Cairns Centre for Drilling
And
Well Control

BOP

Participant Hand Book

Course and Centre Management Systems
Who we are
Research and Teaching Services
Also trading as
Cairns Centre for Drilling and Well Control

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The Cairns Centre for Drilling and Well Control is an annex of the Southern Automatic Patrol Telescope Services Company. From left Hannah- Accounts & QA Manager, John - Director, Brenda - Manager.

The Southern Automatic Patrol Telescope Service Pty Ltd

Trading as: Research & Teaching Services
AND
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Mission Statement

Research and Teaching Services; Cairns Centre for Drilling and Well Control strives to achieve excellence in the field of Further Education and Training with specialised adult education for the oil and gas drilling production industry.

Research and Teaching Services is a research facility and a wholly owned subsidiary of the Southern Automatic Patrol Telescope Services.
Code of Practice

It is the commitment of Research and Teaching Services T/A Cairns Centre for Drilling and Well Control to work consistently with the Australian Drilling Industry and other associated governing bodies such as the International Well Control Forum (IWCF) and the International Association of Drilling Contractors (IADC) and the Australian Skills Authority (ASQA) and its counterparts such as the National Skills Standards Council (NSSC) to provide competent personnel and internationally recognised training for the drilling industry.

The Cairns Centre for Drilling and Well Control delivers training and industry support of the highest standard and is committed to achieving this by:

- Performing at all times in a professional and ethical manner in all aspects of student, client, company, personnel and industry relations.
- Ensuring the technical competency of any and all trainers/assessors and invigilators used in the delivery of our training services.
- Adopting/reviewing all management systems to ensure the highest standards of professionalism are maintained.
- Marketing, advertising and charging for our services with integrity, honesty and accuracy.
- Providing an environment that is conducive to learning and is accepting providing as needed for the varying needs of it participants.
- Ensuring that participants have ample opportunity to achieve a successful outcome as a result of the training/assessments, and that appropriate equity and access considerations are taken.
- Ensuring that all assessments/examinations and simulations are provided in a fair, valid, reliable and flexible manner.
- Providing an appeals/complaints procedure with a follow up/review process.
- Continually reviewing and improving all policies, procedures, processes, training and facilities by seeking feedback from participants, clients and governing bodies and acting on appropriate recommendations to the best of our ability in a timely manor.
- Continually auditing our performance.
- Being mindful and respectful of all participants sex, experience and religious/ethnic backgrounds and treating them equally.
- Be an equal opportunity training provider.

As an professional educational drilling industry body we will continue to strive for better training, skills and qualifications for the people who make up the drilling and petroleum industry as well as the companies in which they are employed and whom benefit from their skills, training and experience, and for the continued recognition of the drilling industry as a safe, skilled, professional and changing entity.
Instructor Qualifications and Experience

The principal and head of school, John J van–Vegchel, started work in the 1970’s with geological survey of Queensland on a scout oil rig operated by the Queensland Department of Mines’ Drilling Branch, undertaking stratigraphic petroleum investigations as well as coal seam methane gas appraisals. During this time John was undertaking university studies in Geological Engineering through the British Institute of Engineering Technology. He attained the position of driller and moved offshore to gain further drilling experience. He later joined Richter Drilling and worked throughout the Pacific, South East Asia and China, quickly rising to the position of Rig Manager. In the late 1980’s he moved into an engineering role designing and appraising geothermal and offshore subsea drilling projects through his newly formed research company.

John then joined Century Drilling Australia and was appointed Safety and Training Manager for Australia and Indonesia. During this period John was involved in writing the Australian Drilling Industry Competency Standards (previous DRT Standards) along with a team of fellow authors co-ordinated by the Australian Drilling Industry Committee.

In 1998 he left Century Drilling and joined the University of New South Wales’ School of Petroleum Engineering as a senior lecturer and set up and delivered training for the school’s National Drilling and Well Control Programme.

In 2009 John resigned from the University of NSW and began his own training school. He is now the Director and Head of School for Research and Teaching Services’ Cairns Centre for Drilling and Well Control. Here he Teaches, consults and researches issues relating to all aspects of the drilling industry.

John is also a published author in astronomy, well control and issues relating to adult education and training. His education and qualifications includes a Bachelor of Teaching majoring in Further Education and Training, a Master of Education from the University of Southern Queensland and Certificates in Geological Engineering and Drilling. John is a certified training and development professional, engineer, accredited practitioner and member of the Australian Institute of Training and Development. His professional memberships include the Society of Petroleum Engineers, associate member of the and the International Well Control Forum and a member of the National Safety Council of Australia.

He is currently researching his doctorate that focuses on predicting instability within complex engineering systems in parallel with a Juris Doctor in Law.
Centre Location

The Cairns Centre for Drilling and Well Control is located two blocks up from Cairns Central Shopping Centre on 93 – 95 McLeod Street Cairns.

We are located at the base of the Accent Apartment building directly next door to Future Dental and across the road from Retravision.

We are only a 10 min drive from the Cairns Airport and within 15mins walking distance of the Cairns City CBD.
Course Information

The Cairns Centre for Drilling and Well Control provides training courses for the following courses:

- IWCF Blow Out Prevention (BOP) Rotary Drilling Onshore (Surface)
  - Level 3 and Level 4
- IWCF Blow Out Prevention (BOP) Rotary Drilling Offshore (Combined surface/Subsea)
  - Level 3 and Level 4
- Coal Bed Methane Well Control
- Under Balanced Air Drilling
- Geothermal Slim-hole Well Control *

In some circumstances with prior arrangement and approval the Cairns Centre for Drilling and Well Control can hold classroom-based courses at an appropriate alternative location. In these circumstances the training is delivered in exactly the same manner as it would be at the Cairns Centre location and all participants will be provided with the same inclusions of course material, examinations and simulation assessments by the same qualified training professional.

IADC/WellCap – non-accredited training is no longer offered

IADC WellCap training does not comply with Australian Regulatory Requirements for the delivery of Accredited Training. Any reference to accreditation is misleading, false and illegal, therefore:

Our training centre is no longer offering IADC/WellCap training and assessment because we cannot continue on moral or legal grounds to offer IADC non-accredited training which can’t be defended in a court to prove competency for people who sign up to do this form of training and assessment.

It appears that IADC training could be an “accreditation mill” as the IADC is not accredited by a government authority nor does it have authority to operate as an accreditor by any authority in the USA. See below for definition.

**Accreditation mill** is an organisation that purports to award educational accreditation to higher education institutions without having government authority or recognition from mainstream academia to operate as an accreditor. The institution sets up its own seemingly independent accreditation board and then accredits itself. This gives the appearance that an outside group has approved the education that is offered at the school. It then “accredits” others to run its training. This is illegal in Australia.

We are offering a **Short Course in BOP training** in lieu of IADC/WellCap non-accredited training which will be run to a standard higher than what is currently being offered by the IADC and which can be defended in a court of law should any form of litigation be initiated which questions the training Standards that BOP participants hold after completing WellCap courses.
Class Room Courses

Short Course in BOP Training

This course complies with Australian Federal and State regulatory requirements for the delivery of education and vocational training. All assessment outcomes are reliable and can be verified in a court of law.

- 5 days of classroom training
- Passing of written examination papers that underpin knowledge for Equipment and Principles & Procedures
- Simulation assessment - simulations will be assessed according to individual workplace needs as opposed to the generic simulations that are currently offered in training which serve no purpose as they are not job-skill specific.
- Renewal every two years to confirm current competency
- Any person/s or company who choose not to accept this statement of completion as evidence of valid training may be subject to litigation.

IWCF – we are still running IWCF BOP training

IWCF does not comply with Australian Regulatory Requirements for the delivery of Accredited Training. Any reference to accreditation is misleading, false and illegal. It appears that IWCF training could to be an “accreditation mill” as the IWCF is not accredited by a government authority nor does it have authority to operate as an accredits by any authority in the UK or Scotland. See above for definition.

IWCF BOP courses runs for the duration of 1 week (5days) Monday – Friday.

Coal Bed Methane Well Control

Stuck Pipe courses

Stuck Pipe courses are completed over the course of 1 day.

Both Coal Bed Methane and Under Balanced Air Drilling courses are completed over 2 days.

*Geothermal Slim-hole training is conducted over a week and must be specially requested with a minimum of 10 people booked into the course and paid for inadvance.

All of our class room programs require the participants to have drilling industry experience and be currently or previously employed in the industry. In some circumstances they may be open to the general public, however this would need to be discussed and prior arrangements made with the appropriate governing body and the school’s principal.

Should there be any concern regarding a participant’s ability to undertake a course, Cairns Centre personnel will discuss and advise on all requirements appropriately needed and adapt accordingly.
CPIF Forms

IWCF have changed their booking requirements to include a Candidate Personal Information Form (CPIF). This form is now mandatory for all IWCF Candidates only and is required to be filled out and submitted at **least 10 days** before any participant attends their BOP course. Without this form we cannot submit the request for examination and it is possible that you will not be permitted to complete the course without its submission. CPIF forms are available on the website and can be easily emailed or faxed to you if you don’t have internet access.

What we supply and what you need to bring

Each class room participant will be supplied with the following to keep:

- Book bag
- Hard Copy Manual
- Exercise Book & Document Wallet
- Formula and Kill Sheets
- Ruler and Stationary

Students are encouraged to bring their own scientific calculator but one can be purchased by you upon request.

There is a laptop computer at each desk that the students will use throughout the course that contains the work book and relevant course materials.

You will also be provided with a hard copy manual as part of your course. You also have the option to have your manual sent to you prior to the start of your course. If you choose to have the manual sent to you prior to the course you must ensure that you bring with you at course commencement. Extra costs will be incurred if you require a manual to be posted overseas.

Extra Hard Copy Manuals are also available for purchase.

*Please note that any manuals sent out prior to the courses commencement are your responsibility and must be brought with you to the course. If you forget your manual you can purchase another from reception for a cost of $100.00 Inc. GST.*

Start and Finish Times

Each course starts at 8am every morning and will conclude at around 5pm every day with regular meal and rest breaks. You may be required to stay past 5pm on days when simulations or exams are run or should you require any extra assistance. There will always be someone in the centre from approximately 7:30am daily.

Lunch and Rest Breaks

During the day participants will be given 3 breaks.

Morning tea – 10 minutes
Lunch – 1 hour (12pm)
Afternoon tea -10 minutes
Afternoon tea break won’t be given on Thursdays when exams are held.
Tea, coffee and biscuits are provided daily for all participants during brake times but may be accessed at any time during a free moment of the course. If you wish to purchase your lunch we are very close to many café’s and food venues. Just ask the director or at reception for their locations. You are welcome to place any pre-packaged lunches in the centre fridge.

**Smoking**

If you are a smoker, you may take a cigarette break in the designated break times or if permitted by the instructor at an appropriate time during the class. The smoking area is located outside at the front of the centre to the left as you exit the front door (next to the fence) and can be accessed with minimal disturbance to the class and an ash bin is provided.

**Centre Facilities**

The Cairns Centre for Drilling and Well Control has the following amenities at the disposal of all participants:

- Male and Female toilet
- Kitchen facilities including fridge and microwave & tea/coffee facilities
- Participant computer with printer and internet access
- Class room laptops (not connected to internet)
- Smoking area
- First Aid kit
- 2 Simulation Rooms
- Participant lounge
- 2 Local filtered chilled spring water dispensers

As the centre is located in Tropical North Queensland it is not uncommon to experience wet and hot weather conditions all year round so to make each course participant as comfortable as possible. Umbrellas can be loaned to anyone who needs them.

**Examinations, Assessments and Simulations**

IWCF requires written assessments and a simulation assessment and candidates will be allowed the following times for written tests.

<table>
<thead>
<tr>
<th>Level</th>
<th>Surface Stack Equipment</th>
<th>Surface Stack Principles &amp; Procedures</th>
<th>Subsea Equipment</th>
<th>Subsea Principles &amp; procedures</th>
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</thead>
<tbody>
<tr>
<td>Level 3</td>
<td>1</td>
<td>1.5</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Level 4</td>
<td>1</td>
<td>2.5</td>
<td>1</td>
<td>2.5</td>
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A successful Pass Grade of 70% is required for each section to be deemed to have passed.
On Completion of the Test:
  o Candidates must hand their completed test paper to the Invigilator together with any working papers or kill sheets. If a candidate is found to have removed examination material, or notes made during the examination, from the examination room their test paper may be voided.
  o The person grading the test papers will be using a standard Marking Key. They cannot and will not make assumptions about answers or information that have been omitted from the paper.
  o Drilling – A grading sheet is completed for each candidate for each of the written test papers. These grading sheets are retained at the Assessment Centres for a minimum period of two years, to assist trainers and their clients identify candidate strengths and weaknesses and plan future training objectives.
  o Trainers are not allowed to see or review written test papers before, during or after a test session.
  o Candidates are not allowed to review test papers once they have handed their paper in to the Invigilator.

All examinations are conducted on Thursday afternoons under full exam conditions with an approved IWCF invigilator present.

Results: The Accredited Centre Manager or a designated deputy will issue test results. The Test Invigilator does not give information directly to candidates.

RE-SITS - Attendance at Cairns Centre for Drilling & Well Control

We do not charge for re-sits when a candidate undertakes their training at our training centre and generally we don’t accept other candidates for re-sits from other BOP schools.

IWCF

Following a review of the current instant re-sit procedure the IWCF has made the following changes, effective from 31st January 2014.

1. If a candidate fails two or more components at the first examination attempt, you will not be eligible for an instant re-sit. You must attend a further full course of training.
2. If the candidate achieves 65% or below in one of the components, they are not eligible for an instant re-sit. You must receive further training prior to a re-sit examination. IWCF will ask for evidence of re-training.
3. If the candidate achieves above 65%, you will be permitted to re-sit the failed exam on the following day. Should you still be unsuccessful you will need to complete the full course again.

If you have paid for and attended our BOP school and need to complete the full course again, we can offer a discounted price if there are several vacancies in the requested training week.

Re-Sits Other Schools

We understand that for a range of reasons candidates are not able to attend the Cairns Centre for Drilling and Well Control to undertake BOP certification. If you have failed examinations at another training school we will not be permitting resits at
our establishment as it is the responsibility of the training school that you originally attended to provide adequate training for you to be able to pass examinations and assessments.

Should you wish to register for a full week of training at our training centre, this can be done through our website: www.wellcontrol.com.au Full fees apply.

What to Expect During an Exam

Full Examination Conditions can be very daunting for many and unless you know what to expect they can create a lot of anxiety among students. It is not uncommon to have very experienced and competent participants worry themselves at the thought or presence of exam conditions, so therefore it is very important that you relax as much as possible, believe in your abilities and treat the exam as if you’re in a regular classroom situation.

Remember do not be afraid to ask any questions before the exam, no matter how stupid you may think they are and if you’re struggling with the content, time permitting, take a small break.

It is also an important tip to get a good night sleep before your exam and eat a good breakfast/lunch, as there is nothing worse than being tired or hungry when you need to be concentrating.

During the exam you are permitted to have a non-programmable, non-graphic scientific calculator and scrap paper for notes but your bag and other materials are not permitted and must be left outside.

Mobile phones must be switched off and not brought into the exam room. Feel free to bring with you a water bottle or tissues etc. anything that you think you may need that won’t compromise the integrity of the exam is permitted in the room.

The invigilator will hand out relevant IWCF exam papers. The room is then sealed off and your time will start. It is expected that all students concentrate on their own work and be as quiet as possible at all times.

Once you have finished your exam, thoroughly go over it and make sure you are completely happy with your work to be submitted. WellCap participants can then re-seal their paper into the envelope provided and hand it to the invigilator and leave the room.

IWCF candidates are required to put their answers on the provided marking sheet. Please make sure you thoroughly check your answers are in the correct line.

It is a good idea to use the full amount of time allocated to you as it can be easy to overlook simple things when you are rushed, however if you finish with time to spare and you are happy with your work, feel free to leave early.

All IWCF examination results are given on the day of the exams completion. WellCap results are made available the following day.

Please be aware that absolutely NO plagiarism or cheating will be at all tolerated and if a participant is seen to be cheating by the supervising invigilator they will be
immediately asked to stop work and leave the examination room. A full investigation will then be conducted by the invigilator and the principle and if the participant is in fact cheating the examination will then become void. Only in exceptional circumstances will a participant be given the chance to take the exam again, should a reasonable explanation be given for their observed behaviour.

**Course Completion and Resits**

IWCF temporary certificates will be made available to each candidate upon the successful completion of the assessment process and will be valid for a period of 90 days. The full certificate will be issued by the IWCF and sent to the assessment centre for re-direction to the successful candidate. The Cairns Centre for Drilling and Well Control will forward it on to the participant as fast as possible.

The Stuck Pipe, Coal Bed Methane and Under Balanced Air Drilling courses will be awarded a Statement of Completion by the training centre.

**Participant Code of Behaviour**

The Cairns Centre for Drilling and Well Control expects a standard of behaviour not just from its personnel but also from its participants. At all times participants are expected to:

- Treat all the staff and trainers in a respectful manor
- Arrive to class on time unless exceptional circumstances arise
- Switch off or put to silent all mobile phones and/or electronic devices
- Dress appropriately and tidily (Clean casual)
- Notify the personnel and trainers of any and all special requirements that you may need
- Treat all other course participants with respect and give every participant a “fair go”
- Be mindful of others experience and ethnic/religious back grounds and respect them accordingly
- Read over and be aware that the Cairns Centre have implemented a strict policy regarding plagiarism/cheating in regards to examinations and assessments and disciplinary action will be taken in these events
Code of Conduct Policy

This policy statement, together with the code of practice outlines standards and principals that apply at Cairns Centre for Drilling & Well Control. These standards and principals are designed to govern behaviour at the workplace or when an individual may be seen representing the company. All employees, contractors, students, clients and other stakeholders, must meet this policy.

**Environmental:** All employees, contractors, students, clients and other stakeholders shall operate with due regard for applicable environmental legislation, regulations and guidelines and maintain an awareness of their environmental responsibilities. Deliberate breaches of environmental regulations will result in disciplinary action if not termination of employment.

**Equal Opportunities:** Cairns Centre for Drilling and Well Control is an equal opportunity employer and training provider. All recruitment, selection, training and development will be based on merit opposed to gender, sexual orientation, age, religious or personal beliefs.

**Sexual Harassment:** No company employees, contractors, students, clients and other stakeholders shall, in the workplace or when acting as a representative of Cairns Centre for Drilling and Well Control subject any person to sexual harassment. Employees, contractors, students, clients and other stakeholders found to be guilty of sexual harassment after an investigation will be disciplined if not terminated or banned from training at the centre. Our company has a zero tolerance policy of sexual harassment in the workplace.

**Smoking:** Cairns Centre for Drilling & Well Control operate in accordance with state non-smoking legislation in mind. Smoking is under no circumstances permitted in confined spaces including air-conditioned or closed rooms, training rooms, offices, storage, toilets, kitchen and designated non-smoking areas. Smoking within company vehicles is strictly prohibited and any breaches of this policy may result in instant dismissal.

**Fighting and Horseplay:** Fighting, horseplay and unprofessional behaviour is deemed non acceptable and will not be tolerated in our company. Breaches of this code of behaviour may result in disciplinary action, however Cairns Centre for Drilling and Well Control reserve the right to terminate a workers employment immediately if the breach is deemed serious enough to warrant this action.

**Disciplinary Process:** Cairns Centre for Drilling and Well Control operates with a three strikes policy. A deliberate breach of guidelines or regulations will systematically receive a minimum of a verbal warning, depending on the severity of the breach. Cairns Centre reserves the right to instantly dismiss an employee or student if the breach is deemed significant enough to warrant this action. This will be at the discretion of the Managing Director. In other cases the warning system will consist of the following steps:

- First warning: Verbal followed by counselling, noted on the workers employment record
- Second/final warning: Written, followed by counselling, noted on the workers employment record
- Third breach: Instant removal from Cairns Centre for Drilling and Well Control followed by termination of employment or banning from attending training at our company.

John Joseph van-Veghel  
Director  
Cairns Centre for Drilling and Well Control

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<td>September 2013</td>
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FITNESS FOR WORK POLICY

Cairns Centre for Drilling & Well Control recognises that an individual’s fitness for work may be affected for a variety of reasons including the adverse effects of fatigue, stress, alcohol, or other drugs and through its Fitness for Work Policy, shall provide a framework to deal with these issues. The management of fatigue is an integral part of the Centre’s “Fit for Work” Policy and is a shared responsibility between the company and all its personnel. Cairns Centre for Drilling & Well Control is responsible for providing safe systems of work and all personnel share in the responsibility to minimise, manage or cease the adverse effects of drugs and alcohol and work related fatigue.

This Policy in conjunction with the Drug and Alcohol Policy is a responsibility to everyone working at, or attending the Cairns Centre workplace. All persons shall comply with this Policy to ensure they maintain the capacity to safely perform work.

Employees must:
- ensure a safe and healthy working environment free of work-related injury or illness;
- minimise the risks of persons presenting for work or conducting work while impaired;
- establish appropriate steps to manage persons who are affected by drugs, alcohol and fatigue; and
- encourage persons affected by fatigue to seek assistance.

No person shall be permitted to commence or continue work if their safety and that of other employees is jeopardised or put at risk by lack of fitness.

A person’s fitness for duty may be compromised by:
- Inadequate or insufficient quality of sleep over an extended period;
- The type of work performed and work environment;
- Workload: length of the shift and previous shifts worked;
- The time of day or night worked;
- The time taken to travel to and from work;
- Circadian rhythms;
- Consumption of alcohol;
- The use of drugs (prescription, non-prescription, illicit or other);
- Their general level of fitness and/or medical condition; and stress.

In implementing this Policy Cairns Centre for Drilling & Well Control will:
- require everyone to be fit for duty and perform their duties without imposing risks to the health and safety of themselves, others or to the safety of plant; any breach of this policy will result in appropriate disciplinary action.

John Joseph van Veghel
Director
Cairns Centre for Drilling & Well Control

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Cairns Centre for Drilling & Well Control operates under a zero tolerance policy for drugs and alcohol in the workplace.

Any employee suspected and determined to be under the influence of drugs after testing will be removed from duty immediately and will be liable to appropriate disciplinary action under Queensland Workplace Health and Safety Act 2012 & Legislation 2011.

Persons returning a positive blood alcohol reading will not be permitted to resume work activities until a reading of zero has been provided. A reading of 0.05 or more during testing will require a Cairns Centre for Drilling & Well Control representative to arrange transport for the person to their place of residence. As a result of this breach a first and final warning will be issued to the employee, another breach of a similar nature will result in termination of employment and subsequent removal from the workplace.

Breaches of this drug and alcohol policy will result in counselling of the employee to determine the cause of this incident and circumstances involved. After this consultation, it is at the discretion of the Company Director to determine whether the employee will have their employment terminated as a result of the breach.

Any employee who is prescribed medication has the responsibility to inform the director prior to commencing work activities. An employee who is taking the prescribed medication that may affect/inhibit their ability to safely perform their duties must not engage in said activities until a doctor’s certificate is provided and or until the completion of medication or until the worker is free of any ill side effects. Pending such time a substitution of duties may be required.

No illicit substances or alcohol are permitted at Cairns Centre for Drilling & Well Control. Any illicit substances discovered on persons or vehicles may result in immediate removal from the workplace and termination of employment.

Cairns Centre is committed to providing a safe and healthy workplace for all persons who may come in contact with the company and company activities.

John van Veghel
Director
Cairns Centre for Drilling & Well Control
Enrolment Procedures

Available course details are available from the Cairns Centre for Drilling and Well Control’s website at www.wellcontrol.com.au. Should you have trouble locating the course information we ask that you contact the Centre and available dates can be given to you immediately.

Upon Course inquiry your details will be taken and a temporary booking made for your chosen course date.

Unless a class is at full capacity most course dates are flexible and your position in the course of your choice will be secured upon the receipt of your registration form. Registration forms are filled out online under the “Sign Up” Tab at the top of the website or you can download and print the form online and fax it back to us.

On your enrolment form there is also payment information and online payment options and until final payment is made your course position may still remain temporary.

Your booking will be confirmed either by phone or email and you can consider a course confirmed when you receive your invoice.

Fees, Payments and Refunds

IWCF – all levels
$2500.00 for all IWCF courses (Training manual is included in the cost).

Short Course in BOP Training
IRT - $1800 (Training manual is included in the cost)

$100 Inc. GST for an additional training manual.

We accept payment via cash, direct deposit, cheque and credit card.

Group discounts are available if 3 or more people from one company are enrolled into the same training week. For pricing please contact accounts.

Payment is required a minimum of 3 weeks before the start of your chosen course or as soon as the booking is made if the course start date is less than 3 weeks.

Refunds will be given minus an administration fee of $100.00 for any cancellations. If you have paid for a course in full but fail to show up to the course you will forfeit your course fee unless prior arrangement has been made.

For IWCF course refunds we require a minimum of 10 days’ notice. If you or your company has a course credit, the credit is valid for 12 months unless other arrangements have been made.

Please note that certificates will not be released until payment has been received in full.
Course Changes and Cancellations

The Cairns Centre for Drilling and Well Control understands that the industry is sometimes unpredictable and we will do everything we possibly can to accommodate participants in another course should they be required to remain on site or another family/emergency situation arises. We have no problem transferring participants or payments to other course dates **WITHOUT PENALTY** should you contact us as soon as you know of any changes to your circumstances.

We do require however a minimum of 10 days’ notice for cancellations for all IWCF courses as the exam papers are pre ordered and tracked internationally, if you are unable to give more than 10 days’ notice a fee may be charged to cover the return of the IWCF paper work and documentation. Otherwise full cancellations will be issues with a refund less and administration fee. Should you simply need to cancel a course and will not be relocating to another date then an administration fee of $100 per person will be charged to cover the course materials and administration costs of the booking.

Quality Assurance

The Cairns Centre for Drilling and Well Control takes every possible measure to ensure that our training and work environment is to the highest of standards and all personnel conduct themselves in a professional manner strictly adhering to any and all guidelines regarding the workplace and behaviour at all times. The Cairns Centre regularly audits and evaluates it performance taking on board any and all suggestions from staff, students and governing bodies and handles all grievances seriously. We achieve this quality assurance with the use of evaluation and feedback forms as well as our own reviewing systems to continuously improve efficiency, professionalism and the quality of our training.

Disabilities- Special Needs & Anti - Discrimination

The Cairns Centre for Drilling and Well Control accepts participants of all ages, races, sex’s, employment positions, social status, experience and abilities both intellectual and physical.

We set a high standard of intolerance towards any form of discrimination based on any of the above specifications of our students and we strive to make our learning environment accepting and accommodating to anyone who wishes to learn.

We do however need to know if you have any special needs or learning requirements so that we can accommodate you and give you the best possible assistance to achieve the best results you can. We understand that many participants with special needs are afraid to disclose their requirements for fear of being treated differently or their problem being made public however it is important to know that all personal information regarding an individual’s learning and working abilities or special requirements will be handled with absolute discretion and the information will only be given to those that directly need to know. Your privacy will be upheld at all times and never will your needs be made public. You will never be treated in a disrespectful manner or be given any obvious or degrading methods of assistance in the presence of other course participants.
Grievances and Complaints

So far the Cairns Centre maintains a perfect record and has never received a grievance or complaint regarding any manner of the training or procedures in which it follows. Should the unfortunate situation arise that a complaint is made the grievance must be submitted in writing to the director of the Centre within one month of the alleged incident at which time upon receiving the complaint a full investigation into the matter will be launched to aim for a fair and timely resolution. An incident report form should be used. Should a satisfactory resolution not be met in regards to our training the complaint will then be forwarded to either the International Association for Drilling Contractors (IADC) or the International Well Control Forum (IWCF), Australian Skills Quality Authority (ASQA) or other relevant governing state and national bodies for further investigation and resolution.
Privacy Policy/ Record Management

Course participants’ are treated as confidential and are held in secure files on the Centre’s premises. Access to these files is usually available only to designated Centre personnel and to the course participant if requested.

You can ask us for any information about your own past training and assessment within the company or employment information.

The Cairns Centre for Drilling and Well Control complies with the federal government’s privacy policy. This means that we keep any information we hold about you securely, we only use it for training purposes and to contact you, we don’t give out information about you to others unless you have authorized us to, and we do not give or sell our mail lists to anyone else. You can refer to the following website for guidelines www.privacy.gov.au.

Record Storage and Destruction

The for our clients and students The Cairns Centre for Drilling and Well Control keeps all renewable academic records for a period of 2 years at which time they will be archived for a period of 30 years. All courses relating to competency standards are kept indefinitely and stored in a secure location on the schools premises. Staff records are also kept for a period of 2 years and then archived for 7 years.

All records both electronic and paper based and all are considered confidential and treated with care by all staff and associated governing bodies of the Cairns Centre.

Course Administration

All course administration is handled solely by the director. The director holds all academic and personal information on one computer system with full back up facilities to maintain maximum privacy and efficiency. All personal information that is obtained and updated is handled and imputed solely by the director.

Participant Welfare/ Centre OH&S

The Cairns Centre for Drilling and Well Control follows the Australian policies regarding occupational health and safety; appropriate behaviour; workplace harassment, bullying and victimisation; and anti-discrimination.

We refer you to these policies, as they form part of your company’s management of your daily work environment. It’s your responsibility to yourself, your company and other drillers to follow the policies. Further information regarding these policies can be found at www.whs.qld.gov.au.

Senior managers in your company have a responsibility to ensure that your work environment is as safe and appropriate as possible, but they can’t help if they don’t know there’s a problem. It’s also your responsibility to help them help you.

If you feel you have been discriminated against, see your manager or Contact the Centre ASAP. If your complaint is still not resolved you can seek outside advice from the Anti-Discrimination Board www.antidiscrimination.gov.au.
There is a first Aid kit located in the reception area and if for any reason you require emergency medical care, 000 will be called immediately. If the situation is not life threatening the staff at the Centre will be able to assist you with local doctors/dentists or other medical personnel that suit your needs.

Should an incident occur at the Centre during the duration of your course participation, you can request an incident report form from reception. You will then be required to fill out the form with as much detail as you possibly can. Make 3 copies of this document, one will go to reception for filing, one will go to the director for investigation and action and the other copy is for the reporter to keep for their records. You can then follow up with reception at a later date regarding the incident and information will be given to you regarding the implementation, investigation and correction of the incident. The Cairns Centre will then notify the relevant safety council regarding the incident and immediate action to correct the fault that caused the incident will be taken.
HEALTH & SAFETY POLICY

Cairns Centre for Drilling & Well Control is committed to promoting a culture where harm to people through work activities is unacceptable.

To meet this commitment, Cairns Centre will strive to provide healthy and safe working conditions for all people associated with the business, including employees, students, contractors, visitors and members of the public.

All Centre staff have a responsibility for implementing this policy by striving to achieve zero tolerance towards hazards and incidents.

In order to meet the above requirements, Cairns Centre for Drilling & Well Control will:

- Demonstrate leadership and commitment through its management staff
- Provide and maintain a safe work environment and practices and procedures for all employees, students and persons who may come in contact with the company.
- Develop safety awareness throughout the company by initial and ongoing education of all staff.
- Take all predictable steps to eliminate hazards within the workplace through risk identification assessment, control and ongoing monitoring to ensure continuing effectiveness.
- Utilize the company’s OHS&E system and procedures to set business specific standards of health and safety for all staff to follow at all times.
- Ensure all managers and employees are aware of and accept their responsibility to provide a safe work environment and comply with all applicable occupational health and safety legislation, business and statutory requirements as a minimum.
- Strive to continuously improve OHS&E management by setting clear objectives, plans and performance measures and regularly reviewing progress against the targets set.
- Involve all employees in OHS&E management through consultation and contributing to identifying, assessing and controlling hazards and reviewing health and safety performance.
- Ensure all incidents are reported, recorded and root causes identified, and where injury or illness occurs, help employees to achieve full recovery through prompt treatment and active rehabilitation.
- Follow procedures for recognizing and managing work situations that may lead to employee fatigue.
- Allocate resources to ensure the policy commitments are met.

This policy confirms Cairns Centre for Drilling & Well Control commitment to ensuring our workplaces are safe and healthy for all concerned.

John Joseph van-Vegchel
Director
Cairns Centre for Drilling and Well Control
Document Control

Master files for all course or work materials i.e. manuals, workbooks, policies etc, are kept on a secure database handled solely by the director and given out only to governing bodies from the relevant training organisations. Work books, manuals course content and policies is reviewed, updated and changed where applicable every 2 years to maintain quality assurance and allowing for new industry developments and implemented as required.

Fire Evacuation Procedure

In the event of a fire the evacuation assembly point is out the front of the Axis apartment building on the corner of the block facing McLeod Street directly across from Cairns Central Shopping Centre. Depending on the exit that you use you may need to walk around the block to meet on the corner so please be mindful of your exit point and where you have to go from there. For all emergency exits please refer to the fire safety evacuation plan located on the wall in every room of the Cairns Centre. Extinguishers appropriate for the building and its contents are located at key points in the premises, there is one in every room and there location is also listed on the evacuation plan.

As per Australia standards the Centre is fitted with working and regularly tested smoke alarms.
Front of Office Building

Surface Stack Simulation Room
Subsea Simulation Room
Participant Lounge
Directors Office
Interview Room
Board Room
Class Room
Communications

EMERGENCY ASSEMBLY POINT
Data Base and Website Management

All training and work databases are updated weekly and the website was constructed by Melody Moore Designs Cairns. All website management and administration is conducted by the training coordinator as required and all information it holds is the property of the Cairns Centre for Drilling and Well Control with the exception of public links and information made available through the links. All links on the site that require personal information to be entered are protected by a secure site designed to handle and transfer personal information and upon receipt of such information is made available solely to the relevant staff that require it.

Should you find a link on the website that is broken or feel you should report a fault, or are unsure of how your information is being handled you can email the training coordinator on reception@wellcontrol.com.au.

Contacting Us

Staff at the Cairns Centre for Drilling and Well Control are contactable nearly 24hrs a day. Should you not be able to reach anyone we ask you to please leave a detailed message on our answering service and we will get back to you as soon as is practically possible.

We are available on
Ph – (07) 40 411 508 – this phone number is automatically diverted to our company mobile.
Mob – 0419 799 975 (Director)
Mob - 0447 411 508 (Reception)
Mob – 0428186870 (Accounts)

Or via email at: reception@wellcontrol.com.au (Reception/Bookings) account@wellcontrol.com.au (Accounts)

We also have a face book page for all news updates regarding the centre and you can also make contact with us through that page, as it is checked daily for messages and wall posts. There is also a link from the Home page of our website.

Our full website is www.wellcontrol.com.au for all information relating to courses and the Centre.

We are located on 93-95 McLeod Street, Cairns at the base of the Accent Apartment building directly next door to Future Dental and across the road from appliance retailer, Beta Electrical.

This document has been authorised and approved by:

________________________________________________________________________________
John J van – Vegchel
Director
January 2015