

# APSE Parks, Grounds and Streets Advisory Group – 27 Feb 19

Frontline Service  
Training Manual

# Background

- Presentation to the AG - Oct 18
- General support for proposal
- Draft produced referencing SWITCH and WAMITAB best practice
- Today

# Items for Discussion

1. Is the general direction of travel correct?
2. Does the draft cover all bases?
3. Should this manual include higher level activities or focus on just Training Content and Style?
4. Do TNA's exist that reflect better approach?
5. Focus on Operational or include Organisational?

# Specific Outstanding Work

1. Agree Definitions
2. SKE Weighting Model
3. Various Appendices
4. Complete Task List and Training Course List
5. Agree “Core for all Employee List”
6. Agree “Certification Model / Standard”
7. Agree “Repeat Training Frequency”
8. Look at Partner Delivered Training – SLA’s