

# PNG Industry Manpower Solutions

## *y*OUR PEOPLE WILL TAKE YOU THERE

LET US SHOW THEM HOW

### OVERVIEW BOOKLET

Meeting your labour hire needs - safely  
Industry courses and accreditations  
eLearning & face-to-face  
Practical assessment



**PNG INDUSTRY**  
MANPOWER SOLUTIONS LTD

A Subsidiary of HIGH ARCTIC ENERGY SERVICES

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# ABOUT PNG INDUSTRY MANPOWER SOLUTIONS



## A LITTLE BIT ABOUT US

Commencing in 2009, PIMS was launched to meet the development needs of High Arctic's workforce. Utilizing established partnerships, the company worked to meet the critical skill and labour demands in PNG.

As a Registered Training Organisation, PIMS worked with employees in the upstream Oil and Gas industry to create a safe and flexible workforce. Over the years, this has taken many forms and now it looks to share its learnings with other industries.

From our establishment as a PNG company, PIMS has built an enviable reputation, innovative techniques, and worldclass services that we're truly proud of.

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# CONTRACT LABOR HIRE

RECOGNISING OUR STRENGTHS AND WEAKNESSES HELPS US REALISE OPPORTUNITIES.



The labor market in PNG is competitive. When you find good employees, you want to keep them and grow their potential. This is not an easy task.

It is also not uncommon to identify skilled labor as a critical resource to deliver a defined scope of work.

PIMS can assist.

With a vast pool of skilled people, PIMS can identify industry synergies to provide your organisation with the right human resources to meet your projected need.

Labor hire transfers the risks associated with maintaining a skilled workforce allowing your business to grow and flex as you need.

Speak to one of our specialist labor consultants to see how this approach can assist your organisation.





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# PEOPLE DEVELOPMENT



## PIMS LEARNING SYSTEMS

We all have good people but sometimes they just need a push in the right direction. We can help with that.

Meeting with you and listening, our Master Coach will map an approach to people and skill development that will shift your team performance.

eLearning, Face-to-face learning or a blended approach to employee development, our consultative approach will help to establish goals that aim to deliver.

Your training should look like it is yours. We can tailor content and the layout of your learning portal so it feels like home.

Our Monitor, Measure and Track approach will ensure that your developmental goals do not get lost.



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# OUR TRIPLE A RATING

## ALIGNMENT

Acknowledged widely as world's best practice, the training system developed in Australia in the late 1980s is built on a foundation of evidence in performance. Since then, it has been refined and developed to accurately define "what good looks like". We like this phrase and use it consistently to communicate expectations across our teams.

## ASSESSMENTS

The purpose of training is to prepare employees for experiences that they will likely see in the workplace. The clearer we make this linkage, the better prepared your people will be. Wherever possible, the assessment process is multi-faceted and multi-layered providing reliable data to enable robust decision making on competence.

## APPROACH

Calling on years of experience in the Oil and Gas sector (one of the world's most heavily regulated industries), High Arctic has invested in its people, its leadership, its systems to meet its Corporate and Social responsibilities. We challenged our organisational structure, redefined expectations, and made significant change to how we work – two years later we reduced our recordable frequency rate to 0.00%, and have maintained it since. We do this in our training too. Close enough is not good enough when it comes to safety. Our philosophy behind people development is to challenge. This is evident in our course structures, our appraisal of performance and in the decisions of competence we make.

Practical  
assessments are  
superior to  
written  
assessments



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# IT'S OK TO FAIL, YOU **WANT** SOME PEOPLE TO FAIL

## ACHIEVING THE STANDARD

Strange as it may sound, setting a standard and maintaining it is the only way to make improvements.

At High Arctic, we fully expect that some of our people will not be able to perform at the level of competence that is set. That is OK, they can work for someone else.

We believe that we are special, not because we are better than others, more so, it is the people that work with us believe what we believe. Do it the right way, the first time.

The same dedication to quality underpins our approach to assessment.

Our assessment of student performance is rigorous and multi-faceted. Nowhere in our curriculum will you find a 10 question, multiple-choice theory assessment that claims workplace competence, because it is just not right.

All decisions of competence are made with at least 3 different inputs to assess understanding and application. And every skillset that can be demonstrated, is assessed practically, in safe workplace relevant simulations.



**SIMPLY, THERE ARE  
JUST SOME THINGS  
THAT MUST BE  
RIGHT**

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# OUR DELIVERY

GOOD INSTRUCTIONAL DESIGN AND DISCIPLINED DELIVERY PROVIDES A REPEATABLE QUALITY PRODUCT



## INSTRUCTIONAL TEAM

Led by the High Arctic Head of Training, the training team in Port Moresby follow a simple formula. Instructors must have the knowledge and experience to speak from a point of authority and have the skills to deliver it to the students.

All instructors have obtained the Australian qualification for delivering vocational training. This means that they are familiar with the mandatory performance criteria as defined by the Units of Competency.

## UNDERPINNED BY QUALITY

If it is not right, then it is wrong. The quality we provide reflects how much we care and the level of effort directly impacts our clients and their success.

Borrowing from the AQTF (Australian Quality Training Framework) the commitment to auditing our performance ensures consistent high-quality delivery. An important part of that is your evaluation of our performance.



**EVALUATION  
ACTIVITIES ARE  
BUILT INTO EACH  
COURSE TO  
INFORM US OF  
OPPORTUNITIES  
FOR  
IMPROVEMENT**



# DEVELOPMENT PATHWAYS

OUR PATHWAYS ARE DESIGNED TO BE DELIVERED VIRTUALLY OR VIA FACE-TO-FACE SESSIONS, MAXIMISING YOUR FLEXIBILITY

## SAFETY PATHWAY

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Company Inductions

Safety in the Workplace

Hazard Identification and Control

Risk Assessment and Management Workshop

## LEADERSHIP PATHWAY

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Leadership & Influence Workshop

Workplace Mentoring

Coaching and Mentoring Workshop

Supervising Others Workshop

Unconscious Bias

## GROWTH PATHWAY

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Emotional Intelligence at Work

Presentation Skills Workshop

Anger Management Skills Workshop

Assertiveness & Self Confidence Workshop

## POWER PATHWAY

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Negotiation Skills Workshop

Project Management Workshop

Creative Problem Solving Workshop

Change Management Workshop





# DEVELOPMENT PATHWAYS

## EFFECTIVENESS PATHWAY

Taking the Initiative  
Time Management Workshop  
Crisis Management  
Conflict Resolution Workshop  
Enhancing your effectiveness  
Goal Setting and Getting Things Done  
Self-Leadership Workshop

## COMPLIANCE PATHWAY

Contract Management Workshop  
Knowledge Management Workshop  
Business Ethics Skills Workshop

## ACCREDITED TRAINING

MSMWS216  
Operate breathing apparatus  
  
RIIWS202D  
Enter and work in confined spaces  
  
MSMWS212A  
Undertake first response to fire incidents  
  
MSMWS217  
Gas test atmospheres  
  
RIIWS204D  
Work safely at heights  
  
HLTWS005  
Conduct Manual Tasks Safely  
  
MSMPER300  
Issue work permits  
  
MSMPER200  
Work in accordance with an issued permit  
  
RIIERR302E  
Respond to local emergencies & incidents



# DEVELOPMENT PATHWAYS

## COMMUNICATION PATHWAY

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Communication Strategies Workshop

Improving Our Toolbox Talks

Business Writing Workshop

Delivering Constructive Criticism Workshop

## HR DEVELOPMENT PATHWAY

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Workplace Bullying

Employee On-boarding Workshop

Employee Recruitment Workshop

Employee Termination Processes Workshop

## SALES PATHWAY

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Sales Fundamentals Workshop

Overcoming Sales Objections Workshop

Coaching Salespeople

Trade Show Staff Training Workshop

## NEW MANAGERS PATHWAY

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Developing New Managers

Performance Management Workshop

Teamwork & Team Building Workshop

High Performance Teams (Non-remote Workers) Workshop

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# STRATEGIC PARTNERS

## RECOGNISING OUR STRENGTHS AND WEAKNESSES HELPS US REALIZE OPPORTUNITIES.

When your expertise requirement does not align with our capability, we seek out and partner with the best industry has to offer. We have recently partnered with WellTrain to meet our Well Control training requirements.

In 2017, High Arctic and WellTrain commenced working together to bring a Well Control capability to PNG. Inspired by the challenge, we established a successful training center in the High Arctic Head Office in Port Moresby where we have delivered Well Control certifications (Levels 2, 3, and 4) to our PNG based employees.



Our simulator is as close as it gets to the real thing and allows students to assimilate information provided, make sense of the data, and then respond in a manner that meets real-world requirements.

Delivering both IADC and IWCF certifications, the partnership with WellTrain, combined with the uniqueness offered by a local Well Control training facility in PNG, positions this capability as fundamentally important to PNG Oil and Gas community.



# TRANSFERABILITY OF SKILLS

NOT JUST OIL AND GAS - KEY PEOPLE SKILLS ARE CORE TO EVERY INDUSTRY



OIL & GAS

CONSTRUCTION

MINING

AGRICULTURE

SAFETY PATHWAY	YES	YES	YES	YES
LEADERSHIP PATHWAY	YES	YES	YES	YES
GROWTH PATHWAY	YES	YES	YES	YES
POWER PATHWAY	YES	YES	YES	YES
EFFECTIVENESS PATHWAY	YES	YES	YES	YES
COMMUNICATION PATHWAY	YES	YES	YES	YES
COMPLIANCE PATHWAY	YES	YES	YES	YES
NEW MANAGERS PATHWAY	YES	YES	YES	YES