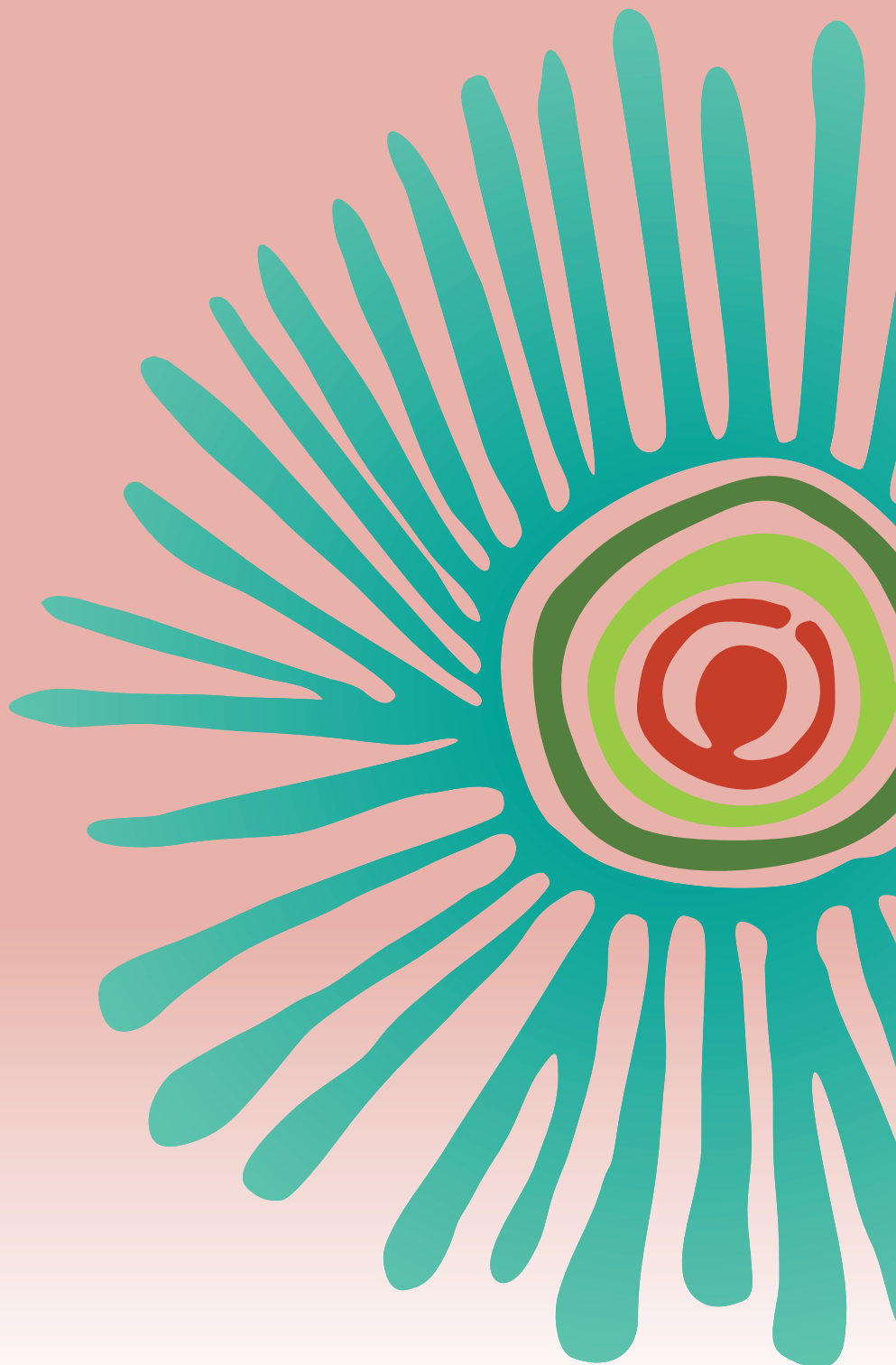


NSW Health Environmental Health Officer Workplace Training Kit

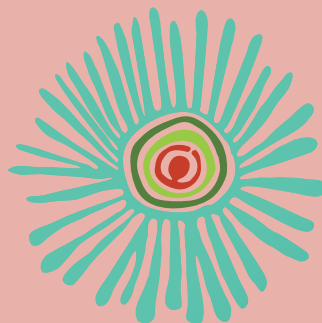
Guide



Aboriginal Environmental Health Officer Training Program

4th edition (version 1)

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NSW Health Environmental Health Officer Workplace Training Kit

The NSW Health Environmental Health Officer Workplace Training Kit 4th edition (version 1) (Workplace Training Kit) is a resource for training Environmental Health Officers (EHOs). This includes trainee EHOs participating in the NSW Health Aboriginal Environmental Health Officer Training Program. The Workplace Training Kit updates and replaces the 'NSW Health Environmental Health Officer Training Program Proficiency Guide' 3rd edition.

The Workplace Training Kit comprises:

- this Workplace Training Kit – Guide
- 19 workbooks
- guidance notes
- a workbook assessment manual (for assessor use only).

Aboriginal Environmental Health Officer Training Program

The Aboriginal Environmental Health Officer Training Program (Training Program) provides traineeships in environmental health for Aboriginal people to become tertiary qualified and comprehensively trained EHOs. This contributes to improving workforce outcomes for Aboriginal people and the environmental health sector.

The NSW Health Aboriginal Environmental Health Unit (AEHU) delivers the Training Program through partnerships with agencies to employ, educate, train and support trainees. Each traineeship is governed through interagency agreement and supported by a traineeship steering group. Most trainees are located in rural or regional workplaces.

Trainees are employed in the partnering agency (mainly local government or public health unit) and undertake a bachelor degree in environmental health. Support includes study leave, tutoring and training placements.

Experienced EHOs supervise the trainees and the Workplace Training Kit:

- structures and supports skill development
- aids workplace planning to progress performance throughout the traineeship
- promotes a consistent standard of training and assessment across the trainee cohort.

During a traineeship, trainees are required to submit each workbook for assessment and satisfactorily complete all workbooks in the Workplace Training Kit.

When trainees complete a traineeship they are tertiary qualified and (through the workbooks) have been assessed as able to operate at 3rd year EHO level (in NSW Health and local government). This means they can compete to a high standard in the job market.

Workbooks

Each workbook addresses a core skill set for EHOs:

- Workbook 1 Professional workplace skills
- Workbook 2 Project management
- Workbook 3 Professional practice in environmental health
- Workbook 4 Environmental health risk assessment
- Workbook 5 Environmental health disease investigations
- Workbook 6 Drinking water quality management
- Workbook 7 Public swimming and spa pools and other recreational water
- Workbook 8 Wastewater sewerage systems and water recycling
- Workbook 9 Microbial control, monitoring and management
- Workbook 10 Complaint management and the built environment
- Workbook 11 Housing and health
- Workbook 12 Skin penetration
- Workbook 13 Management of the deceased
- Workbook 14 Emergency management and disaster response
- Workbook 15 Tobacco and smoking control
- Workbook 16 Parasites and human health
- Workbook 17 Vector-borne disease
- Workbook 18 Vermin, other pests and human health
- Workbook 19 Food safety.

For an overview of each workbook, see page 8.

Assessment activities

The workbooks are designed to support skill development in the workplace through assessment activities incorporated into day-to-day work.

Each workbook contains three standard activities:

- activity 1: questions
- activity 2: workplace tasks
- activity 3: supervisor/supplementary supervisor observations.

Guidance notes

The guidance notes contain details on how to do the assessment activities and examples of standard sections such as:

- evidence tables
- task summary tables
- supervisor observation tables
- supervisor declarations.

There are also guidance notes on workbook submission and assessment, and an example of a plan for integrating workbooks into work and training. Additional guidance notes may be issued from time to time.

Electronic completion and submission of workbooks for assessment

Trainees receive a USB which contains:

- this Workplace Training Kit – Guide
- 19 workbooks and appendices
- a designated folder for each workbook to store and submit evidence
- guidance notes.

Workbooks are designed to be completed and submitted electronically. They can also be printed, but all responses to questions and tasks are entered electronically.

As each workbook is completed, it can be submitted for assessment to the AEHU. This provides continuous assessment, paced to suit the trainee, supervisor and workplace.

Completing workbooks and workplace differences

All the workbooks need to be completed within the traineeship timeframe. They cover routine work for EHOs and hence for trainees. Trainees will usually work on a number of workbooks at the same time. Some workbooks will be completed quickly while others will need time for the trainee to acquire the standard of skills needed. Some workbooks will be done as opportunities arise, others will require planning or placements with relevant agencies or external training.

There are differences in workplaces which may determine how trainees undertake workbooks including:

- the type of environmental health work in the local area
- the nature of an agency's environmental health work and the way work is organised and prioritised
- an agency's role, function and legislative requirements
- population demographics
- the size and capacity of the agency and environmental health team
- the approach and philosophy of the workplace.

The nature of environmental health work also varies with priorities and unexpected issues that may arise such as: local emergencies, incidents and other acute environmental health matters.

The Training Program recognises these dynamics and aims to work collaboratively with trainees, supervisors and workplaces to incorporate workplace differences into the completion of tasks and workbooks.

Assessment of workbooks

Assessment is based on standardised assessor procedures and the workbook assessment manual. The nature of the workplace and activities the trainee undertakes are taken into consideration when assessing the workbooks.

A workbook will usually be assessed within 30 days of submission and an assessment report provided with feedback. If any assessment items are assessed as 'not yet satisfactory', detailed feedback and a timeframe for resubmission will be given. Resubmission may be required if responses are not correct, relevant, sufficient or clear.

Support

Trainees will primarily be supported by their supervisors and other environmental health staff to complete workbooks.

Traineeship steering groups

Traineeship steering groups meet every six months. These involve the supervisor, trainee, AEHU staff and local public health unit EHOs (for local government trainees). Meetings include discussion on:

- workbook progress
- work and training plans
- options for training support such as: work placements, field work with different agencies and training courses
- assessment.

Aboriginal Environmental Health Unit

AEHU staff can also be contacted for help on 02 9391 9790.

Updates and additional workbooks

The Workplace Training Kit is designed to encompass and reflect the dynamic field of environmental health. Therefore, workbooks will be updated or additional workbooks developed as environmental health issues evolve, change and emerge. This will be done in consultation with environmental health practitioners.

Trainees and supervisors will have input into processes for incorporating new or updated workbooks during a traineeship.

Overview of workbooks

Workbook 1 Professional workplace skills

This workbook supports trainees to achieve and demonstrate ability in professional workplace skills such as:

- time management
- planning
- meeting participation
- professional development
- understanding and complying with workplace policies
- interpersonal skills including: teamwork, conflict resolution, professionalism and a positive attitude.

Satisfactory completion of this workbook will meet the following skills:

- | | |
|------------|--|
| 1.1 | Uses time efficiently to prioritise organisational and personal goals in the workplace. |
| 1.2 | In liaison with manager, engages in ongoing professional development by taking part in performance appraisals, development of work plans and completing workbooks. |
| 1.3 | Understands and complies with employer's and other relevant workplaces' code of conduct and related policies. |
| 1.4 | Demonstrates an appropriate, positive and professional approach to organisation, work practice and colleagues. |
| 1.5 | Contributes to environmental health workplace planning. |
| 1.6 | Participates in working groups and organises, conducts and records meetings. |
| 1.7 | Understands and applies the principles of conflict resolution. |
| 1.8 | Works effectively in a team. |
| 1.9 | Understands use of different forms of media and related workplace policies. |

Workbook 2 Project management

This workbook supports trainees to achieve and demonstrate ability in project management such as:

- developing, implementing, monitoring and evaluating 2 projects (an environmental health workplace project and a community environmental health project)
- analysing and prioritising environmental health issues
- exploring intervention and project options
- preparing project proposals and project plans
- communicating effectively with stakeholders over project stages
- collecting project data and undertaking statistical analysis
- developing and managing a project budget
- maintaining project records and preparing project reports.

Satisfactory completion of this workbook will meet the following skills:

- | | |
|------|---|
| 2.1 | Participates in consultations to identify environmental health issues in a community. |
| 2.2 | Analyses and prioritises environmental health issues and interventions with relevant stakeholders. |
| 2.3 | Develops project proposals through community engagement. |
| 2.4 | Prepares documents seeking funding for environmental health projects. |
| 2.5 | Establishes commitment from stakeholders to address environmental health issues. |
| 2.6 | Develops a project plan with an evaluation component. |
| 2.7 | Implements, co-ordinates and monitors projects. |
| 2.8 | Communicates effectively with stakeholders during project implementation. |
| 2.9 | Effectively documents project progress, manages data and maintains project records. |
| 2.10 | Collates data for project evaluations. |
| 2.11 | Undertakes basic statistical analysis of data, interprets findings and presents in project reports. |
| 2.12 | Undertakes project evaluations. |
| 2.13 | Prepares project reports. |

Workbook 3 Professional practice in environmental health

This workbook supports trainees to achieve and demonstrate ability in environmental health professional practice such as:

- making professional judgements and decisions, and using effective communication to protect public health and the environment
- using and applying literature, scientific evidence, legislation, guidelines and standards appropriately for different environmental health issues
- identifying stakeholders
- effectively networking and communicating with stakeholders
- collecting, recording, interpreting and managing information
- developing responses and interventions to address environmental health issues
- communicating professionally in a range of settings including presenting to share information and contribute to knowledge and best practice in environmental health
- understanding EHO delegations.

Satisfactory completion of this workbook will meet the following skills:

- | |
|--|
| 3.1 Identifies environmental health stakeholders in the wider public health network and understands their core roles, responsibilities, functions and influences. |
| 3.2 Develops and maintains a wide public health network and communicates effectively. |
| 3.3 Uses information and/or data to respond to environmental health issues. |
| 3.4 Documents all necessary details of field investigations, interviews and observations. Effectively uses workplace file management systems. |
| 3.5 Undertakes an epidemiological analysis of a public health data set. |
| 3.6 Appropriately uses relevant literature, professional resources and references in environmental health work. |
| 3.7 Reports and communicates on environmental health issues and investigations using a range of methods and styles. |
| 3.8 Communicates effectively on a technical level with health and other professionals. |
| 3.9 Prepares and delivers presentations at public health or environmental health conferences. |
| 3.10 Demonstrates understanding of how the process of legislation, policies and guidelines are relevant to environmental health. |
| 3.11 Understands the difference between, and effectively applies legislation, policies, standards, guidelines and codes of practice. |
| 3.12 Understands different agencies' impact on the application of environmental health legislation, policies and guidelines. |
| 3.13 Understands powers of delegation and demonstrates how relevant delegations apply to environmental health. |

Workbook 4 Environmental health risk assessment

This workbook supports trainees to achieve and demonstrate technical ability in environmental health risk assessment such as:

- understanding environmental factors, exposure pathways, toxicology and epidemiology as it applies to human health and the environment
- applying environmental health principles to different types of health risk assessments and developments including: hazard identification, risk assessment and risk communication
- understanding and applying legal frameworks.

Satisfactory completion of this workbook will meet the following skills:

4.1 Outlines environmental factors and exposure pathways which adversely affect human health.

4.2 Outlines health outcomes associated with environmental health.

4.3 Applies principles of hazard identification, risk characterisation and risk management to health impact and health risk assessments.

4.4 Demonstrates knowledge of NSW Health and local government role in contaminated sites.

4.5 Assesses and communicates environmental health risks in relation to developments.

4.6 Understands legal frameworks in relation to development assessment and environmental health risks.

4.7 Understands the role of toxicology and epidemiology in assessing environmental health risk and supporting public health action.

Workbook 5 Environmental health disease investigations

This workbook supports trainees to achieve and demonstrate technical ability in environmental health disease investigations such as:

- understanding the types of diseases and principles of disease transmission relating to environmental health
- understanding disease notification principles
- participating in communicable and non-communicable disease investigations from case interviewing to health risk assessments
- communicating findings to prevent potential disease transmission.

Satisfactory completion of this workbook will meet the following skill:

5.1 Understands and participates in environmental health related disease notifications and investigations.

Workbook 6 Drinking water quality management

This workbook supports trainees to achieve and demonstrate technical ability in drinking water quality management such as:

- undertaking aspects of a water sampling program including taking and submitting water samples for analysis, interpreting, responding to and monitoring water quality sampling results
- applying legislation, guidelines and policy to drinking water including private water supplies, water quality assurance programs and water treatment facilities
- investigating and responding to water quality incidents and complaints.

Satisfactory completion of this workbook will meet the following skills:

6.1 Implements drinking water sampling policies and procedures to ensure samples meet analytical laboratory standards.

6.2 Understands and applies legislation, policies and guidelines for assuring quality of drinking water supplies through operational activities.

Workbook 7 Public swimming and spa pools and other recreational water

This workbook supports trainees to achieve and demonstrate technical ability in public swimming and spa pools and other recreational water such as:

- public swimming and spa pool inspection
- onsite water testing, water sampling and interpreting results
- taking appropriate action and communicating findings
- investigating complaints
- applying legislation, guidelines and policy
- understanding and communicating health risks.

Satisfactory completion of this workbook will meet the following skills:

7.1 Implements public swimming and spa pools legislation, policies and guidelines to ensure samples are provided for analysis.

7.2 Surveys and applies policies, guidelines and procedures for other recreational water quality.

7.3 Organises, conducts, records and responds to public swimming and spa pool inspections.

7.4 Understands health risks and issues for managing public swimming and spa pools and other recreational water to meet public health standards including: roles, responsibilities and responses.

Workbook 8 Wastewater sewerage systems and water recycling

This workbook supports trainees to achieve and demonstrate technical ability in wastewater sewerage systems and water recycling such as:

- understanding agencies roles
- wastewater and water recycling onsite inspections
- investigating wastewater complaints
- reviewing applications, assessing risks and applying legislation, standards and policy to single domestic wastewater systems and water recycling systems.

Satisfactory completion of this workbook will meet the following skills:

8.1 Demonstrates knowledge of NSW Health's role in accrediting single domestic wastewater systems and local government's role in regulation.

8.2 Demonstrates knowledge of NSW Health and local government roles and activities in the management and regulation of sewerage system overflows and water recycling.

8.3 Applies legislation, policies, guidelines and procedures in relation to wastewater, sewerage management and water recycling.

8.4 Organises, conducts and records inspections in relation to wastewater and water recycling.

Workbook 9 Microbial control, monitoring and management

This workbook supports trainees to achieve and demonstrate technical ability in microbial control, monitoring and management such as:

- understanding agency roles
- understanding the principles of Legionnaires' disease in relation to cooling water and warm water systems and the broader environment
- sampling and inspecting cooling water and warm water systems and understanding how they work
- assessing risk management plans
- responding to sampling results and taking appropriate action
- applying legislation, policy and guidelines
- communicating findings.

Satisfactory completion of this workbook will meet the following skills:

9.1 Understands NSW Health and local government roles in applying legislation, policy and guidelines for microbial control.

9.2 Implements *Legionella* sampling policy and procedures including analysis and response.

9.3 Understands Legionnaires' disease and organises, conducts and records microbial control inspections.

Workbook 10 Complaint management and the built environment

This workbook supports trainees to achieve and demonstrate technical ability in complaint management and the built environment regarding environmental health issues such as:

- responding to enquiries and complaints
- recognising agency roles
- undertaking appropriate risk assessments
- applying relevant legislation, standards and policy
- taking appropriate action
- providing feedback to those making enquiries or complaints as well other agencies
- responding to complainants using suitable and effective conflict resolution strategies.

Satisfactory completion of this workbook will meet the following skill:

10.1 Understands NSW Health and local government roles in responding to complaints related to the built environment.

Workbook 11 Housing and health

Housing for Health is a licensed methodology that assesses houses for their capacity to support healthy living. Since 1997, the AEHU has worked with Aboriginal communities in NSW using *Housing for Health* assessments and project delivery principles to improve house function and health.

This workbook supports trainees to achieve and demonstrate technical ability in *Housing for Health* and housing and health such as:

- understanding the relationship between housing and health
- understanding *Housing for Health* principles and methodology for community engagement, project delivery and assessment of houses
- working in a survey team to collect consistent and accurate data on houses
- training and managing survey teams
- effectively communicating with project stakeholders including: householders, community members, project manager, team leaders and NSW Health
- understanding the purpose and capabilities of the *Housing for Health* survey and project database.

Satisfactory completion of this workbook will meet the following skills:

11.1 Understands *Housing for Health* survey methodology and participates effectively in survey teams.

11.2 Understands *Housing for Health* project delivery and community engagement principles. Leads survey teams under supervision.

11.3 Understands *Housing for Health* survey data management and leads survey teams unsupervised.

Workbook 12 Skin penetration

This workbook supports trainees to achieve and demonstrate technical ability in skin penetration such as:

- understanding blood-borne infection and disease transmission for regulating skin penetration premises and practices
- organising, conducting and recording skin penetration inspections
- investigating and responding to complaints
- communicating findings on skin penetration inspections and complaint investigations.

Satisfactory completion of this workbook will meet the following skills:

12.1 Understands NSW Health and local government role in regulating skin penetration premises.

12.2 Demonstrates knowledge of legislation, policy, guidelines and principles of infection control in relation to skin penetration.

12.3 Organises, conducts and records inspections of skin penetration premises.

Workbook 13 Management of the deceased

This workbook supports trainees to achieve and demonstrate technical ability in management of the deceased such as:

- understanding agency roles
- applying legislation, policy and guidelines relating to the management and disposal of the deceased
- organising, conducting and recording inspections and complaint investigations of the funeral industry
- communicating findings of inspections and complaint investigations.

Satisfactory completion of this workbook will meet the following skills:

13.1 Demonstrates knowledge of NSW Health and local government roles in the application of legislation, policy, guidelines and procedures for management and disposal of the deceased.

13.2 Organises, conducts and records inspections of the funeral industry.

Workbook 14 Emergency management and disaster response

This workbook supports trainees to achieve and demonstrate technical ability in emergency management and disaster response such as:

- understanding the EHO role and function in preparing for, responding to and evaluating significant incidents and emergencies affecting public health and the environment
- participating in public health emergency preparedness and response in desktop exercises or actual disasters, emergencies or significant incidents
- undertaking relevant emergency management training.

Satisfactory completion of this workbook will meet the following skills:

14.1 Identifies potential disaster, emergency or significant incidents, and can describe appropriate public health and environmental health responses.

14.2 Contributes to preparing, implementing and responding to a disaster, emergency or significant incident, and evaluating the effectiveness of procedures.

14.3 Demonstrates awareness of NSW HEALTHPLAN arrangements and procedures.

Workbook 15 Tobacco and smoking control

This workbook supports trainees to achieve and demonstrate technical ability in tobacco and smoking control such as:

- understanding health risks associated with tobacco smoke
- applying legislation, policy and guidelines to tobacco and smoking control
- organising, conducting and recording inspections and surveys for: tobacco point of sale, tobacco advertising, smoke free environments, sales to minors programs and complaint investigation.

Satisfactory completion of this workbook will meet the following skills:

15.1 Demonstrates knowledge, understanding and application of legislation, legal procedures, policy and guidelines relating to tobacco and smoking control.

15.2 Organises, conducts and records inspections and field surveys in relation to tobacco and smoking control.

Workbook 16 Parasites and human health

This workbook supports trainees to achieve and demonstrate technical ability in parasites and human health such as:

- understanding different types of parasites and the impact on human health
- understanding principles of infection by parasites, and prevention and management of parasites
- responding to enquiries
- investigating complaints
- providing advice and information to the public and other agencies on parasites and human health.

Satisfactory completion of this workbook will meet the following skills:

16.1 Understands principles of infection by parasites and issues related to the management of parasites, that affect human health.

16.2 Provides advice on parasites that affect human health.

Workbook 17 Vector-borne disease

This workbook supports trainees to achieve and demonstrate technical ability in vector-borne disease such as:

- understanding vector-borne disease, transmission and risks to public health
- understanding management and control of vectors
- responding to enquiries
- investigating complaints
- providing advice and information to the public and other agencies on the prevention of vector-borne disease
- reviewing mosquito management strategies associated with developments.

Satisfactory completion of this workbook will meet the following skill:

17.1 Understands management and control of vector-borne disease and provides advice.

Workbook 18 Vermin, other pests and human health

This workbook supports trainees to achieve and demonstrate technical ability in vermin, other pests and human health such as:

- understanding different types of vermin and pests
- understanding principles of infection, disease transmission and risks to human health
- applying management and control strategies to vermin and other pests
- responding to enquiries and investigating complaints
- providing information on health risks, prevention, management and control of vermin and other pests.

Satisfactory completion of this workbook will meet the following skills:

18.1 Understands health risks associated with vermin and other pests.

18.2 Understands issues related to management of vermin and other pests.

18.3 Provides advice on health risks and management of vermin and other pests.

Workbook 19 Food safety

This workbook supports trainees to achieve and demonstrate technical ability in food safety such as:

- understanding foodborne illness including principles of infection and disease
- investigating foodborne illness and other food safety complaints
- understanding and applying food safety legislation, standards, legal procedures and policy to ensure safe food
- organising, conducting and recording food safety inspections across a range of food premises
- communicating with proprietors and staff on food safety risks
- providing information and resources on food safety
- assessing and processing applications for registration of new and existing food premises
- reviewing food premises during development stages.

Satisfactory completion of this workbook will meet the following skills:

19.1 Understands NSW Health and local government application of food safety legislation, policy, standards and legal procedures.

19.2 Sources information and communicates food safety to proprietors and staff.

19.3 Assesses applications for registration of food premises.

19.4 Organises, conducts and records food safety inspections.

Workplace Training Kit development

Training Program participants contributed significantly to the development of the Workplace Training Kit. A working group provided advice, review and content. Members of the group included:

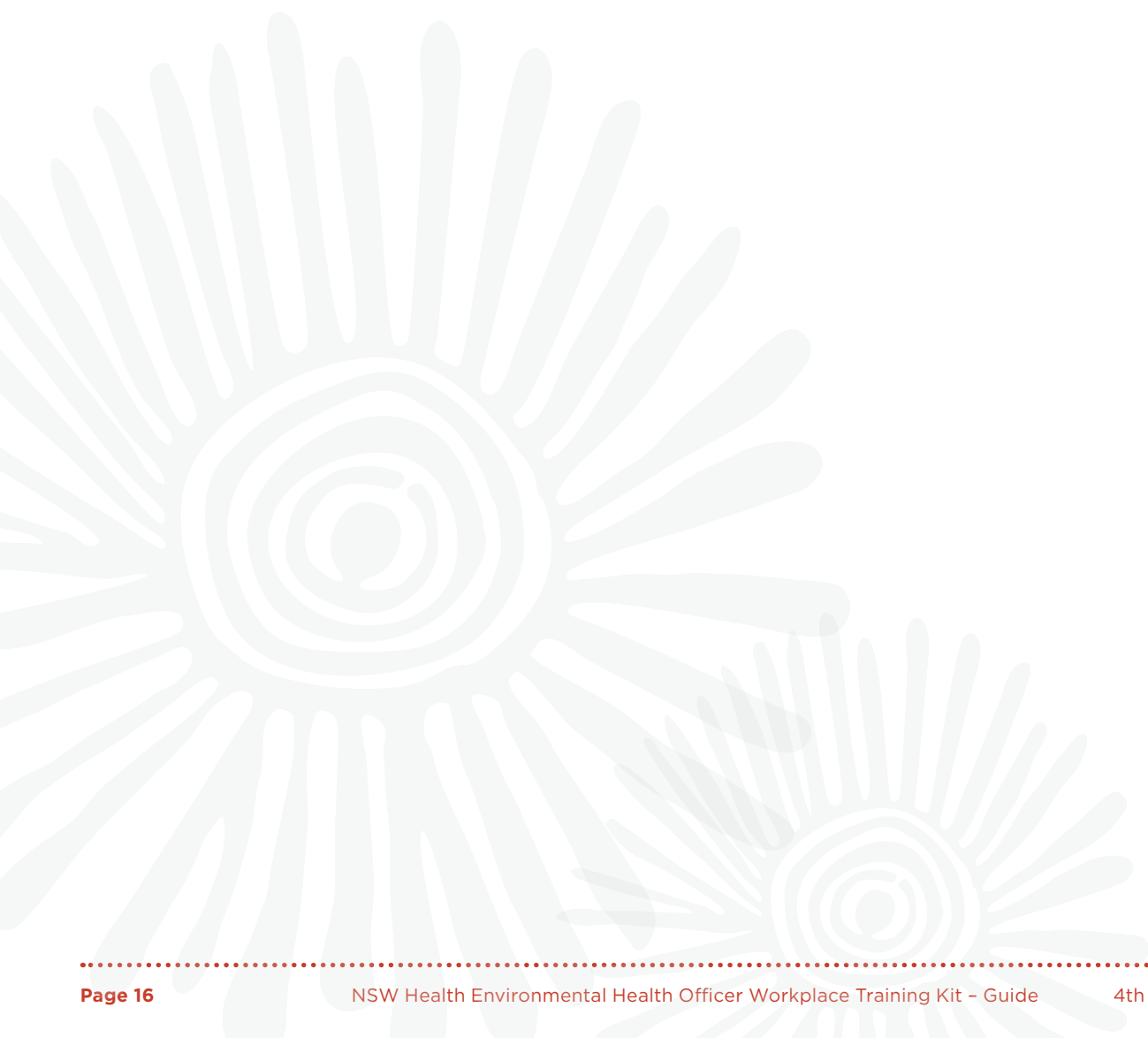
- a Training Program graduate and supervising EHOs
- EHOs (NSW Health and local government)
- NSW Health Environmental Health Branch staff.

Other consultation and input was sought from: environmental health specialists, learning and assessment consultants, registered training organisations and TAFE NSW.

Validation activities were conducted with Training Program participants throughout 2018.

Supporting documents included:

- Environmental Health Committee (enHealth) 2009, *enHealth Environmental Health Officer Skills and Knowledge Matrix*, Department of Health and Ageing. Canberra
- Chartered Institute of Environmental Health, Version 1.2: 22 April 2013, *Portfolio of Professional Practice Candidate Guide*, London
- Environmental Health Australia (South Australia) V1 2016, *Environmental Health Officer Training & Induction Program*, South Australia
- NSW legislation, policies, guidelines and standards
- various environmental health technical references.



The 'NSW Health Environmental Health Officer Workplace Training Kit' would not have been possible without significant input from NSW Health and local government environmental health staff including:

John Birkett

Matthew Carlin

Rebecca Hardwick

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Kerryn Lawrence

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