dairy Industry Services area, where we have recently had the increased need to have assurance on milk quality and food safety from qualified personnel. The recognition of a Skill Set for Service Providers provides great weight when they are able to sign off quality assurance and performance, as qualified operators and technicians. This market need has come through the Australian Milk Quality Steering Group (MQSG), which is the highest body for oversight of milk quality performance management and practices. Its membership consists of management of milk processor milk quality, field service and industry heads. They have approved and supported both the Milk Tanker Operator (MTO) and Milking Machine Technician (MMT) courses, as providing the qualifications for the best standards and practices that are currently being used. We thank you for your assistance to gain the Skill Set recognition of the MMT course. | Thank you for this feedback and for your support of the project. |
| VIC RTO<br>National Association               | As you are aware the Milk Steering Committee has been working for the past 5+ years on developing Industry specific short courses targeting Milk Machine Technician and Milk Tank Operators, and have these courses endorsed as Skill Sets. FBPSS00050 Milk Tank Operations has been endorsed and a letter for endorsement sent in April 2020 by Darren Payne regarding the Milk Machine Technicians course.  | Thank you for this feedback and for your support of the project. |

| Stakeholder Comments and Identified Issues |  | Consideration and Proposed Resolution   |
|--|--|---|
|  | <p>The current Milk Machine Technicians course was developed by Industry to provide a consistent standard for those working, or wanting to work in this specialist field and support the HACCAP Food safety plans for farm compliance. It comprises the following 3 units:</p> <ul style="list-style-type: none"> <li>• AHCMKH305 Mechanically test milking machines</li> <li>• AHCMKH301 Carry out minor serving of milking equipment</li> <li>• AHCAGB405 Analyse and interpret production data</li> </ul> |   |
| VIC Govt                                   | First unit on the list an orphan?  | <p>Thank you for this feedback and for looking for potential orphan units within the project. We have made sure that no units reviewed within the project are orphan units within training.gov.au (TGA), but we thank you for helping to carry out this essential check.</p> <p><i>AHCDRY3XX Carry out routine service of milking equipment</i> is a core unit of the proposed <i>AHC3XX21 Certificate III in Dairy Production</i> qualification; therefore, it will not become an orphan unit once released.</p> |
| VIC Industry Employer VIC Association      | <p>Need consistency of terminology. Are we dealing with "Farm Hands" or "Dairy Workers"?</p> <p>What is "MINOR"? (comment referring to skill set description and a unit title)</p>   | <p>Feedback adopted. The term 'dairy workers' has been removed from the skill set title and content of the unit as the target group for this skill set has been extended.</p> <p>Feedback adopted. The word 'minor' that was used to describe level of service in the proposed <i>AHCDRY3XX Carry out minor service of milking equipment</i> unit is now described as 'routine' for clarification. This includes changes to the unit title and content.</p>   |
| SA Association                             | Spelling error, assuming it's meant to be "servicing".   | Feedback adopted. Spelling error corrected.   |

### AHCSSXXXXX Milking Equipment Technicians Skill Set

| Stakeholder Comments and Identified Issues |  | Consideration and Proposed Resolution  |
|--|--|--|
| VIC Govt                                   | <p>Unit codes are DRY rather than MKH. Orphan unit issue (first and third unit on the list – see units below).</p> <p>AHCDRY4XX Conduct mechanical tests on milking machines - Not listed as an elective in Cert IV Ag, therefore not tied to a qualification. Cert IV Ag not listed for update.</p> | <p>Thank you for this feedback.</p> <p>This skill set will not be proceeding, as two of its units (<i>AHCMKH303 Service and repair milking equipment</i> and <i>AHCMKH405 Performance test milking machines</i>) will be proposed for deletion due to lack of support for the delivery of these units.</p> |

| Stakeholder Comments and Identified Issues |   | Consideration and Proposed Resolution   |
|--|---|---|
|  | AHCDRY4XX Service and repair milking equipment- Not listed as an elective in Cert IV Ag, therefore not tied to a qualification. Cert IV Ag not listed for update. |   |
| VIC Industry Employer<br>VIC Association   | Does "AHCMKH4XX Install milking equipment*" need to be included in this skill set?  | Thank you for this feedback.<br>This skill set will not be proceeding, as two of its units ( <i>AHCMKH303 Service and repair milking equipment</i> and <i>AHCMKH405 Performance test milking machines</i> ) will be proposed for deletion due to lack of support for the delivery of these units. |

## Summary of feedback on draft Units of Competency

### Revised units of competency

| Stakeholder Comments and Identified Issues |   | Consideration and Proposed Resolution  |
|--|---|--|
| <b>General</b>                             |   |  |
| WA Govt                                    | <p>I understand that you have XXXX from WA on your SME/TAC group. He is our WA expert and the only one delivering the Cert III over here, so I defer to his knowledge and expertise in all things dairy.</p> <p>XXXX and I have had a quick discussion about the proposed changes.</p> <p>With regard to the 5 level 4 'units with an asterix (sic) next to them': it seems to me that these are more about specific/advanced skills for engineering trades (a fitter) than skills that a dairy person would pick up. Accordingly, XXXX has no issue if you decide to delete them (or pass them on to the right TP).</p> <p>With regard to the 2 level 3 'units with an asterix (sic) next to them': it seems to me that there should be a place for undertaking cleaning and minor maintenance of milking machines. Perhaps these could be combined into one Unit.</p> | <p>Feedback adopted. Based on consultation feedback regarding their suitability, and further analysis of enrolment data, the following current units related to specialised technical skills for milking machines and equipment will be superseded into other existing units:</p> <ul style="list-style-type: none"> <li><i>AHCMKH303 Service and repair milking equipment</i> will be superseded by <i>AHCMKH4XX Service and repair milking equipment</i></li> <li><i>AHCMKH304 Monitor and establish milking machine cleaning</i> will be superseded by <i>AHCDRY3XX Coordinate and monitor milking operations</i></li> <li><i>AHCMKH401 Carry out cleaning-time tests of milking machines</i></li> <li><i>AHCMKH404 Install milking equipment</i></li> <li><i>AHCMKH405 Performance test milking machines.</i></li> </ul> <p>The SME Working Group has informed Skills Impact that the two level 3 units cannot be merged as these relate to two different job tasks.</p> |
| VIC Govt<br>VIC Industry Employee          | I disagree with the feedback online from XXX [above] that the milking units should be amalgamated. They are two separate job tasks; they should remain separate. Do not alter from how they are currently.  | Feedback adopted. Relevant and essential information within these units will be merged and superseded by existing units.<br>This will see information within <i>AHCMKH304 Monitor and establish milking machine cleaning</i> being incorporated into <i>AHCDRY3XX Coordinate and</i>   |

| Stakeholder Comments and Identified Issues |  | Consideration and Proposed Resolution  |
|--|--|--|
|  | Do not combine the mechanical tests and performance test units either. They are two separate activities.   | <p><i>monitor milking operations. AHCMHK303 Service and repair milking equipment</i> has been recoded as a level 4 unit to better align with the AQF level.</p> <p>The mechanic and performance test units will remain separate. Based on stakeholder support, the unit <i>AHCDRY3XX Conduct mechanical tests on milking machines</i> will be retained and included within the elective bank of the <i>AHC3XX21 Certificate III in Dairy Production</i>. The unit <i>AHCMKH405 Performance test milking machines</i> will be superseded and relevant content repackaged into existing units.</p> |
| <b>AHCDRY2XX Milk livestock</b>            |  |  |
| VIC Govt                                   | Additional PCs 3.2, 3.4, 3.6 & 3.7. Not equivalent?  | Feedback adopted. Equivalence status reviewed and changed to 'not equivalent'.   |
| VIC Industry Employer<br>VIC Association   | Suggest a separate line item for "Check cleanliness of the milk storage tank".   | Feedback adopted. PC '1.3 Confirm cleanliness of milk storage tank according to hygiene and food safety requirements' added.   |
| VIC Industry Employer<br>VIC Association   | I believe that veterinarians are permitted to make "off label" recommendations for some animal health products. May need to include a reference to "animal health professional advice"   | Feedback adopted. PC 1.4 (previously 1.3) amended to read, 'Prepare and check spray applicators according to manufacturer specifications or animal health professional advice'.  |
| NSW RTO<br>NSW Employer                    | perhaps instead of prepare it could be check quantity and mix/change drum accordingly if needed  | Thank you for this feedback. The foundation skills have been updated to make sure users understand that "Prepare" in PC 1.4 would include the ability to check quantity, measure and mix. If this is inadequate, please provide additional feedback during the validation phase of the project.  |
| VIC Industry Employer<br>VIC Association   | 1.3 - only mix 'if needed' many farms using 'Ready to use' (RTU) - perhaps include 'check automatic spray unit'  | Feedback adopted. PC 1.4 (previously 1.3) amended to read, 'Prepare and check spray applicators according to manufacturer specifications or animal health professional advice'.  |
| VIC Govt<br>VIC Industry Employer          | Prepare teat sprays according to manufacturer specifications. I think manufacturers specifications will cover whether the teat spray is to be used as is - i.e. already prepared or as a mix to prepare before use. I like the addition of 'check the automatic spray unit' but if we said 'check the spray applicators' this would cover all applicators. | Feedback adopted. PC 1.4 (previously 1.3) amended to read, 'Prepare and check spray applicators according to manufacturer specifications or animal health professional advice'.  |

| Stakeholder Comments and Identified Issues       |  | Consideration and Proposed Resolution  |
|--|--|--|
| WA Govt  | I don't think all dairy cows are yarded before milking. I also suspect they move themselves. Perhaps 'prepare livestock in readiness ....'   | Thank you for this piece of feedback. It was taken to the SME Working Group for consideration. PC 2.1 to remain as "Assist livestock to move carefully and calmly into position according to animal welfare requirements" based on this groups recommendation.   |
| VIC Industry Employer<br>VIC Association         | Most dairy animals are still pastured and need to be "assisted" to return to be milked.<br>Dairy facilities that employ confinement housing require a skilled operator to move animals from housing/feeding pens to the milking facility.                  |  |
| WA Association<br>WA RTO<br>WA Industry Employer | Needs to include animal welfare - with the minimal use of force and noise.<br><br>Separate out health/reproductive checks/observations.<br>2.3 Can't segregate once on the milking platform - identify and mark<br>2.5 before 2.4 - especially bucket cows | Feedback adopted. Animal welfare requirements in PC 1.5 and 2.1 includes handling of livestock with minimal use of force and noise.<br><br>Feedback adopted. PC2.3 (now 2.2) amended to 2.2 Monitor livestock health and condition and segregate and report livestock health problems and livestock on heat as required.<br>PCs 2.4 and 2.5 reordered. |
| VIC Industry Employer<br>VIC Association         | ... food and work place safety...  | Feedback adopted. PC 3.2 expanded to read, 'Carry out cleaning procedures of dairy facilities, machinery and equipment according to hygiene and food safety and work health and safety requirements'.  |
| NSW RTO  | Is paddocks the correct term ? might return to a feedpad ??  | Feedback adopted. PC 3.1 amended to read, 'Return livestock to designated feeding area without causing stress or injury'.  |
| VIC Industry Employer<br>VIC Association         | ...paddocks or feed pen ....   |  |
| VIC Govt<br>VIC Industry Employer                | As per comment [above] - Livestock do not necessarily go to a paddock post milking and so perhaps a more generic phrase e.g. 'return livestock to their designated feeding area'?  |  |
| VIC Industry Employer<br>VIC Association         | PC 3.2 should be conducted DURING milking  | Feedback adopted. PC3.2 'Check milk temperature and functionality of cooling equipment according to food safety requirements' moved to element 2, PC2.4  |

| Stakeholder Comments and Identified Issues  |  | Consideration and Proposed Resolution   |
|---|--|---|
| SA Association  | Needs re-wording, maybe something more like the point below, Eg. animal welfare practices and requirements for handling and moving livestock for milking operations and the impacts of bad practices.  | Feedback adopted.   |
| VIC Govt  | Bad is an inappropriate descriptor   | Feedback adopted. 'Bad' replaced with 'incorrect'.  |
| <b>AHCDRY3XX Carry out routine service of milking equipment (previous draft version - Carry out minor service of milking equipment)</b> |  |   |
| VIC Industry Employer<br>VIC Association  | The term "minor" needs further definition. What can be minor to some, can be catastrophic to others!!  | Feedback adopted. The term 'minor' has been replaced with 'routine' in the unit title and content of the unit. Furthermore, for clarity, the application and other fields now refer to 'faults that do not require the services of qualified tradespeople'.   |
| VIC Govt  | Agree with (above comment), what is minor? Needs to be very clear as to what is permitted as a non trade person, under electrical licensing.   |   |
| VIC Govt  | An alternative to the word 'minor' could be 'routine' – referring to the routine servicing carried out by farm hands   |   |
| WA Govt   | This seems a very vague and small task that might be better placed as an element within another Unit. Assuming no recent commencements, absorb it.   | Thank you for this feedback. This unit was identified by the SME Working Group as a skill gap for farm hands and has been supported during national consultation.   |
| SA Association<br>SA Employer   | I disagree with comment from [above] I come from a business that has multiple dairies with lots of staff and it is difficult to find staff that understand and are able to identify/fix faults.  | Thank you for this feedback.  |
| VIC Govt  | Needs to be re-written. Element 3 is carry out servicing/maintenance/adjustments and should be part of element 3. Element 2 could be risk assessments, fault analysis??  | Feedback adopted. The elements have been reviewed. Element 2 is now about fault finding only and Element 3 is about rectifying faults. PC3.3 describes completing routine scheduled maintenance.  |
| VIC Industry Employer<br>VIC Association  | Agree with [above], sequencing an issue. have completed takes and then eliminating and controlling risks. Identified WHS hazards in previous elements. Before completing task operator must ensure safe to do so and implement control measures or do not proceed and report?? | Feedback adopted. The elements have been reviewed. Element 2 is now about fault finding only and Element 3 is about rectifying faults. PC3.3 describes completing routine scheduled maintenance.<br><br>Previous PC3.3 describing risk identification and control removed as already identified in 1.2. |

| <b>Stakeholder Comments and Identified Issues</b>          |  | <b>Consideration and Proposed Resolution</b>   |
|--|--|--|
| VIC Industry Employer<br>VIC Association                   | Risk control – strange terminology   | Feedback adopted. 'Risk control' removed as risk control is already identified in 1.2.   |
| WA Govt  | at least 2 - preferably 3. [referring to PE]   | Feedback adopted. Due to changes to elements 2 and 3, it is now appropriate for PE to be demonstrated 'on at least two occasions'.   |
| VIC Industry Employer<br>VIC Association                   | Electrician – suitably qualified trades people   | Feedback adopted. The term 'electrician' that appeared in the application field, PC2.4 and PE replaced with "qualified tradesperson", except in KE where reference is to 'electrical faults'.  |
| VIC Govt   | Risk assessment needs to be added, current KE is not systematic in approach. Also needs information as to what is permitted under licensing as part of risk assessment   | Feedback adopted. Risk assessment added to KE. In addition, dot point, 'possible electrical faults of milking machines and requirement to refer these to qualified electricians' included in KE.   |
| VIC Industry Employer<br>VIC Association                   | delete "s" from impacts  | Feedback adopted. 's' removed from 'impacts' in KE.  |
| <b>AHCDRY3XX Coordinate and monitor milking operations</b> |  |  |
| VIC Govt   | Matching language and meaning - PC with PE<br>'Establish criteria' in PE – should PC 1.2 read 'Identify criteria ...?'<br>'scheduled, coordinated and monitored the milking operation' – the words scheduled and coordinated do not appear in the PCs. Check for clarity of meaning/links between PC & PE. | Feedback adopted. Dot points in PE checked against PCs. "Established criteria" amended to 'identified criteria for monitoring milk quality' and 'scheduled, coordinated and monitored the milking operation' reduced to 'monitored the milking operation.' |
| WA Govt  | I am assuming we are talking about daily milking operations, rather than longer term.  | Feedback adopted. This unit is based on daily milking operations. Clarification has been added to application field.   |
| VIC Industry Employer<br>VIC Association                   | clarify??  | Feedback adopted. Typo corrected in PC1.1.   |
| VIC RTO  | I think this is above the level of responsibility of a cert III. They do check, maintain and adjust liners, oil levels, filters but they do not usually have the opportunity to consult with the dairy technician.   | Feedback adopted. PC2.2 split into 2 PCs in response to feedback. 2.2 Check availability of water supplies and serviceability of milking equipment   |

| Stakeholder Comments and Identified Issues |  | Consideration and Proposed Resolution   |
|--|--|---|
|  |  | 2.3 Adjust milking equipment as required in consultation with relevant personnel or report complex repairs for specialist attention.<br><br>PC2.5 removed as covered in PC2.3.  |
| WA Govt                                    | I am not sure what a dairy technician is. Does it mean the person servicing the machines, eg probably a fitter originally? I suspect any consultation would be with the farmer (owner/manager).  | A dairy technician is a person working as a milker and dairy farm hand. Increasingly, there is a need for this person to troubleshoot the machinery involved in milking, hence the inclusion of the technician terminology.   |
| VIC Govt<br>VIC Industry Employer          | If the person at the level of this unit is to coordinate milking operations, this might require them needing to consult with a senior staff person about problems with milking equipment. If no senior person is available there would most likely be a phone contact for a person from a milking equipment service company who would then visit and sort the issue out. | Feedback adopted. Ways to troubleshoot have been broadened within the unit.   |
| VIC Industry Employer<br>VIC Association   | Manufacturers Specifications is a "motherhood statement".<br>Most milking installations are customised at commissioning to take into account local variables.<br>Rectification should be done to the most recent professional service report   | Feedback adopted. PC2.2 split into 2 PCs in response to feedback.<br>2.2 Check availability of water supplies and serviceability of milking equipment<br>2.3 Adjust milking equipment as required in consultation with relevant personnel or report complex repairs for specialist attention.<br><br>PC2.5 removed as covered in PC2.3. |
| WA Govt<br>WA RTO                          | 4.5 Advise supervisor of issues arising and suggested changes for future milking cycles.   | Feedback adopted. 'Report issues and suggested changes for future milking cycles to supervisor' added as PC4.5.   |
| VIC Industry Employer<br>VIC Association   | Agree with [above comment]   | Thanks for the confirmation. Report issues and suggested changes for future milking cycles to supervisor' added as PC4.5.   |
| VIC RTO                                    | When would we calculate an area or a percentage?   | Feedback adopted. 'Area, percentage' removed from the numeracy description for numeracy skills in the foundation skills field.  |
| SA Association                             | I think drying off doesn't belong in this unit but better in the "Implement animal health control programs" unit instead.  | Feedback adopted. Dot point 'implemented drying off program' removed from PE.   |

| <b>Stakeholder Comments and Identified Issues</b> |  | <b>Consideration and Proposed Resolution</b>   |
|---|--|--|
| VIC RTO   | What is meant by establish criteria?   | Feedback adopted. Dot point 'established criteria and monitored milk quality' amended to 'identified criteria for monitoring milk quality'.  |
| VIC Govt  | Drying off not linked to PC?? Not mention of dry cow strategy, culling and treatments. This is very specific and if part of Element 3, needs more detail about disease and mastitis. Is this the job of this person??  | Feedback adopted. Dot point 'implemented drying off program' removed from PE.  |
| VIC RTO   | Could this move to knowledge evidence as this cannot be assessed all year round and the treatment itself is very similar to mastitis treatment which could be observed easier. Not all dairies do herd testing or individual mastitis testing due to improved technology or they might not have a problem. As a suggestion we could just take a hygienic sample for testing in the observation and ask how they can get their individual cow milk quality information and how to utilize it as knowledge question? | Thank you for this feedback, it was referred to our SME Working Groups. Dot point in KE, 'livestock testing, treatment and preventive medicine applicable to milking operations' expanded to read, 'livestock health testing and sampling, treatment and preventive medicine applicable to milking operations'.  |
| VIC RTO   | A cert III would not schedule milking operations   | Feedback adopted. Dot point in PE, 'scheduled, coordinated and monitored the milking operation' reduced to 'monitored the milking operation.'  |
| VIC RTO   | Could this be narrowed down? It is a very broad statement. Which part of the anatomy (teat, udder) or physiology would you like to be assessed at milking?   | Feedback adopted. Dot point in KE reduced to 'reproduction cycle, lactation and behaviour of the animal species applicable to milking operations.  |
| <b>AHCMKH3XX Monitor milking machine cleaning</b> |  |  |
| VIC Govt  | AHCMKH304 Monitor and establish milking machine cleaning appears to be an orphan unit but this unit is included in the draft Cert III in Dairy Production which will resolve the issue.  | Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be superseded by moving its relevant content into <i>AHCDRY3XX Monitor milking machine cleaning</i> . This existing unit will be in the new <i>Certificate III in Dairy Production</i>   |
| VIC Industry Employer<br>VIC Association          | What does RESPONSIBLE mean in this context? Is a Cert III responsible for designing, implementing, or monitoring the routines? [in reference to wording used in application field]<br><br>Can't determine "bacterial levels" from factory test results. Maybe rephase as "determine potential source of bacterial contamination from factory ..." [in reference to PC2.1]  | Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be superseded by moving its relevant content into <i>AHCDRY3XX Monitor milking machine cleaning</i> . This existing unit will be in the new <i>Certificate III in Dairy Production</i><br><br>In response to this feedback, anything specifically related to the content that will be included in the superseded unit will be added to the unit. |

| Stakeholder Comments and Identified Issues                |  | Consideration and Proposed Resolution  |
|---|--|--|
|   | <p>Most often done in conjunction with dairy equipment supplier or dairy chemical supplier [in reference to PC2.3]</p> <p>Is determining water quality a Cert III skill? [in reference to PC2.4]</p> <p>Need more clarity in the term MANUFACTURER. The equipment manufacturer will provide a "standard" set of guidelines for cleaning, but the equipment or chemical supplier will customise the routine to suit local environment conditions. [in reference to PC3.2]</p> <p>Where is the skill/training for monitoring chemical concentrations? [in reference to PC3.3]</p> <p>Re word to assess instead of removing as a Cert 3 would notify manager or equipment technician to action this problem. [in reference to PC3.4]</p> <p>One occasion is not enough to account for the variety of environmental conditions that contribute to a myriad of observed plant/tank hygiene issues. [in reference to PE]</p> |  |
| <b>AHCMKH3XX Operate a dairy waste utilisation system</b> |  |  |
| VIC Industry Employer<br>VIC Association                  | TERMINOLOGY dairy waste storage and disposal system - Terminology?? [in reference to elements 1 and 2]   | Feedback adopted. The term "disposal" replaced with 'utilisation' in elements 1 and 2 for consistency.   |
| WA Govt   | in? (just being picky)   | Feedback adopted. Error corrected in statement, 'This unit applies to individuals who work as farm hands and are responsible for managing the solid and effluent waste generated <u>in</u> a dairy facility' that appear in the application field. |
| VIC Industry Employer<br>VIC Association                  | Communicate and coordinate activities with other workers who may be affected by maintenance activities - 1.2 be included as a PC in all elements of all skill sets?  | Feedback adopted. Inserted into this unit and other units where relevant, including, <i>AHCDRY311 Carry out routine service of milking equipment.</i> Suggestion not appropriate in units where work may be performed independently.               |
| VIC Govt  | Agree with [comment above] - this type of communication is relevant to all units. Is it an implicit foundation skill as part of collaboration and communication? Cannot see why this unit is different to any other.   |  |

| <b>Stakeholder Comments and Identified Issues</b>   |   | <b>Consideration and Proposed Resolution</b>  |
|---|---|---|
| VIC Industry Employer<br>VIC Association  | <p>recognised by whom?</p> <p>Remove litter, flush &amp; drain.....</p> <p>impact?</p> <p>DAIRY</p>   | <p>Feedback adopted. PC2.3 'Carry out recognised techniques for irrigation from dairy waste storages' amended to 'Carry out irrigation from dairy waste storages'.</p> <p>PC2.4 'Flush and drain in-shed dairy waste pits' expanded to 'Remove litter, flush and drain in-shed dairy waste pits'.</p> <p>'Impacts' amended to 'impact' in KE.</p> <p>'Diary' corrected to read 'dairy' in KE.</p> |
| WA Govt   | 2or 3 at least, please.   | Feedback adopted. PE now requires evidence to be demonstrated on at least two occasions, instead of one.  |
| <b>AHCDRY4XX Manage milking shed operations - (previous draft version - Manage milking shed routines)</b> |   |   |
| WA Govt   | <p>Yes, milking can be rather routine, but having the word in the title is limiting and doesn't reflect the tasks described below. Remove the word.</p> <p>practices? operations?</p> <p>A bit of a non-statement, although this includes 'develop' whereas the first sentence is just 'manage'. Combine.</p> | <p>Feedback adopted. The word 'routines' that appears in the unit title and content replaced with 'operations'.</p> <p>Feedback adopted. The statement in the application field amended to 'This unit applies to individuals who manage and monitor the operations of a dairy facility.'</p>  |
| VIC Govt<br>VIC Industry Employer   | An alternate word might be 'operation' or 'operations'  | Feedback adopted. The word 'routines' that appears in the unit title and content replaced with 'operations'.  |
| VIC Industry Employer<br>VIC Association  | If this is a management position, should production and financial goals be included in the skill set?   | Feedback adopted. PCs 2.1 and 3.1 amended to reflect that that operations are managed and monitored according to production requirements. Inclusion of unit in skill set dependant will be discussed further in Validation.   |
| VIC Industry Employer<br>VIC Association  | <p>SUPPLIERS OF WHAT? Is "supplier" the correct terminology? I assume this refers to the milk processor!!!</p> <p>TYPO – Milking</p> <p>... in-shed...</p>  | <p>Feedback adopted. The term 'suppliers' replaced with 'milk buyer' in PCs 1.2 and 5.1.</p> <p>Typo in PC1.3 corrected.</p> <p>Typo in PC.3.3 corrected, thank you.</p>  |

| <b>Stakeholder Comments and Identified Issues</b>                  |  | <b>Consideration and Proposed Resolution</b>   |
|--|--|--|
|  | <p>Establish and monitor ....</p> <p>"at risk" of what?</p> <p>... milk quantity and quality...</p>  | <p>PC4.1 expanded to read, 'Establish and monitor shed procedures for identification of livestock herd health problems.'</p> <p>The term 'at risk livestock' now refers to 'livestock with health problems. Amendments made to Element 4 and PCs 4.2 and 4.4.</p> <p>PC5.2 expanded to read, '5.2 Identify deviation from milk quantity and quality and rectify according to professional advice'.</p> |
| VIC Govt   | <p>Need to also identify animal welfare impacts inline with PC 3.7 implement and monitor animal welfare. Welfare needs must be explicit in unit.</p> <p>'bad' inappropriate descriptor, should be removed from all UoC's</p>   | <p>PC1.4 Identify animal welfare requirements and practices to ensure the welfare of livestock' added.</p> <p>Feedback adopted, 'bad' removed.</p>   |
| VIC Industry Employer<br>VIC Association                           | <p>As a management position, two milking operations is insufficient. The individual needs to demonstrate competency in a number of differing milking sheds.</p>  | <p>The requirement that an individual needs to demonstrate competency in differing milking sheds potentially creates barriers for assessment, particularly for those who work for one employer or remote areas.</p>  |
| VIC Industry Employer<br>VIC Association                           | <p>Enterprise production targets and enterprise viability - This "criteria" is not discussed/mentioned anywhere else.</p>  | <p>As these production targets and their viability are necessary knowledge around the unit's subject matter, but not an intrinsic step when undertaking the task, it is appropriate to list them only in the KE.</p>   |
| <b>AHCMKH4XX Carry out cleaning time tests of milking machines</b> |  |  |
| VIC Industry Employer<br>VIC Association                           | <p>Are "dairy facilities" a person??? – [in reference to typo in application field]</p> <p>and dairy cleaning chemical suppliers. {in reference to application field]</p> <p>Establish procedure for conducting cleaning-time test based on previous testing outcomes- Got know idea of what this means??? [in reference to PC1.1]</p> <p>site, facility...Is the comma needed? [in reference to PC1.3]</p> <p>Establish bacteriology of specific facility from relevant records - Needs explanation [in reference to PC1.5]</p> | <p>Feedback adopted.</p> <p>This has been added</p> <p>This indicates the process of how a cleaning-time test will be undertaken</p> <p>Comma removed</p> <p>Feedback adopted, explanation given</p>   |

| <b>Stakeholder Comments and Identified Issues</b>             |   | <b>Consideration and Proposed Resolution</b>   |
|---|---|--|
|   | <p>2.1 Identify and record details of normal cleaning routines and procedures during testing<br/>2.2 Install testing equipment to measure water or airflow velocities<br/>2.3 Carry out cleaning-time tests before or during cleaning of milking machines or bulk milk tank<br/>Who is teaching these skills?</p> <p>To my knowledge there is no "industry standard" for cleaning time tests. Original Equipment Manufacturers generally have their own standards. [in reference to PC3.1]</p> <p>delete "application" replace with "dilution" [in reference to numeracy skills in foundation skills field]</p>   | <p>This teaching can be offered by a certified training provider, usually an RTO.</p> <p>Reference to 'industry standard' removed</p> <p>Feedback adopted.</p>   |
| VIC Govt  | <p>Not recommended to embed industry standards in PC's. If no industry standard then cleaning-time test need to meet safety requirements as apart of risk assessment to control the spread of bacteria from mastitis, environment, calves and other factors [in reference to PC3.1]</p> <p>Agree with [comment above in reference to PC 1.5] bacteriology is a specialist field of study within microbiology - cleaning controls bacterial loads to meet safety and quality requirements. Need to look at contact time, chemical concentrations, particular bacteria species and what is being targeted - pathogen/spoilage i.e. Staph aureus, Strep agalactiae, E coli</p> | <p>Feedback adopted, safety requirements added in place of 'industry standard'.</p> <p>Feedback adopted. Bacteriology cleaning controls added into KE.</p>   |
| <b>AHCMKH4XX Conduct mechanical tests on milking machines</b> |   |  |
| VIC Industry Employer<br>VIC Association                      | [insert], based on ISO testing procedures and performance criteria  | Feedback adopted. PC2.2 extended to read 'Determine expected performance from machine specifications, testing procedures and performance criteria'.  |
| VIC Industry Employer<br>VIC Association                      | <p>Measure and report air consumption of component groups and pipeline leakage.<br/>Test pulsators according to ISO test procedure and report results relative to manufacturers performance recommendations.</p> <p>Establish ISO recommended air consumption of components and measure consumption according to ISO recommended procedure</p>  | <p>Feedback adopted. PC 4.3 amended to read 'Measure and report air consumption of component groups and pipeline leakage.'</p> <p>Feedback adopted. PC4.4 amended to read, 'Test pulsators according to testing procedures and report results relative to manufacturers performance recommendations'.</p> <p>Feedback adopted. PC4.5 amended to read, 'Establish recommended air consumption of components and measure consumption according to testing procedures'.</p> |

| <b>Stakeholder Comments and Identified Issues</b>              |   | <b>Consideration and Proposed Resolution</b>   |
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| VIC Industry Employer<br>VIC Association                       | Local "certifying" authorities have always requested at least 5 satisfactorily completed mechanical tests to attain "accreditation"   | Feedback adopted. PE amended to specify at least five tests.   |
| VIC Industry Employer<br>VIC Association                       | Individuals seeking this competency need to be aware of udder physiology, invasive pathogens and the interaction between the milking machine and the lactating animal.  | Feedback adopted. The dot point 'udder physiology, invasive pathogens and the interaction between the milking machine and the lactating animal' added to KE.           |
| VIC RTO  | does not meet ISO standards, make the assumption that technicians will have access to more than 1 type of milking machine (this may not be possible for some smaller dealerships) and am concerned around the comment that physiology and invasive pathogens would form the knowledge evidence.   | Feedback adopted. The dot point 'udder physiology, invasive pathogens and the interaction between the milking machine and the lactating animal' added to KE.           |
| <b>AHCMKH4XX Conduct performance tests on milking machines</b> |   |  |
| VIC Govt   | Matching language and meaning - PC with PE<br>PE –'conducted tests while with live stock' – should that be livestock? No mention of livestock in the PCs.<br>PE – 'developed a report of ... – words 'complete report' in the PCs. PC 4.3 mentions presenting a report. Should that be in the PE?   | Thank you for your feedback. Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be proposed for deletion. |
| VIC Industry Employer<br>VIC Association                       | Delete "for performance", replace with "while extracting milk from lactating livestock" [in reference to application field]<br><br>PC 1.1 not needed<br><br>Elements 2 & 3 are repetitive. "Milking Time Testing" is a more accurate and more widely accepted term than "wet" or "performance" testing.<br><br>Delete "desired performance", replace with "ISO or manufacturer recommendations" [in reference to PC3.1] | Thank you for your feedback. Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be proposed for deletion. |

| <b>Stakeholder Comments and Identified Issues</b>     |   | <b>Consideration and Proposed Resolution</b>   |
|---|---|--|
|   | <p>A wet test and a Milking Time Test are the same procedure. More than two tests are needed to demonstrate competence. [in reference to PE]</p> <p>Need to demonstrate knowledge of udder physiology and paths of pathogen transmission. [in reference to KE]</p>  |  |
| SA Association  | spelling error "serviceability" [in reference to PC1.3]   | Thank you for your feedback. Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be proposed for deletion. |
| VIC RTO   | makes the assumption that technicians will have access to more than 1 type of milking machine (this may not be possible for some smaller dealerships) [in refence to PE]  | Thank you for your feedback. Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be proposed for deletion. |
| <b>AHCMKH4XX Install milking equipment</b>            |   |  |
| VIC RTO   | Suggest including commission testing in the KE  | Thank you for your feedback. Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be proposed for deletion. |
| VIC Industry Employer<br>VIC Association              | <p>Where do basic "mechanical " skills get included in these skill sets? [general question].</p> <p>contract plan????? [in reference to PC1.1]</p> <p>delete "tinware", replace with "pipework and vessels" [inference to PC1.2]</p> <p>Need to include a PC for ensuring manufactured vessels and pipelines meet sanitary requirements.</p> <p>to ISO installation and performance standards [in reference to PC5.1]</p> <p>to = with??? [ in reference to PC5.3]</p> <p>Add '5.6 Complete installation checklist with client'.<br/>Installer is often not involved with the manufacture of components</p> | Thank you for your feedback. Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be proposed for deletion. |
| <b>AHCMKH4XX Service and repair milking equipment</b> |   |  |

| Stakeholder Comments and Identified Issues |  | Consideration and Proposed Resolution  |
|--|--|--|
| VIC Govt                                   | <p>The PE statement – ‘used the required inspection and testing methods for the component being serviced’. These methods are not included in the PCs or supported in the KE.</p> <p>Will this unit be included in a qualification? AHCMKH303 Service and repair milking equipment appears to be an orphan</p>  | Thank you for your feedback. Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be proposed for deletion. |
| VIC Industry Employer<br>VIC Association   | <p>Testing pf pulsators during milking is performed during a milking time test, not a service visit [in reference to PC3.1] Add, ‘that do not meet performance criteria during mechanical testing’.</p> <p>Delete PC 4.3 - releaser systems are almost non-existent now. Replace 4.3 with - Inspect and repair mechanical milk pump components, diaphragms and non return valves</p> <p>needs definition, extra low voltage is a very subjective term [in reference to PC5.1] add, ‘uniformity and alignment’.</p> <p>including the exhaust system [reference first dot point of PE]</p> <p>Testing pf pulsators during milking is performed during a milking time test, not a service visit. [comment against PE]</p> | Thank you for your feedback. Based on consultation feedback regarding its suitability and further analysis of enrolment data, this unit will be proposed for deletion. |

### Proposed units of competency for deletion

| Stakeholder Comments and Identified Issues |   | Consideration and Proposed Resolution |
|--|---|---------------------------------------|
| General                                    |   |                                       |
| VIC Industry Employer<br>VIC Association   | No career pathways for the MKH units means there is a small chance of them being taught. I also agree with the units to be deleted. | Thank you for the confirmation.       |
| VIC Govt<br>VIC Industry Employee          | Most of the training is being taught unofficially anyway. Deletion of units won't stop people from using the training in this way.  | Thank you for the confirmation.       |

| <b>Stakeholder Comments and Identified Issues</b> |  | <b>Consideration and Proposed Resolution</b> |
|---|--|--|
| NSW RTO   | I agree with the suggestion to delete the units currently up for deletion. | Thank you for the confirmation.              |
| WA Govt   | I agree with your proposed units to be deleted.                            | Thank you for the confirmation.              |