ASTRA GROUP SERVICES

CAPABILITY STATEMENT

2023

Solutions for *your* Business

An Overview

ASTRA Group Services Pty Ltd (ASTRA) is a privately owned Queensland company that has been in operation since 2005.

We help businesses across a range of industry sectors, including civil construction, mining, transport and logistics, and all levels of government to meet their obligations to maintain a trained, competent and skilled workforce.

We are a recognised training organisation (RTO 31544) approved to deliver nationally recognised short courses and Qualifications.

In a market of generic course offerings, we are passionate about innovative and flexible training solutions tailored to your business,
so you can get the best out of your team.

Our vision is to
be a leader in workplace training solutions
to help people gain new skills, work safely and
succeed in their role.

A Business Solutions Provider

We are a Registered Training Organisation (RTO no: 31544) and provide a broad range of training and simulation programs that can be contextualised to suit industry and client specific requirements.

Reputation

ASTRA Group Services (ASTRA) is a "business solutions provider" that delivers end-to-end services in all aspects of Training, Enterprise Risk, Safety Management and Organisational Development.

Since incorporation in 2005, we continue to remain, wholly customer focused. Providing effective business solutions through a partnering approach based on innovation and independence of thought, but not intrusion.

Values

ASTRA has a four core values - our pillars. They define who we are, what we stand for and why we set ourselves apart and are referred to everyday to underpin our decision-making processes.

Integrity
Advocate best for client and industry

Innovation
We wil not be constrained by conventional thinking

Quality
Outcomes-driven by matching needs with solutions

Actions
We do what we say we will

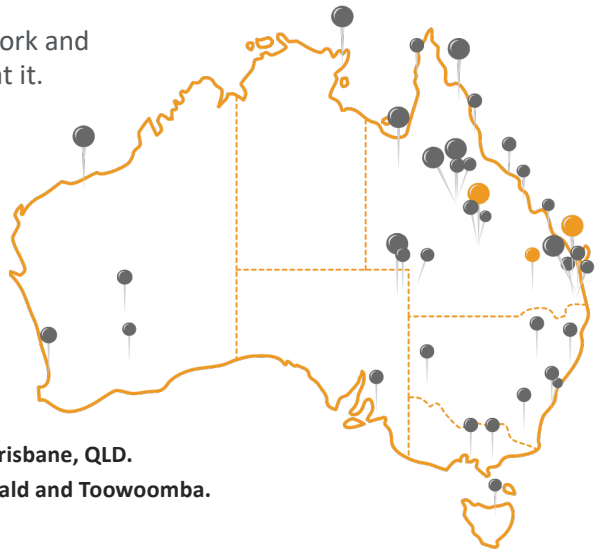
Footprint

We've been supporting students to gain new skills, be safe at work and succeed in their roles for over 17 years, and we're pretty good at it.

Here is our **Impact Footprint** in Australia.

And Internationally, we've supported a range of projects in:

- Senegal
- Canada
- Mongolia
- Philippines
- New Zealand



Our head office is located in Brisbane, QLD.
We have a field-office in Emerald and Toowoomba.

Certification

ISO 9001: 2015: *"Delivery of Training, Risk and WHS Management Consultancy Services"*

Driven by our obligation as an RTO to apply a formal review and continuous improvement (PDCA) process for our training related documents and records, ASTRA applies the same approach to rationalising and consolidating all the business management processes under the international standard ISO9001:2015.

Delivery Capability - In Summary

Industry Training

Design and delivery of innovative training programs:

- Nationally Recognised Training
- Traineeships and Apprenticeships
- Non-accredited Training and Workshop Facilitation
- Contextualised Learning
- Online On-boarding and Induction processes
- Innovative eLearning program solutions

Enterprise Risk

Services relevant to HSEC, Engineering and Process:

- Risk Management Systems
- Risk Control Effectiveness Reviews
- Operational Risk Assessments
- Engineering and Design Risk Analysis

Organisational Development

Facilitation of Leadership and Skills Development Programs:

- Organisational Culture and Change Management
- Conflict Resolution
- Mentoring and Coaching
- Presentations and Public Speaking
- Project Management
- Negotiation Skills
- Writing with Influence

Safety Management

System Development, Implementation, Monitoring and Review:

- Management System development and alignment with relevant Legislation and Standards
- Audit and Compliance (Systems, Plant and Equipment, and Training)
- Provision of embedded HSE professionals
- Independent Incident Investigation
- Health and Wellness Programs

Delivery Capability - In Detail

Industry Standard / Nationally Recognised Training and Assessment

Industries include:

- Building and Civil Construction
- Mining
- Resources
- Transport and Logistics
- Infrastructure Project Construction
- Local Government

Training summary (full Qualifications and short courses)

- Safety and Mining inductions
- Mobile plant operations
- High Risk Work Licences
- Height Safety and Rescue
- Risk management
- WHS related training programs
- Chain of Responsibility and Load Restraint
- Landscape Construction
- Fully contextualised training programs

Enterprise Risk Management

Risk Management services focus on developing and implementing effective risk management systems to guide and direct organisational risk-based decision making.

Our team of qualified risk management professionals have demonstrated senior management experience in Australia and overseas across multiple industry sectors.

Risk Management services include (but are not limited to):

- Safety Case / OFSC compliance
- Audit (or review) of risk management systems
- Development of risk management framework
- Policy & Organisational Standards development
- Risk Management facilitation:
  - Operational risk
  - Project planning and assessment
  - Emergency & Crisis Management
  - Engineering & HAZOP

Development and Provision of Internal Training Packages

Our experienced and dedicated team of program designers can assist your organisation in the development of training and assessment materials for the purpose of internal delivery.

We champion in-house training and recognise that in many cases it is advantageous for organisations to take control of their own training requirements and schedule, using fit-for-purpose and well designed training materials for the organisation.

Our development services include:

- A collaborative approach to establishing the scope of works
- Design and development of learning resources and assessments
- Development of Instructor / Assessor guides
- Mapping of learning and assessment material to:
  - statutory requirements
  - organisational procedures and objectives
  - Nationally recognised units of competency (partial and complete, where applicable)
- Review of existing materials
- Transition of existing materials to innovative technologies / systems / procedures
- Development of online programs to meet organisational objectives

> *"The team at Astra Group Services are professional and knowledgeable - they really care about delivering genuine training solutions and value for money."*
>
> *Coordinator - Training & Development*

The ASTRA Approach

Partnerships

ASTRA has always been and continues to remain, wholly customer focused. Providing effective business solutions through a partnering approach based on innovation and independence of thought, but not intrusion.

Collaborative efforts in developing relevant, sustainable and effective workforce development programs add value to your company and contributes to the effectiveness of your business activities.

Inevitably, the partnering approach results in significant net organisational benefits including tangible and measurable outcomes across all department levels.

We advocate a partnering approach that reflects 'best for client'

ASTRA Director - GCO Senegal Sand Mine | 2014

Digital Capability

Our digital capability extends to both accredited and non-accredited learning programs including fully customised and company specific training courses housed in an online environment.

We have the capability to develop eLearning programs as standalone courses (e.g. full training and assessment) or as components of blended learning programs to provide flexibility and integrated learning platforms.

All eLearning modules and online assessments (along with any relevant resources) are accessed by participants through a secure online Learner Portal which is client branded and can even be project specific.

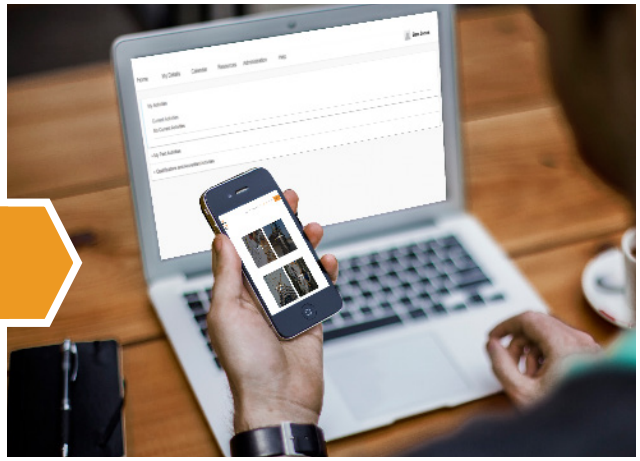
ASTRA also has a formal partnership with KOGNENT, a brisbane-based innovative digital product specialist, to add further capacity to develop high end technical eLearning solutions for a wide range of clients within the civil construction and transport industries.

Adult Learning Concepts

At ASTRA, we embrace the concept of "Adult Learning".

We seek to understand the characteristics of each learner cohort and develop and implement learning strategies that provided maximum opportunity for success.

We believe a practical, hands on approach to training and assessment often leads to a more positive learning experience. In this respect, ASTRA has developed training and assessment processes that incorporate workplace activities and blended training options that eliminate or reduce requirements for external classroom training sessions.



Technology in training stimulates learner engagement, increase retention, and reinforces core objectives

The ASTRA Approach

Flexible Training Strategies

At ASTRA, we believe that training and assessment services need to be flexible to meet the demand of changing circumstances and workplace requirements.

We understand that work constraints and time frames along with unforeseeable circumstances necessitate flexible options regarding the delivery of training programs. In this respect ASTRA works harmoniously with its clients to facilitate the timely delivery of services that meet quality organisational and training objectives.

ASTRA adopts a streamlined approach to training and assessment by contextualising content, scheduling time frames, and offering delivery methods that align with our clients' needs.

Our delivery methods include:

- Face to face
- Online / Elearning
- Distance / Correspondence
- Blended formats (i.e. a combination of the above)

We recognised that customised programs in extended (time formats) and blended formats will offer training participants additional time not only to develop skills but also to enhance and apply those skills in their own work environment.

Onsite Facilities

ASTRA are host to a state of the art training facility, fit for industry leaders in their respective fields.

WiFi is available to all learners and the latest Samsung Galaxy tablets are used for research, in class activities, capturing evidence and documents, and completing and submitting assessments and assignments.

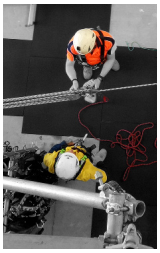
Trainers can run reports in real-time and provide immediate feedback on results and areas for improvement. Learners can access a dedicated Learner Portal to access course materials, communicate with the ASTRA Training Team, monitor progress and review results at any time.

ASTRA also offer a leading edge industrial simulation facility for height safety and rescue at our Brendale training centre.

Structures available to conduct height rescue and safety training aligned to multiple industry sectors:

- 8m telecom lattice tower
- 7m antenna telecom tower with mounting headframe
- 4 metre suspended bridge at 6m high
- three story tubular scaffold tower with abseil platform
- Second story confined space entry room with trap door access and rescue platform
- Telegraph antenna pole

PRACTICAL SCENARIO-BASED TRAINING ENVIRONMENT THAT SIMULATES ACTUAL EVENTS AND REAL-WORLD SITUATIONS



Core Training Programs

Industry Leadership and Supervision

- Civil construction supervision (Cert IV)
- Supervise on-site operations
- Show leadership in the workplace
- Supervisor and leadership (S123 / G189)
  - Apply risk management processes
  - Conduct safety and health investigations
  - Communicate Information

Organisational Development Training Programs

- Health and Safety Representative (HSR) – Qld Government approved provider
- Leadership development programs (entry level to advanced)
- Change Management

Safety and Operations

- Industry safety and mining inductions
  - Comply with site work processes/procedures
  - Work safely and follow WHS policies and procedures
  - Communicate in the workplace
  - Conduct local risk control
  - Apply initial response first aid
  - Respond to local emergencies and incidents
- Mobile plant operations (Short course or Cert III)
- Landscape construction (Cert III)
- Enter and work in confined space
- Gas test atmospheres
- Operate breathing apparatus
- Work in accordance with an issued permit
- Working safely at heights
- Participate in rescue operations
- Perform inspections
- Chain of Responsibility (Level 1 and Level 2)
- Load and unload vehicles and equipment
- Load restraint and secure loads
- Fatigue management strategies
- Operate light vehicles, and recover 4WD
- Verification of competency (VoC) / Skills assessments / Site familiarisation
- Suite of over 100 non-accredited Programs, covering:
  - Safety awareness modules
  - Chain of Responsibility
  - Asbestos and Silicia

> *"...ASTRA have shown that training to them is of the upmost importance and I have never been involved with a more professional group in training than I have with ASTRA."*
>
> *Safety Manager*

Core Training Programs

Team Building

- Task analysis
- Goal setting
- Effective delegation
- Role clarification
- Interpersonal relationships
- Cross Cultural Awareness
- Negotiation Skills
- Problem solving
- Conflict resolution
- Critical thinking

Emergency / Incident Response

- Provide first aid
- Provide cardiopulmonary resuscitation
- Respond to local emergencies and incidents
- Participate in rescue operations
- Undertake vertical rescue
- Perform pole top rescue
- Conduct safety and health investigations
- Investigate WHS incidents

Trained workers offer more skills diversification and sustainability to your organisation.

More skills introduces more accountability and expectations to the individual in their role.

Leadership Development

- The ASTRA Leadership Development Program
  - Apply risk management processes
  - Conduct safety and health investigations
  - Communicate information
  - Supervise on-site operations
  - Show leadership in the workplace
  - Team Building (Workshop)
- Non-accredited
  - Health and Safety Representative (HSR Qld Gov approved provider)
  - Work Health and Safety Officer (WHSO Qld Gov approved provider)
  - Fundamental Leadership and Organisational Skills
  - Conflict Resolution and Dealing with Difficult People
  - Writing with influence
  - Anti-Discrimination and Workplace Harassment
  - WHS for Managers and Supervisors

Risk Management

- Conduct local risk control (entry level / frontline personnel)
- Apply risk management processes
- Establish and maintain the risk management system

Change Management

- Leadership (supervision and administration of change)
- Frontline personnel (understanding and acceptance of change)

> *"I would like to thank you for your assistance during the project and for the provision of highly qualified trainer assessors. The trainer assessors have carried out their dutieis in a professional manner and are well regarded by the project. Look forward to working with you in the future."*
>
> *Safety Health Environment Training Manager*

Proven Track Record (A Recent Sample)

Central Highlands Regional Council

- Development of a contextualised Training Management Framework, including TNA, Policies, Procedures and materials relevant to all organisational activities
- Certificate III in Civil Construction Plant Operations Apprenticeships
- Certificate III in Civil Construction Road Construction Traineeships
- Mobile Plant Equipment (RII upgrades and VoCs)
- Work safely at heights
- Enter and work in confined space; and breathing apparatus
- Light vehicle and vehicle recovery
- Remove non-friable asbestos
- Health and Safety Representative (HSR) Program - Full training and Refresher programs
- Licence to operate a forklift truck (Class LF)
- Licence to operate an EWP (Class WP)
- eLearning module development and upgrades

Global Engineering and Construction

- Certificate III in Civil Construction Plant Operations Apprenticeships
- Certificate III in Civil Construction Pipe Laying Traineeships
- Certificate IV in Civil Construction Supervision Traineeships
- Certificate IV in WHS
- Diploma in WHS
- Mobile Plant Equipment (RII upgrades and VoCs)
- Licence to operate a forklift truck (Class LF)
- Licence to operate a vehicle loading crane (Class CV)

Coles Group

- Development of site Emergency Management Plan for new SEQ DC facility
- Fire Warden training for leaders and managers
- Fire evacuation and fire extinguisher training

Moreton Bay Regional Council

- Work safely at heights
- Participate in rescue operations
- Remove non-friable asbestos
- Health and Safety Representative (HSR) Program - Full training and Refresher programs
- Supervisor Training (S123)
- Certificate IV in Civil Construction Supervision

Yancoal Cameby Downs Coal Mine

- Standard 11 compliant mining induction - full training and refreshers
- Work safely at heights
- Supervisor Training (S123)
- Carry out the risk management processes (G2)
- Isolate and access plant
- Enter and work in confined space
- Operate EWP
- Telehandlers

Golding Contractors - Blackwater

- Chain of Responsibility
- Load Restraint
- Secure loads

UniSpan / Acrow

- Safety reset workshop facilitation
- Chain of Responsibility case study and training strategy

Brisbane Markets

- On-site forklift licences
- Forklift refresher programs and VoCs

BUNZL Australasia

- National delivery of a contextualised forklift and hi-reach training program
- Development of a Forklift onboarding handbook

Proven Track Record (A Recent Sample)

Aussie World - Sunshine Coast

- Safety Case development
- Amusement Device risk modelling
- Management Systems content
- Emergency Response for public safety and security
- Landscape Construction Training
- Work safely at heights
- Certificate IV in WHS
- Diploma in WHS

QLD Crime and Corruption Commission

- Delivery of Certificate IV in Government Investigations to 10 Supervisors and Managers

Gladstone Regional Council

- Supervisor Training (S123)
- Establish and maintain the WHS management system (G7)
- Health and Safety Representative (HSR) Program

Toowoomba Regional Council

- Civil Construction Mobile Plant operations (RII units)
- Mobile Plant Training (Various RII competencies)
- Remove non-friable asbestos
- Health and Safety Representative (HSR) Program - Full training and Refresher programs
- Licence to operate a forklift truck (Class LF)

Lite n' Easy / Mitchells Foods

- Licence to operate a forklift truck (Class LF)
- Forklift Refreshers and VoCs
- Work safely at heights
- Operate EWPs
- Enter and work in confined spaces
- Health and Safety Representative (HSR) Program - Full training and Refresher programs

Queensland Health

- Provision of Organisational Development Leadership and Management short course training and workshops to Metro North and Mackay Hospital and Health Service - 2017 to current

Visionstream

- Work safety at heights and Participate in rescue operations to over 100 telecom personnel on various projects
- Enter and work in confined spaces
- Provide first aid
- Provide cardiopulmonary resuscitation (CPR)

Queens Wharf Upgrade Project

Specialist design, development and delivery of machinery-specific VoC assessments for operational personnel

- Slewing crane
- Non-slewing crane
- Vehicle loading crane
- Forklift
- Elevated work platform
- Telehandler
- Excavator
- Piling rigs

Goodline Construction

- (Delivery of 6 Day Organisational Leadership program to approx. 200 employees)
  - Apply risk management processes
  - Conduct safety and health investigations
  - Communicate information
  - Supervise on-site operations
  - Show leadership in the workplace
- Team Building workshop
- Non-friable asbestos removal training for over 70 personnel onsite at Rio Tino Weipa project

Proven Track Record (Sample)

Metro Mining

- Provision of embedded resources to manage safety and training compliance for the Bauxite Hills project
- Safety and Health Management System content development for the Bauxite Hills project
- Corporate and operational risk management facilitation – since 2017

Grand Cote Senegal

- Operational Readiness Review to support
- Provision of an experienced and qualified team of professionals advisors
- Facilitate risk profiling and systems development relevant to mining, processing, rail and port operations
- Supply Chain risk analysis for product to market and critical spares inventory
- Strategic Planning for management and response to Ebola Epidemic
- Development and mentoring of 12 national staff across all disciplines of WHS, Risk, Training and Environmental Management

Downer ADJV

Facilitate constructability risk assessments for:

- Mill Liner installation
- Process plant construction
- Reclaim Chambers and Tunnel construction
- Fuel and Tailings Line construction and testing
- Feed and Conveyor Circuit construction
- HV Power installation
- Temporary Power preservation

Hatch & Associates / Anglo Coal

- Risk Management facilitation to support structural integrity analysis
- Develop Hazard Management Plan for Asset Structural Integrity
- Develop TARP for Asset Structural Integrity

BMA Coal

- Design, development and delivery of site-specific fatigue management training program in line with SHMS and legislation for Managers and Supervisors at BMA Goonyella - 115 trained in total

  Train the Trainer program development and delivery for internal upskilling and refreshing of Coal Mine Workers - 45 trained in total
- SHMS development, training materials developent and facilitation of risk workshops for Infrastructure and Assessment Management (IAM) project
- Provision of a specialist OHS resources and support services to BMA Blackwater Mine for development and implementation of SHMS
- Development of SHMS, PHMP's, Training Scheme & TNA for Geological Services
- Design, development and facilitation of Geo Services Induction program
- Development and delivery of Safe Act & Environment Observation training program
- Procedure development and delivery of Fitness for Work education programs at various mines in QLD

Sekisui House Commercial / Residential Development – 2016 to current

WHS compliance support for:

- Phase 1: Design development
- Phase 2: management System Plans and procedural documentation
- Phase 3: Project Construction safety compliance monitoring

Safety in Design compliance with legislation:

- Asbestos Management strategies
- Risk Workshop facilitation
- Constructability Review – contractor scope

Flyash Australia

- Provision of Chain of Responsibility training (Online)

Proven Track Record (Sample)

Link Mining

- Risk facilitation to enable SHMS content development
- Safety and Health Management System content development
- Evaluation of the Occ. Health monitoring program and strategy to address findings
- Provision of embedded resources to manage safety and training compliance

Maxam

- Provision of Trainer/Assessors for Shot Firer training
- Develop a contextualised Frontline Management training program for organisational application
- Develop and deliver Cert III Surface Mining Operations
- Develop and deliver manual handling, and fatigue management workshops

Cement Australia

- Provision of Chain of Responsibility training (Online)
- Review of existing OHS documentation relevant to project and contractor management arrangements
- Supply of project OHS resource

Hatch - AGL

- Develop Project WHS Management Plan and associated procedures to comply with NSW and Major Hazard Facility legislation;
- Provision of embedded resource to manage Project Safety compliance obligations

Peabody - North Goonyella Mine

Facilitate review of the SHMS to provide assurance of the relevance and currency of content to current and future operations:

- Principle Hazard Management Plans
- Standard Operating Procedures
- Facilitation and determination of critical controls for the underpinning Risk Assessments

Rio Tinto Coal Australia

- Conduct of Risk Workshop to report fatal flaw analysis
- Facilitation of Fatal Flaw Analysis, HSE Risk Assessment and development of the SMP for QAL Upgrade project
- Facilitation of S2 / S3 Leading Workplace Incident Investigations program in Weipa
- Facilitate Risk Workshop for Kestrel Coal
- Provision of accredited critical permit issuer training

CuDECO Copper

- Independent Audit of SHMS
- Facilitatation of HSE Change Management Leadership and operational compliance
- Facilitation of Audit Report findings
- Facilitation, review and revision of the underpinning Risk Assessment and related data
- Ongoing mentoring and support of Health & Safety and Environmental functional roles

> *"Thank you, and the team at ASTRA for your input into the development and delivery of the Generic Induction RTO /Trainer Workshops. Your contribution to the workshops has been invaluable in working to bring about the significant change needed to the Generic Induction program.*
>
> *In fact, the genuine excitement and enthusiasm demonstrated by the participants, generated from your sessions really challenged current perceptions on effective training delivery. I would also like to acknowledge the professionalism, commitment and flexibility demonstrated by you and all of those involved in making these workshops happen."*
>
> *Senior Consultant, QLD Mining Industry*

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