

South West region – Busselton & Bunbury

## WATERWISE IRRIGATION DESIGN SHOP PROGRAM

# Program Guidelines



Version 6 : October 2023

Managed & administered by:



Supported by:



# WATERWISE IRRIGATION DESIGN SHOP PROGRAM

This is an individual store-based program that incorporates all full-time employees to be endorsed under the Waterwise banner. The preference is the store is manned by an endorsed Waterwise Irrigation Design Shop member. In the event that untrained staff member/s are manning the store, a Waterwise Irrigation Design Shop endorsed member is available by any means to assist them in providing appropriate irrigation advice.

Applying store selection criteria:

- **The business operates from a physical premise.**
- **The applying business has a current ABN Number.**
- **The “store” is for business for a minimum of 40 hours per week.**
- **The store has stock levels/presentations appropriate for a retail operation.**

## PROGRAM GUIDELINES

### GUIDELINE 1 - APPLICATION PROCESSING

The Application will be reviewed against the selection criteria by the Waterwise Administrator and if the selection criteria have not been met, the Administrator will contact the applicant to discuss further.

Waterwise Irrigation Design Shop Endorsement is awarded to an individual store where **employees** of that store have studied the Waterwise Irrigation Design Shop Training Manual and have sat and passed a multiple-choice exam. *An employee of that store is deemed as one who would be expected to interface with retail customers at the shop counter daily. ‘Back-office’ and clerical staff are encouraged, but not required, to go through the Program for that store to be Waterwise Irrigation Design Shop endorsed.*

Any **NEW STAFF** employed by the endorsed store will be required to have completed the relevant training within 6 months of commencement of employment.

### GUIDELINE 2 – STUDY AND ASSESSMENT PHASE

*Study:*

On approval of the application from the Waterwise Administrator, the Design manual will be issued electronically to the individual to commence the study phase. An applicant is issued an 8-week duration from the date of issue of the manual to complete the study phase, however, this can be extended or shortened to accommodate the individual’s business workload.

*Assessments:*

At the conclusion of the study phase, applicants will be issued with online access details to attempt the multiple-choice assessments in Design Principles within a 4-week timeframe.

A pass mark of 100% is required for each module for entry to the program.

Should any applicant fail to complete the study and online exam within the allocated time frame (12 months from the date of application), funds will be forfeited, and the applicant will need to re-apply and pay the appropriate fee. This is applicable to all applicants (i.e.: store AND staff applications).

# **WATERWISE IRRIGATION DESIGN SHOP PROGRAM**

## **GUIDELINE 3 - NEW STAFF**

The Program Administrator must be informed of the employment of any new employees by a Waterwise Irrigation Design Shop within 3 months of their employment.

## **GUIDELINE 4 – WATERWISE BRANDING/MERCHANDISE**

To maintain the program's integrity and raise awareness about water-efficient practices, it is essential to display Waterwise branding and merchandise visibly and to keep well-maintained. Contact the Waterwise Administrator for any replacement or repair items as needed.

## **GUIDELINE 5 – RANDOM AUDITS**

Store audits are carried out randomly every 12 months by an independent consultant that Irrigation Australia engage.

The primary objective of the audits is to utilise these findings to assist in educating and supporting Waterwise members. By reviewing and addressing any items identified, Irrigation Australia and the endorsed store can share in enhancing the overall performance and effectiveness of the Waterwise Programs.

## **GUIDELINE 6 - ONGOING PROFESSIONAL DEVELOPMENT**

Each endorsed staff member will be required to undertake a professional development task annually. These tasks will be determined each year by the Waterwise Sub-committee and form part of the member's commitment to this program.

## **GUIDELINE 7 – RENEWAL OF ENDORSEMENT LAPSED**

If a store's endorsement has been inactive for more than 3 months and they want to remain a Waterwise Irrigation Design Shop, they must reapply to the Program. Additionally, staff members who were previously endorsed will need to complete a professional development task.