

## AGREEMENT

# REQUEST FOR QUOTATION- ADDENDUM

## HUMAN FACTORS, CREW RESOURCE MANAGEMENT AND NON-TECHNICAL SKILLS TRAINING COURSEWARE

### OVERVIEW

This document provides information pertaining to queries received and is intended to provide information to all responders.

#### General

- A Training Needs Analysis has been completed and is not within the scope of this work.
- One course is required for each stage, as outlined in the RFQ.
- Suppliers are not required to engage with industry operators.
- There is no requirement for suppliers to provide VET accreditation; however, training must align with the areas specified in the RFQ. Agencies that are Registered Training Organisations may elect to map or incorporate the training into their scope of registration.
- Intellectual property will be retained by AFAC.
- Providers will be supplied with relevant incident and accident case studies to inform the development and refinement of training (refer to [Case Study Examples](#)).
- E-learning modules will be deployed through government Learning Management System (LMS) platforms.
- Practical assessments must be appropriately designed to align with the course delivery method and supported by a relevant learning and assessment strategy, where applicable.

#### Stage 3 – Annual Maintenance and Continuous Improvement

This may be submitted as an annual costing, with the contract end date to be determined at the discretion of NAFC. A proposed end date may be put forward by the responder.

## Statement of Compliance / Terms and Conditions of Contract

Responders may document any proposed contract departures in the attached “RFQ Departures Table”, outlining the rationale for each departure and their recommended amendments. These submissions will be considered by the evaluation panel as part of the assessment process.

### Project Start Date

There is currently no fixed start date for this project, with commencement timing to remain flexible and subject to agreement with the successful candidate.

### Role Applicability

The following table outlines the roles and functions applicable to the project, including their connection to the Australasian Inter-service Incident Management System (AIIMS) and the associated training requirements (Introductory or Advanced).

Role/Function	Acronym	Description	AIIMS Role	Introductory or Advanced Course
Aerial Drip Torch Operator	ADO	Prepares and operates aerial drip torch or helitorch.	No	Advanced
Aerial Incendiary Equipment Operator	AIEO	Prepares and operates aerial ignition equipment in an aircraft.	No	Advanced
Air Attack Supervisor	AAS	Supervises aerial fire suppression missions and other tactical missions.	Yes	Advanced
Air Base Manager	ABM	Establishes and manages an air base and support services for the resources involved in aerial operations missions.	Yes	Advanced / Introductory
Air Base Operator	ABO	Provides ground support services for aerial operations at an air base.	No	Introductory
Air Observer	AOB	Observes an incident (not fire) from an aircraft and collects and processes information relating to the incident.	Yes	Introductory
Air Observer- Fire	AOBF	Observes a fire from an aircraft and collects and processes information relating to fire location, behaviour and the progress of fire suppression works.	Yes	Introductory
Air Operations Manager	AOM	Provides overall coordination of aerial operations and manages the air operations unit.	Yes	Advanced

Role/Function	Acronym	Description	AIIMS Role	Introductory or Advanced Course
Air Search Observer	ASO	Conducts air search observation duties during an air search operation.	No	Introductory
Airborne Systems Operator	ABSO	Operates an airborne intelligence collection system, such as advanced aerial mapping, camera, or infrared equipment to collect spatial data relating to a fire, flood or other incident.	No	Advanced
Aircraft Marshal	AM	Marshals aircraft in compliance with relevant regulatory requirements and standards.	No	Advanced
Aircraft Officer	AO	Manages aircraft resources and coordinates flight and ground-based services to support aerial operations missions.	Yes	Advanced
Aircraft Refueller	AR	Refuels an aircraft from either a fixed or mobile fuel supply with the engines turned off (cold).	No	Advanced
Aircraft Hot Refueller	AHR	Refuels an aircraft from either a fixed or mobile fuel supply with the engines turned on (hot).	No	Advanced
Aviation Radio Operator	ARO	Operates aeronautical radio.	No	Introductory
External Load Operator	ELO	Conducts external helicopter load-lifting operations in compliance with relevant regulatory requirements and national operating standards.	No	Advanced
Firebomber Load Supervisor	FLS	Supervises a team of support personnel that prepares and loads product into aircraft for dispersal.	No	Advanced
Firebomber Loader	FL	Prepares and loads product into aircraft tanks for dispersal.	No	Introductory
Helicopter Aircrew: Air Crew Officer	ELO	Performs normal and emergency rescue crew duties in support of aviation operations. The person must be qualified in accordance with CAO 29.11.	No	Advanced

Role/Function	Acronym	Description	AIIMS Role	Introductory or Advanced Course
Helicopter Aircrew: Down The Wire Crew	DTW	Retrieves persons from the ground i.e., rescue crew person. The person must be qualified in accordance with CAO 29.11.	No	Advanced
Helicopter Aircrew: Rappel Supervisor (Dispatcher)	RS	Supervises the dispatch of rappel personnel and equipment from a hovering helicopter. The person must be qualified in accordance with CAO 29.11.	No	Advanced
Helicopter Aircrew: Rescue Crew Officer	RCO	Performs normal and emergency rescue crew duties in support of aviation operations. The person must be qualified in accordance with CAO 29.11.	No	Advanced
Helicopter Aircrew: Winch Operator	WO	Undertakes winch operations as part of a rescue or as part of the insertion or retrieval of remote area firefighting teams. The person must be qualified in accordance with CAO 29.11.	No	Advanced
Hover-Exit Team Member (Primary Role Is Firefighter or Another Responder Role)	HTM	Member of a crew that is inserted or retrieved by hover exit/entry from a helicopter.	No	Advanced
Incendiary Operations Supervisor	IOS	Supervises the aerial ignition of a prescribed burn or burning operations during fire suppression.	No	Advanced
Rappeller (Primary Role Is Firefighter or Other Role)	RAP	Member of a crew that is inserted by rappel, along with firefighting or other response equipment, into a remote location from a helicopter.	No	Advanced
RPAS Observer	RPAO	Maintains direct unaided visual contact with the remotely piloted aircraft.	No	Introductory

### Case Study Examples

Case studies must include content that is relevant and specific to aerial firefighting, emergency response, and land management activities undertaken across Australia and New Zealand.

Specific examples will be provided to the successful applicant and may include, but are not limited to:

- Sterile cockpit.
- Doors off operations
  - Loose items.
- Low level flying
  - Wire and wind turbine environments in a dynamic and moving fire environment.
  - Solar farms (glare, wind).
  - Terrain.
- Flight planning
  - Last light.
- Night Vision Imaging System Operations
  - Night Vision Goggles.
  - Circadian rhythm disruption.
- Dangerous Goods
  - Incendiary capsules.
- Fuel/refuelling
  - Fuel spill.
- Passenger transport
- Retardant loading
  - Retardant spill.
- Firebombing
  - Water/retardant load in close proximity to crews.
  - Retardant impact on property and infrastructure.
- Aerial application (spraying/seeding)
- Aerial drip torch
- Fatigue management
- Management of aircraft at incidents
- Communications
- Remotely Piloted Aircraft Operations
- Aerial shooting
- Airborne Information Gathering and Forward Looking Infrared operations.

- Line scan operations.
- Rappel
  - Rotorwash.
  - Rappel rope attachment.
- Sling load
- Locust eradication
- Large Air Tanker Operations
- Wildlife Survey or Radio Track Operations
- Banner Towing
- Personal Protective Equipment
  - Slips and falls.
- Bird strike/encounter.
- State Air Desk
- Landing zones – high risk.
- Relevant national learnings / ATSB Reports.