



TRILITY
Training Services

TRILITY Training Services

NWP20122

Certificate II in Water Industry Operations



Industry professionals delivering
industry-based training services

NWP20122 Certificate II in Water Industry Operations

Delivery mode:

- Face to face (classroom based with self-study and on-the-job workplace activities)
- Online (self-paced with on-the-job workplace activities)
- Blended (self-paced theory with face-to-face workplace-based activities)

Average duration:

- 12 months

Delivery locations:

- TRILITY training centres:
 - 107 Hayward Ave, Torrensville, SA 5031
 - 270 Wolseley Place, Thomastown, VIC 3074
 - 27 Commerce Circuit, Yatala, QLD 4207
 - Unit 4, 36 Accolade Ave, Morisset, NSW 2264
- Your facility
- Online

At TRILITY Training Services, we strive to be more than your typical training provider. Our aim is to be the industry's long-term training provider delivering the highest standards of water sector training.

Our courses are developed in accordance with the National Water Training package and delivered to the 2025 Standards for Registered Training Organisations (RTOs). Our philosophy of working in true partnership with our clients and students ensures they can confidently elevate and exceed the standards of compliance on a sustainable, ongoing basis.

We fundamentally believe that our expertise enhances our clients and students' ability to deliver safe, reliable water to the communities in which they serve.

With over 30 years' experience, TRILITY is trusted and respected in the water management industry. Our trainers have worked across water infrastructure from project and asset commissioning through preventative maintenance, fault finding, and daily water operations.

Our people understand the unique challenges of remote areas and the complexities of urban and edge-of-urban safe water delivery. We teach with practical experience and industry-relevant scenarios.

Being trained by TRILITY's Training Services:

- Water operators can be confident that they receive the most up-to-date and relevant training



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Training commencement dates

TRILITY offers courses as a public program with starting dates negotiated with different corporate clients. The sequence of delivery is as outlined in the delivery and assessment schedule, with core units delivered, followed by more foundational units, before more complex units are attempted. This schedule, however, can be negotiated, but in either case, the students will be allowed to undertake complex monitoring and troubleshooting units once they complete foundational and WHS risk management and diagnostic skills units.

Have confidence that your TRILITY trainers:

- Are highly skilled and experienced professionals who have worked in the Water Industry for many years
- Understand the challenges that Water Industry operators face daily
- Can provide practical advice and guidance
- As a Registered Training Organisation (RTO# 46056), we offer Nationally Recognised Training (NRT) Certificate courses in Water Industry Operations

Benefits of training

Our concise certificate programs in Treatment Plant Operation and Networks provide operators with the necessary skills and technical expertise to enhance the efficiency and effectiveness of plant processes. These programs focus on troubleshooting abilities and problem-solving knowledge, as well as an understanding of pertinent legislation and occupational health and safety concerns.

Additionally, they foster the development of safe work practices.

Benefits include:

- Minimises operational expenses
- Improved risk management
- Operational compliance
- Safeguards and enhances asset longevity
- Provides a nationally accredited and transferable skill set for operators
- Increased operator adaptability
- Formal recognition of skills for operators

Who is this course aimed at?

The course is designed for individuals working in network installation, operation, and repair within the Water Industry, in addition to those operating and maintaining water and wastewater treatment plants.

It is ideal for those who want to further their knowledge and technical expertise in an industry that relies on a wide range of skills and is continually evolving due to technological advancements.

If you are currently engaged in water or wastewater network or treatment, operation, or repair within the Water Industry and seek to advance your career or enhance your skill set, this course is the perfect choice.

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What are the entry requirements for this course?

This course is available to you if you:

- Are over the age of 18
- Are currently employed within the water industry
- Complete a Language, Literacy, Numeracy and Digital Literacy (LLND) assessment to demonstrate that you have the required level of LLN skills required by the course
 - The LLND test will be conducted via LLN robot, and you must receive a satisfactory result before enrolling in the course. The LLND test assists TRILITY to assess whether or not your LLND skills are at a level suited to the course requirements. It also assists our trainers to prepare individual learning plans for each successful applicant where skill weaknesses are identified
 - If you do not meet the minimum LLND level, or TRILITY is unable to provide sufficient and appropriate additional support that you may require, your enrolment application will be rejected and you will be referred to appropriate external services or courses and advised that you may reapply in the future if you have improved your language, literacy, numeracy and digital literacy to the required level
- MSMWHS216 Operate breathing apparatus is a pre-requisite for the elective unit of competency NWPTRT007 Monitor and operate liquefied chlorine gas disinfection processes

Other course requirements:

- **Footwear and clothing:**
Learners must wear appropriate safety clothing and equipment when undertaking workplace or practical tasks. This may include a safety helmet, protective footwear, high-visibility clothing, and other personal protective equipment as required by workplace safety procedures
- **Physical requirements:**
This qualification involves hands-on practical activities and may require regular manual effort. Learners should have a reasonable level of fitness, be able to work in various weather conditions, and follow all safety requirements, including the correct use of personal protective equipment. Learners must not participate in training or assessment if affected by fatigue, drugs, alcohol, or medication that may impair performance
- **Conditions of work:**
Training and assessment activities may be conducted in real or simulated workplace environments, which can include outdoor settings, confined spaces, and conditions involving dust, noise, or uneven surfaces
- **Technology requirements:**
It is imperative that you have internet access and basic computer skills (e.g. Word, email, file management) and the ability to use TRILITY's Learning Management System and other electronic media
- Additionally, if you are seeking to access government funding, you will need to meet eligibility requirements and have an employer willing to support you via a registered traineeship

[Visit our website for more information.](#)

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How is this course delivered?

TRILITY offer a range of delivery options including face-to-face at a TRILITY training centres, face-to-face at your workplace, online self-paced, and a blended delivery model.

Face to face delivery

The face-to-face delivery consists of classroom-based learning, self-study, on the job learning and assessment, and one-on-one support (as required). The classroom sessions are held over approximately 21–23 days depending on electives and include interactive learning and simulated assessments. Students also complete at least 624 hours of on-the-job learning, gaining real industry experience while being assessed in their workplace. TRILITY ensures each workplace is suitable and maintains agreements with employers. Students are also expected to dedicate around 5 hours per week to self-study and can access additional individual trainer support to clarify content and assessment requirements as required.

For training conducted on site, we would suggest clustering units together so that a full week of training can be completed, to minimise travel and accommodation costs.

Self-paced (online) delivery

This course is also offered through a flexible self-paced online format, allowing learners to study at their own convenience. Learning is supported by interactive digital resources, workplace-based assessments, and regular contact with experienced trainers and assessors.

Learners are expected to participate in monthly online catch-up sessions (via Zoom or Microsoft Teams) to discuss progress, ask questions, and receive guidance on upcoming activities. These sessions help ensure learners stay supported and on track throughout their training. Workplace-based assessments are conducted with the support of TRILITY trainers and assessors/ workplace supervisors to ensure each learner gains valuable real-world experience and meets all course requirements.

Blended delivery (self-paced theory + practical assessments)

This blended delivery model combines the flexibility of online self-paced learning with the benefit of practical, hands-on assessments conducted either at TRILITY premises or at your facility. Learners complete the theoretical components of the course online at their own pace, supported by interactive learning materials and regular contact with experienced trainers and assessors.

Once learners have completed the required theory, they will participate in scheduled practical assessment sessions. These sessions are conducted in a simulated or real workplace environment to apply and demonstrate the skills and knowledge gained during the online study. Practical assessments can be arranged at TRILITY's training premises or, where suitable, at the learner's own workplace or client facility.

Throughout the program, learners have access to one-on-one trainer support as needed and are encouraged to attend optional online check-in sessions to discuss progress, clarify assessment requirements, and stay engaged in their learning journey. This model offers the ideal balance of flexibility and practical experience, ensuring learners are well-prepared for workplace application.





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What are the course outcomes?

Upon successful completion of this program, graduates will be well-equipped to advance their careers in the operation, maintenance, and repair of potable water reticulation systems and/or sewerage collection systems.

Additionally, depending on their chosen units, they may acquire skills in diagnosing and addressing issues related to water quality in distribution systems and/or sewer network operations.

The further study pathways available to students who undertake this qualification include:

- NWP30222 Certificate III in Water Industry Operations
- NWP40120 Certificate IV in Water Industry Operations

Assessment arrangements:

Assessment will be conducted individually. Throughout this course, you will participate in a range of assessment tasks including knowledge-based assessments, simulated practical assessments and workplace-based assessments.

There are a variety of assessment methods used for this qualification including but not limited to written questions, projects, process calculations, research reports, portfolios, third-party reports and direct observations. A workplace supervisor is required to supervise you while practising your skills and completing your workplace-based assessment tasks.

TRILITY's assessment process considers your numeracy, reading, writing and digital literacy skills to make sure your journey best meets your needs.

Academic wellbeing support

One-on-one support

Students are provided with ongoing support via phone and email – Monday to Friday. Additional 1:1 tutorial is provided where required.

Additional support

All students must complete an LLND assessment upon enrolment to determine their learning support needs.

All students will be provided with a range of learning support options and resources to help achieve competency.

Where additional support needs have been identified, an Individual Support Plan will be developed, which may include mentoring from trainers, additional classes, tutorials and workshops, online support, computer and technology support, and reasonable adjustments to assessments.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as an other person, regardless of whether support services have been required.

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Other student wellbeing support

At TRILITY, we care about the wellbeing of every student. Working and studying in the Water Industry can be both rewarding and demanding, and we are here to support you throughout your learning journey.

- **Emotional and mental health support:**
Our team is committed to supporting students' emotional wellbeing. Trainers and staff are attentive to any signs of distress and will offer care, understanding, and assistance. Students who feel overwhelmed or stressed are encouraged to speak with a member of our team for confidential support and guidance
- **External support services:**
TRILITY is committed to the wellbeing of all students. Through our partnership with AccessEAP, students can access free, confidential counselling — available 24 hours a day, 7 days a week — including up to three sessions per year via phone, online (Zoom/Teams/Skype), or in person. Additional referrals to community and specialist support services are also available for students needing extra assistance with study, work, or personal matters. (Please note: some external services may charge a fee.)
- **Culturally inclusive support:**
TRILITY values inclusion and diversity. Our trainers and assessors' complete cultural safety and awareness training to ensure a respectful, inclusive environment for all students, including Aboriginal and Torres Strait Islanders and those from culturally and linguistically diverse backgrounds
- **Accessibility and disability support:**
Students with a disability or additional learning needs are offered reasonable adjustments in training and assessment to ensure equal opportunity and access to learning



Nationally Recognised Training

This course is accredited at the national level and is offered through Registered Training Organisations (RTOs), which are closely overseen by the Australian Skills Quality Authority (ASQA). This ensures that you will be pursuing a qualification of the highest quality, recognised throughout the country.

Credit Transfer and Recognition of Prior Learning (RPL)

TRILITY can grant you credit towards your course for units of competency that you have already completed with another RTO or authorised issuing organisation. There is no charge to apply for Credit. To apply, fill in the Credit Application Form and submit it as part of your enrolment.

TRILITY also offers Recognition of Prior Learning, which considers your prior work experience or formal qualifications to potentially reduce the duration of your study. For further information, please enquire via training@TRILITY.com.au, as part of the enrolment process.

Please refer to your Student Handbook for more information on Course Credit and RPL.

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Pricing and payment

Due to the range of subjects and electives available, the cost below will change slightly based on individual subjects chosen due to NWP packaging rules.

Indicative costs for training at our facilities are:

- Certificate II - \$5,640 - \$9,030

All self-paced online courses attract a 20% discount in course delivery costs only. This discount does not apply to government-funded co-contribution fees.

Please note that the cost above is indicative and subject to change based on subject selection (as subjects vary between 1 and 5 days face-to-face) and delivery mode (face-to-face at a TRILITY facility, face-to-face at your location, or online).

Traineeships fees are determined by the relevant State department and will vary depending on the State, any eligible concessions, priority groups, employment type and if still at school. Your employer will also have additional costs depending on units chosen, which will be outlined at the enrolment application stage. Visit our website for information on traineeships relevant to your State of employment.

If your course fees are covered by your employer or another third-party organisation, they can furnish the necessary information by reaching out to our sales team or submitting it during the payment process within our online enrolment portal.

Alternatively, if you intend to cover the course fees personally, we offer a payment plan structured as a pay-as-you-go arrangement.

Additional fees and charges (if required)

For any other fees including but not limited to re-assessment, RPL and material cost, refer to the handbook.

- **Re-assessment:**
All course fees include up to two (2) attempts at assessment per task. If after the third attempt, an additional training and assessment fee of \$350 will be incurred per unit required to be re-assessed
- **Re-issuing of testamur and statements of results:**
All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. A \$90 fee applies to each additional copy of a certification document if required
- **RPL (Fee-for-service only):**
Application Fee is \$250 and charge per unit of competency is \$1,850
- **Student manuals/learning materials:**
Digital manuals are included free of cost; however, printed copies are available at an additional cost of \$90 per unit with an 8-week lead time required
- **Other costs (not included) to be aware of:**
Stationery such as paper and pens or other personal use items such as computers or internet access may be required to complete homework tasks or self-study tasks. PPE for practical training if required

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Course information

NWP20122 Certificate II in Water Industry Operations.

Unit selection

Certificate II in Water Industry Operations consists of 2 core subjects and 9 elective subjects. Students will have flexibility with the selection of core and elective units, however, to optimise costs we would encourage trainees to select similar units. This can be discussed and worked out during subject selection.

Some elective units require one day on-site while the largest units require five days. Therefore, we would be workshopping trainee/cohort unit preferences to work out which combination works best.

A total of 11 competency units are required, structured as follows:

- 2 core units, along with
- 9 elective units that can be chosen from the list provided

Core units

The 2 core units required for NWP20122 Certificate II in Water Industry Operations are:

- **BSBWHS211:** Contribute to the health and safety of self and others
- **NWPGEN018:** Follow environmental and licensing procedures

Certificate II elective units

A full list of electives available is provided opposite.



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Electives

CPCCOM1015	Carry out measurements and calculations	General
MSMWHS216	Operate breathing apparatus	General
MSS404061	Facilitate the use of SCADA systems in a team or work area (available Q4 25)	General
NWPCAD001	Respond to blue-green algae outbreaks (available Q4 25)	Wastewater/ Water
NWPGEN017	Apply the risk management principles of the water industry standards, guidelines and legislation	Treatment water and wastewater
NWPGEN020	Sample and test source or drinking water	Water
NWPGEN021	Sample and test wastewater	Wastewater
NWPGEN027	Monitor and operate pump stations	Networks
NWPNET028	Monitor and operate network systems	Networks
NWPNET040	Maintain and repair network assets for wastewater	Networks
NWPNET061	Maintain and repair network assets for drinking water	Networks
NWPNET064	Control electrical risk on metallic pipes	Networks
NWPTRT005	Monitor and operate water treatment processes	Water
NWPTRT006	Monitor and operate fluoride addition processes	Water
NWPTRT007	Monitor and operate liquefied chlorine gas disinfection processes	Treatment water and wastewater
NWPTRT022	Monitor and operate hypochlorite disinfection processes	Treatment water and wastewater
NWPTRT023	Monitor and operate ultraviolet processes	Treatment water and wastewater
NWPTRT027	Monitor and operate wastewater treatment processes	Wastewater
NWPTRT047	Monitor, operate and control lagoon processes	Wastewater
RIICOM201E	Communicate in the workplace (available Q4 25)	General

Want to learn more about TRILITY Training Services?

TRILITY Training Services offers a number of Nationally Recognised Training (NRT) Certificate courses in Water Industry Operations including:

- **NWP20122 Certificate II in Water Industry Operations**
2 core and 9 electives
- **NWP30222 Certification III in Water Industry Operations**
2 core and 9 electives
- **NWP40120 Certificate IV in Water Industry Operations**
3 core and 7 electives

These qualifications offer students specialised training tailored to meet the demands of water operations work within the Local Government and the broader Water Industry. Those in this role will be responsible for the construction, monitoring, operation, and maintenance of water operations in Networks, Water Treatment, and Wastewater Treatment.

We also offer a number of specialised (non-NRT) courses in:

- Chlorine Systems Maintenance Training
- Monitor and Operate Hypochlorite
- Disinfection Processes
- Monitor and Operate Liquefied Chlorine Gas Disinfection Processes

Read more at
www.trility.com.au/trility-training/



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