

Pulp and Paper Manufacturing Review Project

Summary of Feedback, Responses and Actions



7 June 2021

Draft qualifications, units of competency and skill sets for the Pulp and Paper Manufacturing Review Project were made available on the Skills Impact website for stakeholder review from 18 March to 7 May 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, online consultation sessions, via phone and email, as follows:

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

*The table above is reflective of the Australian Pulp and Paper Manufacturing Industry which is concentrated in Victoria, New South Wales, and South Australia.

Feedback received during the 'drafts available' period for the qualifications, units of competency and skill sets that have been developed for pulp and paper manufacturing industry has been positive overall, with minor changes or updates suggested by stakeholders.

Below is a summary of the feedback raised for the draft qualifications, units of competency and skill sets developed and reviewed for the Pulp and Paper Manufacturing Review 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 Pulp and Paper Manufacturing (PPM) Review Project 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.

Acronyms used in the report include PC – Performance Criteria, PE – Performance Evidence, KE – Knowledge Evidence, AC – Assessment Conditions, PPM – Pulp and Paper Manufacturing.

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Summary of feedback on draft PPM qualifications

Revised qualifications

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
PPM2XX21 Certificate II in Pulp and Paper Operations		
Industry Association, QLD	Consider increasing the number of imported units in the packaging rules from 2 to 5? Are there any pre-requisites (entry requirements) in Qualifications? Any 'workplace hours'?	Thank you for the feedback. The ruling for the number of imported units that can be imported from elsewhere is appropriate against the total number of units in maintaining the integrity of the qualification. There are no entry requirements or workplace hours associated with any of the PPM qualifications.
RTO, VIC	Check unit title and code - PPMRES3XX Operate the woodchip production system. Should this unit be in the Cert III?	Thank you for the feedback. <i>PPMRES3XX Operate the woodchip production system</i> removed from Certificate II and added to Group A Pulping Operation electives in the Certificate III.
RTO, VIC	In reference to CPCCLDG3001 and CPCCLRG3001 in general electives, add prerequisite to General elective grouping. Can limit flexibility if all units chosen with prerequisites. Basic rigging code incorrect CPCCLRG3001 - Licence to perform rigging basic level (Release 1)'. '.	Thank you for the feedback. <i>CPCCLDG3001 Licence to perform dogging</i> added to Group B General electives. Code for Licence to perform rigging basic level corrected.
PPM3XX21 Certificate III in Pulp and Paper Operations		
RTO, VIC	Check unit title - Identify and rectify operational problems	Thank you for the feedback. Unit title corrected.
RTO, VIC	Typo incorrect code CPCCLRG3001 - Licence to perform rigging basic level (Release 1)	Thank you for the feedback. Code for Licence to perform rigging basic level corrected.
PPM4XX21 Certificate IV in Pulp and Paper Operations		
Industry, NSW	Qualification is applicable to team leader/senior operator roles at XXX. Typo Group C general electives (change from B) Group B electives - could change packaging rules to 'at least 2 or 3' as operators would have to work across several areas e.g., papermaking area would cover wet end, dry end, finishing and converting	Thank you for the feedback. Typo in Group C corrected. Packaging rules amended to state that 'at least 2 electives to be selected in Group B'
PPM5XX21 Diploma of Pulp and Paper Operations Management		

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
RTO, VIC	Interesting that there are no PPM specific elective units. Reflective of more generic management skills required at this level.	Thank you for the feedback. PPM skills specified in core units. The elective bank utilises imported units that address generic management and higher-level generic skills.
RTO, VIC	No issues	Thank you for the feedback.

General qualification comments

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
RTO, VIC	There are a few units that do not appear to be included in any of the PPM qualifications (orphan unit issue). They are: PPMEPG2XX Monitor and control power generation system PPMENV4XX Monitor and control environmental hazards PPMRES4XX Troubleshoot and rectify primary resource operations PPMWAS4XX Troubleshoot and rectify water systems	Thank you for the feedback. Unit <i>PPMENV4XX Monitor and control environmental hazards</i> appears under Group B General Elective Units in the <i>Certificate IV in Pulp and Paper Operations</i> . The other units not appearing in qualifications was an oversight. Unit <i>PPMEPG2XX Monitor and control power generation systems</i> now included in the Certificate II. Units <i>PPMRES4XX Troubleshoot and rectify primary resource operations</i> and <i>PPMWAS4XX Troubleshoot and rectify water systems</i> are now included in the Certificate IV.
Union, NAT	Qualifications allows for packaging operations relevant to differing sites	Thank you for the feedback.
RTO, SA	Case study example of RTO/Industry partnerships where training delivery is based in the workplace. This case study was part of research to consider options for delivery of training in the revised Certificates II, III and IV in Pulp and Paper Operations. <u>RTO/Industry partnership model</u> On-site training. Approx. one day per month for 42 months Internal training is mapped against current qualifications and units of competency and RTO trainers 'fill gaps'. Training delivery a mix of online and on-site.	Thank you for the feedback. Forestworks to send updates to RTO SA about revised qualifications in pulp and paper operations. There may be potential for delivery under a 'future industry and trades' program based in SA. The limestone coast area in SA may be an identified 'area of need' which would assist with funding for delivery of accredited training in the workplace to manufacturing facilities, including the pulp and paper manufacturing sector, located in that area.

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
	<p>Use of online platforms for delivery more common since COVID.</p> <p>Some company employees have part or full TAE in house which provides options for assessment from internal training systems to be applied.</p>	
RTO, NSW	<p>Case study example of RTO/Industry partnerships where training delivery is based in the workplace. This case study was part of research to consider options for delivery of training in the revised Certificates II, III and IV in Pulp and Paper Operations.</p> <p><u>RTO/Industry partnership model</u> Trainers based at RTO develop materials and deliver the training and assessment in the workplace. Assessments are undertaken in the in workplace using an assessment tool which uses observation of tasks, oral or written questions and third-party reports as evidence of competence.</p> <p>Training model is negotiated with the employer – usually depends on how much 'release' time is possible. One three-hour face to face with two different times offered. Then trainee's complete booklet prior to workplace assessment.</p>	<p>Thank you for the feedback. Forestworks to send updates to RTO NSW about revised qualifications in pulp and paper operations to consider potential for delivery under similar workplace-based training models that the RTO currently has in place with other industries.</p>
RTO, VIC	<p>Case study example of RTO/Industry partnerships where training delivery is based in the workplace. This case study was part of research to consider options for delivery of training in the revised Certificates II, III and IV in Pulp and Paper Operations.</p> <p><u>RTO/Industry partnership model</u> Accredited training is part of industrial award. Set pathway when joining the business – first month enrol in Certificate I. On completion of Certificate II increase to 'skilled operator level'. Cert II takes about 18 months to complete with delivery taking place in the workplace. Plant operates 24/5 Partnership has been going for approx. 15 years – previously an RPL component.</p>	<p>Thank you for the feedback. Forestworks to send updates to RTO VIC about revised qualifications in pulp and paper operations to consider potential for delivery under similar workplace-based training models that the RTO currently has in place with other industries.</p>

Summary of feedback on draft Units of Competency

New units of competency – Industry (IND)

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
PPMIND2XX Apply principles of pulp and papermaking to work practices		
Industry, NSW	This unit is very good. It reflects what is done at XXX in terms of what is covered for new entrants (except bleaching but would be useful to have knowledge of that for transferrable knowledge and understanding how different operational processes link)	Thank you for the feedback. Based on other stakeholder feedback, the knowledge evidence field has been revised and simplified to ensure the type and breadth of knowledge is appropriate for outcome of the unit, without losing the knowledge needs of industry.
RTO, VIC	Cannot see how the action verb apply is demonstrated in UoC. Outcomes of UoC relate to identify principles, suggest change to identify and communicate/present principles of PPM	Thank you for the feedback. This unit addresses skills and knowledge required to gain industry knowledge of pulp and paper manufacturing principles and processes (Element 1) and use that knowledge to apply in communication and work tasks (Element 2). The unit title is considered appropriate in reflecting its outcomes.
RTO, VIC	Replace 'examine' with 'access' in Element 1	Thank you for the feedback. Element 1 amended to 'Access information on pulp and paper manufacturing process'.
RTO, VIC	In reference to PC2.3, Not sure how terms and knowledge facilitate a work task. Is the PC requiring learner to use terms when communicating with team?	Thank you for the feedback. For clarity, PC2.3 amended to 'Use key industry terms and knowledge of manufacturing process to facilitate communication and work tasks.
RTO, VIC	Large knowledge requirement for level 2	Thank you for the feedback. The knowledge evidence field has been revised and simplified to ensure the type and breadth of knowledge is appropriate for outcome of the unit, without losing the knowledge needs of industry.
PPMIND2XX Work effectively in the pulp and paper industry		
Industry, NSW	PC1.4 could be interpreted as too 'high level' for operational roles. E.g., 'Evaluate'. Need to make sure tasks reflect level of participants this is targeted at	Thank you for the feedback. PC 1.4 amended to read, 1.4 Identify impacts of emerging products and markets, technology changes, work processes and environmental issues on organisation and work practices.
Industry, NSW	Element 2, Comments similar to above and some PC's e.g., 2.3 may be problematic in terms of different organisations and confidentiality agreements (don't include specific employment arrangements) Also employee rights covered under Workcover	Thank you for the feedback. PC 2.3 removed and references to 'specific employment arrangements removed from Knowledge Evidence.

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
Industry, NSW	<p>Knowledge Evidence and Assessment Conditions Most KE points are relevant but need to make sure at level of participant the course is aimed at. Remove KE point about differences between imported and Australian paper products (hard to cover and access information about - too high level) AC - all OK to access for Assessment in the workplace to take place</p>	<p>Thank you for the feedback. Knowledge evidence checked to ensure that type and breadth of knowledge is appropriate for the unit's outcomes. Reference to 'difference between imported and Australian paper products' removed.</p>
	<p>Unit is packaged at Cert II and Cert III core but as a Cert II core should align to this level? Some outcomes not consistent with this level 2 qualification based on language.</p> <p>Action verbs such as evaluate, and research (PE) are not consistent with the outcomes for AQF level 2. Action verbs such as participate, identify, follow more accurately reflect the outcome for level 2. Identifying marketplace and future trends at national and international level for the industry and then evaluating such trends appears to be well outside of level 2 - higher order thinking and cognitive processes. Unsure how this will help learner to work effectively - working under supervision, mainly routine work with basic factual, technical, and procedural knowledge.</p>	<p>Thank you for the feedback. To support better outcomes of basic factual, technical, and procedural knowledge, PCs in Element 1 amended to read:</p> <p>1.1 Identify structure and key future trends of Australian and global pulp and paper industry 1.4 Identify impacts of emerging products, technology changes, work processes and environmental issues on organisation and work practices 1.5 Recognise roles and responsibilities of key staff within organisational structure.</p>
RTO, VIC	Excessive knowledge requirement for level 2 qualification.	<p>Thank you for the feedback. Knowledge evidence field revised to contain the type and breadth of knowledge required. Dot points, 'differences between imported and Australian paper products' and 'industry awards or relevant enterprise agreements...' removed based on other industry feedback.</p>
PPMIND5XX Evaluate emerging technologies and processes		
RTO, VIC	In reference to Element 1 and PC 1.1, Is this a literature review? Suggest change element wording identify to research to reflect the complexity of the task and cognitive processes.	<p>Thank you for the feedback. Element 1 amended to read, 'Research emerging technologies and processes. Element 1 is about conducting the research for a feasibility study.'</p>
RTO, VIC	In reference to Performance Evidence, frequency could be an issue - what if at the time of assessment only one emerging tech, competency cannot be attained. How do you predict R&D projects in any given training period?	<p>Thank you for the feedback. First dot point of performance evidence amended to, 'researched and documented purpose, features and applications of emerging pulp and paper manufacturing technologies or processes, relevant to organisational context', in order to avoid any barriers for assessment.</p>

New units of competency – Quality Assurance (QAS)

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
PPMQAS5XX Evaluate production processes for regulatory and quality compliance		
Industry, VIC	Knowledge Evidence Can you add something about Major Hazards Facilities as many of the PPM companies are classified as this. Include 'Associated high risk work' in Assessment Conditions	Thank you for the feedback. Reference to 'major hazards facilities' and 'high risk work' added to Knowledge Evidence.
RTO, VIC	In reference to Element 2, One element, covering risk assessment may be inadequate, could be broken down and incorporate audit procedures to reflect PE.	Thank you for the feedback. Element 2 is based on an evaluation of emerging technology (conducting a feasibility study). Risk assessment and audit procedures are not identified as part of the skill standard.
RTO, VIC	In reference to Knowledge Evidence, Missing info on audit as per PE and will need to add to element/PC: quality auditing principles, methods, and techniques requirements of auditing standards strategies to develop performance improvement.	Thank you for the feedback. Element 2 is based on an evaluation of emerging technology (conducting a feasibility study). Risk assessment and audit procedures are not identified as part of the skill standard.

New units of competency – De-inking Operations (DIK)

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
Industry, NSW	De-inking units at the 'production support level', 'operator level' and 'troubleshoot/team leader' level address the roles at XXX where we had a warehouse, field and a panel operator position. The warehouse position was very basic/entry level that basically just loads all the wastepaper onto a conveyor belt, but also does quality checks. The field and panel operators were interchangeable, and both needed the same level of plant process/operating knowledge. To me, monitor and control vs perform de-inking operations could be combined. However, just looking through the training materials for XXX and there's lots of aspects to learning de-inking, to that end I would keep all 3.	Thank you for the feedback. The feedback confirms de-inking units are appropriate for each level of operator.
PPMIDIK2XX Monitor and control de-inking operations		
RTO, VIC	In reference to Application field, add the word routine to make clear monitoring is a predictable task within the unit of competency. Also, add routine before de-inking in PE statement.	Thank you for the feedback. Application and Performance Evidence field amended to refer to 'routine monitoring'.

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
RTO, VIC	Large knowledge requirement for level 2	Thank you for the feedback. Knowledge evidence field revised to ensure that type and depth of knowledge is appropriate for the unit's outcomes. Dot points that go beyond 'basic' or 'defined area' removed. Feedback also adopted for all units that are included in the Certificate II in Pulp and Paper Operations qualification.
PPMIDIK3XX Perform de-inking operations		
RTO, VIC	In reference to PC4.2 Not consistent with other action verbs in PCs, co-ordinate (manage higher order task and packaged at level 3). Unit of competency outcome is to perform, and element is implement and monitor. Suggest 'shut down de-inking systems', to align element and PE requirements.	Thank you for the feedback. PC 4.2 amended to 'Shut down plant or system according to productivity, work health and safety and environmental requirements and operating procedures'. Feedback also adopted for other functional operation units.
RTO, VIC	In reference to Performance Evidence, Electronic is not mentioned in PCs or elements, suggest remove from PE or add to PCs if this is the task.	Thank you for the feedback. Electronic' added prior to 'control systems' in PC2.1. Also checked and incorporated feedback to other functional operation units where appropriate.
PPMDIK4XX Troubleshoot and rectify de-inking operations		
RTO, VIC	Overall unit easy to follow and clearly written	Thank you for the feedback.
RTO, VIC	Typo in PC 1.4, repeats 'and interpret results'.	Thank you for the feedback. Typo corrected. Also checked for typo in other 'troubleshoot' units.
RTO, VIC	PC 2.2 - any electrical licensing issues associated with shutting down and isolating plant?	Thank you for the feedback. Added PCs 2.1 'Notify power authorities of planned shutdown according to regulatory requirements' and 2.2 'Shutdown and isolate equipment according to operating procedures and regulatory requirements' to address the regulatory requirements in PPMEPG4XX Troubleshoot and rectify power generation systems. As clarified by industry stakeholder, shut down is conducted by operators. If there is any HV switch gear is required to be isolated (greater than 1000volts AC) then an A grade electrical licence is required. This is done by electricians and electrical engineers; therefore, licencing does not apply to operators. Any isolations which are considered Low voltage (under 1000Volts AC) is carried out by operations.

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
Industry, NSW	'Troubleshoot and rectify de-inking operations', needs to have knowledge evidence for problem-solving tools and techniques (e.g., 5 why's, fish bone). In other words, this unit should have elements of learning how to use a few problem-solving tools/techniques as part of the unit.	Thank you for the feedback. Knowledge evidence cross checked against industry information and PCs. Problems solving skills incorporated and addressed in 'Troubleshoot and rectify de-inking operations' unit

Revised units of competency – Work Health and Safety (WHS)

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
PPMWHS2XX Participate in work health and safety processes		
RTO, VIC	PC 3.2 & 3.4 Suggest 'participate' not contribute	Thank you for the feedback. Start verb in PCs 3.2 and 3.4 changed from 'contribute' to 'participate'. Also, changed in Performance Evidence to align with PCs.
PPMWHS3XX Contribute to work health and safety processes		
RTO, VIC	PC 1.2 to 1.4 almost identical to PC in element 4, appears repetitive	Thank you for the feedback. Element 4 'Contribute to hazard identification, work health and safety assessment and risk control activities' removed as duplicated in PCs 1.3 - 1.6.
Industry, SA	Happy with amendments made as raised in previous working group meeting (comments have been addressed in terms of 'level of responsibility'. Need to ensure operators are not acting 'above' required skills for the job role.	Thank you for the feedback. In addition, 'Element 4 Contribute to hazard identification, work health and safety assessment and risk control activities' removed as duplicated in PCs 1.3 - 1.6, and to 'ensure operators are not acting 'above' required skills for job roles.'
Industry, SA	2 x 1.2	Thank you for the feedback. Numbering of PCs in Element 1 corrected.
PPMWHS4XX Identify assess and control work health and safety processes		
RTO, VIC	<p>The processes of completing a risk assessment is the same for product, people, or place.</p> <p>Suggest elements 3 and 4 become part of elements 1 and 2 and then new elements specifically dealing with the risk assessment as per the title - identification, analysis/assessment, control, recording/reporting</p> <p>Element one removes the word product and suggest using the following - work system or process and/activities</p>	<p>Thank you for the feedback. Subject matter experts were consulted regarding this feedback.</p> <p>One response was that “there are differences between a plant-based risk assessment being on the equipment (Elements 1 & 2 product or system of work) as against task-based risk assessments (Elements 3 and 4 Identify hazards and assess risks in own work). These are in our mill and are two very different documents.”</p> <p>The unit would no longer be fit for purpose in reflecting industry needs if the suggested changes were adopted.</p>

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
	- this will cover all aspects of production (humans and machines performing work).	
PPMWHS4XX Maintain work health and safety processes		
RTO, VIC	Support change to AQF 4	Thank you for the feedback.
PPMWHS5XX Manage work health and safety processes		
RTO, VIC	In reference to Performance Evidence, no mention of audit in PCs or KE, suggest removing from PE	Thank you for the feedback. Removed 'conducted an audit.' from dot point. Now reads, 'monitored work group members to ensure that they complied with workplace health and safety requirements'.

Revised units of competency – Specialist PPM Functional Operations units

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
PPMCPR3XX Operate chemical systems		
Industry NSW	Good unit and very relevant to operations at XXX All systems have specific chemicals added at different stages of the process Fix typo where dry end is references (electronic control systems)	Thank you for the feedback. Typo corrected.
RTO, VIC	PPMCPR210 The current unit applies to production support operators, but this just states operators - more in line with AQF III qualification. Has the workplace outcome changed? TPPP 2.5.1. Added PCs 2.7, 3.1, 4.3 TPPP 2.5.2. Check equivalence.	Thank you for the feedback. The unit has been revised to align with the work standard of a production operator. The equivalence status has been amended to 'not equivalent'.
PPMEGP3XX Monitor and control power generation systems		
Industry, SA	Concerned that PPMEGP2XX & 3XX state that these only apply to generators that produce 500kw of power or less. The one at this mill produces far greater than that, so I spoke with our safety manager and projects manager in detail to understand why we don't need a licence for high-risk work under the criteria of our systems & they both come back with the same answer. Units producing 500kw or less far under a steam generator & the licences are for steam operated generators. The one at the mill is a gas fired generator capable of producing up to 21Meg.	Thank you for the feedback. Application and Assessment Conditions fields in <i>PPMEGP2XX Monitor and control power generation systems</i> and <i>PPMEGP3XX Perform power generation operations</i> expanded to clarify power generation systems that do not require high risk work licences. Power generation systems described as those 'that are steam generated and produce power output of less than 500kW or use gas fired turbines that produce power greater than 500kW'.

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
RTO, VIC	Easy to read and follow	Thank you for the feedback.
PPMEPG3XX Perform power generation system operations		
Industry, SA	Need to include a PC into Element 3 of PPMEPGXX3, potentially a 'Notify relevant personnel of pending shutdown and coordinate with power authorities' (or something along those lines), as we need to notify SAPN (South Australia Power Network) if we go off the grid or stop supplying to the grid. If we are shutting the Turbine down for maintenance, our operators stop the Turbine. If there is any HV switch gear is required to be isolated (greater than 1000volts AC) then an A grade electrical licence is required. This is done by our Electricians and Electrical Engineers. Any isolations which are considered Low voltage (under 1000Volts AC) is carried out by operations. Therefore PC 3.3 potentially could be something like: Isolate and shut down power generation system in conjunction with site and regulatory requirements.	Thank you for the feedback. PC 3.2 ' Notify power authorities of planned shutdown according to regulatory requirements' added and PC3.4 expanded to read, '3.4 Isolate and shut down power generation system according to workplace and regulatory requirements' to address the performance required for production operator performance in shutting down systems. Knowledge Evidence to address the PCs covered in dot point ' Electrical output control and regulation principles. Also added PCs 2.1 'Notify power authorities of planned shutdown according to regulatory requirements' and 2.2 'Shutdown and isolate equipment according to operating procedures and regulatory requirements' to address the regulatory requirements in <i>PPMEPG4XX Troubleshoot and rectify power generation systems</i> .
RTO, VIC	Elements 3 and 4 isolating electrical equipment for repair, maintenance - is a license required? Energy Safety Vic - If the equipment is fixed into position, directly connected to mains supply, and requires isolation and disconnection to be repaired, replaced, or maintained on site, you will require a Restricted Electrical Worker's licence and are required to issue a Certificate of Electrical Safety.	Thank you for the feedback. Added PCs 2.1 'Notify power authorities of planned shutdown according to regulatory requirements' and 2.2 'Shutdown and isolate equipment according to operating procedures and regulatory requirements' to address the regulatory requirements in <i>PPMEPG4XX Troubleshoot and rectify power generation systems</i> . As clarified by industry stakeholder, shut down is conducted by operators. If there is any HV switch gear that is required to be isolated (greater than 1000volts AC) then an A grade electrical licence is required. As this is done by qualified electricians and electrical engineers, licencing does not apply to operators. Whereas any isolations which are considered Low voltage (under 1000Volts AC), this action can be carried out by operators.
PPMEPG4XX Troubleshoot and rectify power generation system		
Industry, SA	Typo in PC1.1 Should state power generation not Wet end	Thank you for the feedback. Typo corrected.

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
Industry, SA	Typo in Knowledge Evidence - Procedures	Thank you for the feedback. Typo corrected.
PPMFCO3XX Perform paper finishing and converting operations		
Industry NSW	I have had a look at the knowledge evidence for the Converting and Finishing Units - it looks good to me.	Thank you for the feedback. Feedback confirms current terminology and industry needs in 'paper finishing and converting' units'.
PPMPUL2XX Store and distribute pulped product		
RTO, VIC	Assessment Conditions missing the assessor statement	Thank you for the feedback. Assessor statement, 'Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards' added to the assessment conditions.
PPMPUL2XX Monitor and control pulping operations		
RTO, VIC	AQF Certificate II qualification knowledge descriptor says that 'Graduates of a Certificate II will have basic factual, technical and procedural knowledge in a defined area of work and learning'. Some of the KE points for this unit may go beyond the 'basic' or 'defined area' required to meet the job outcome.	Thank you for the feedback. Knowledge evidence field revised to ensure that type of knowledge is appropriate for the unit's outcomes. Dot points that go beyond 'basic' or 'defined area' removed. Feedback also adopted for all units that are included in the <i>Certificate II in Pulp and Paper Operations qualification</i> .
PPMSTM3XX Perform stream boiler operations		
Industry Association, NAT	MINTRAC is working on revising one of the qualifications in the AMP package and we have been shown your PPMSTM3XX Perform steam boiler operations unit which would be a perfect fit for not only our industry, but we are sure many others as well. But it would require one change, the removal of any reference to pulp and paper so we are asking if that would be possible at all	Thank you for the feedback. Reference to 'pulp and paper manufacturing facility' removed in the application and assessment conditions fields of the three boiler operations units that includes <i>PPMSTM3XX Perform steam boiler operations to allow cross industry use</i> .
PPMRFO3XX Perform recovered fibre operations		
Industry NSW	Good unit - no changes (including Assessment Conditions). Regarding 'recovered fibre' vs 'recovered paper'. Recovered fibre is a much broader term that is commonly in use now as recovered paper is too narrow a definition as it excludes any other fibre sources. The other issue is that not all mills can use recovered "paper" as a feedstock. For example, at XXX we avoid the use of newspapers, glossy paper (magazines) and other types of paper as the fibre length (and other factors) is unsuitable for our process, but they are all still "paper". That is why	Thank you for the feedback. Feedback confirms 'recovered fibre units' address current industry processes and terminology.

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
	the trend is to call it recovered fibre as it does not specific any particular type or source. In addition, more and more companies are looking at blends of other fibre sources (other than traditional paper) in their feedstock.	
PPMWAR2XX Package warehouse product		
RTO, VIC	Extra element and PCs - unit outcomes essential the same as current	Thank you for the feedback. Your analysis is correct as Elements and PCs have been added and improved to provide greater clarity.
PPMWAR2XX Prepare and dispatch product		
RTO, VIC	PE do not relate to any of the elements or PCs - no tasks around operating pack, wrap label equipment or identifying faults. Suggest replacing with operating shifting equipment?	Thank you for the feedback. Dot points amended to read 'operated materials handling equipment safely and efficiently' and 'sorted, assembled, and placed order in required storage or dispatch zones' for better alignment to PCs.
PPMWAS4XX Troubleshoot and rectify water systems		
RTO, VIC	Code needs updating. Agree that this unit better aligned to AQF 4	Thank you for the feedback. Code corrected above Application field.

Revised units of competency – Core and general units

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
PPMENV2XX Identify and monitor and control environmental discharges and emissions		
RTO, VIC	No comments - monitoring routine tasks, easy to read and follow.	Thank you for the feedback.
PPMENV4XX Monitor and control environmental hazards		
RTO, VIC	Units reads well no comments	Thank you for the feedback.
PPMQAS2XX Apply basic quality practices		

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
RTO, VIC	In reference to Application field, As a core unit in the Certificate II, should this reference production assistant role?	Thank you for the feedback. Application field updated to refer to 'production support operators'.

General unit comments

Stakeholder Comments and Identified Issues		Consideration and Proposed Resolution
Industry, SA	'Generic/soft skills' are appropriately integrated in units (foundation skills)	Thank you for the feedback. Feedback from xxx confirms foundation skills are appropriately incorporated in units of competency rather than as standalone units.
Industry, SA	Confirmed that Assessment Requirements 'at least two' is suitable for assessment in the workplace. At XXX, generally assess over three different operating intervals to cover different shifts and contingencies at different times.	Thank you for the feedback. Feedback from xxx confirms frequency of performance evidence in functional operation units.
Union, NAT	The 5 steps to complete a product grade change look ok. Within each step there will be specific tasks that are related to sites and grades. 1 Plan and determine grade change requirements 2 Shut down systems according to operating procedures 3 Carry out process setups or adjustments to meet new grade requirements 4 Implement equipment start-ups to meet new grade requirements 5 Coordinate and implement grade change on the run to meet product specifications	Thank you for the feedback. Feedback from xxx confirms correct procedures for the functional operations units that address product grade changes.
Industry, SA	Monitor and Control is correct for level II, but they are required to work independently (not directly under supervision). They are responsible for problem solving and making decisions but only for basic and routine issues e.g., grade changes.	Thank you for the feedback. Reference to 'under supervision' removed from all 'monitor and control' units. Also removed from other units of competency that are included in the Certificate II qualification.