

## Risk Management Overview and Guidelines

Quality Area 4: Governance	
Risk Management	
4.3	<ul style="list-style-type: none"><li>• Risk identification and management</li><li>• Financial risk</li><li>• Conflict of interest</li><li>• Risks to safety and wellbeing of children</li></ul>

### Related Policies

10-REG-003 Risk and opportunities register

### Definitions

Pipeline Training Australia (pipeline) uses ISO 31000 in risk management.

Risk is defined as **"The effect of uncertainty on objectives."**

#### Key points about this definition:

1. **Effect:** An effect is a deviation from the expected — it can be positive (opportunity), negative (threat), both, or unknown at this point
2. **Uncertainty:** Refers to the state of not knowing exactly what will happen in terms of magnitude, likelihood, or timing.
3. **Objectives:** Risk is always tied to objectives. It is the potential that uncertainty will impact the ability to achieve goals.

This definition emphasizes a holistic approach, moving beyond just negative impacts (as in traditional views of risk) to also include opportunities and the full spectrum of uncertainty's effects.

### Risks impacting Pipeline

Risk management is the identification, evaluation and prioritisation of risks and the development of plans to mitigate or minimise the likelihood of negative events occurring and/or the consequences in the event it does occur.

Risks are present in all activities; some risks may bring better than expected results, some may be acceptable, and some will not. Risks include and are not limited to:

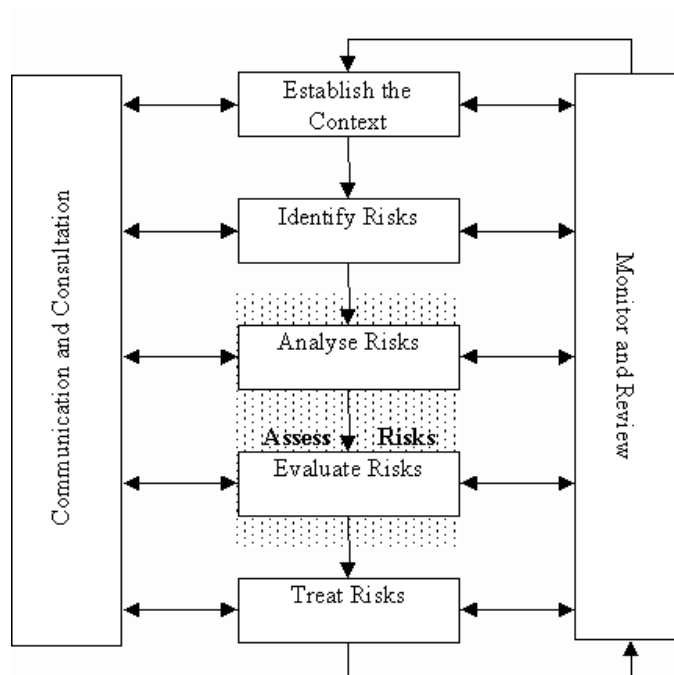
- financial/economic loss/failure/gain
- property and equipment failures and obsolescence
- political events favouring/not favouring
- economic change benefits/losses
- professional incompetence/competence
- intellectual property loss/accumulation
- industrial disputation/peace
- poor/successful marketing
- natural disasters
- product or service failure/successes
- sabotage/harmony
- inadequate security/adequate security
- misappropriation of funds/fraud
- illegal entry
- information system
- human error.
- OHS (including disease)
- environmental

Risks may arise from internal or external sources.

There needs to be clear evidence of a systematic approach to the identification of risk in each of the relevant categories and the development and implementation of plans to eliminate, isolate or protect people (and/or equipment) in the event of the potential negative event occurring.

A risk management analysis should be completed for each new commercial venture.

Schematically, the risk management process is depicted in the following diagram:



ISO 31000

## Risk Register

### PIMS Objectives

PIMS Objective 1 Increase Number of enrolments per annum

PIMS Objective 2 Increase Number of LMS enrolments per annum

PIMS Objective 3 Reduce Number of complaints/injuries per annum and increase resolutions.

PIMS Objective 4 Reduce Number of non-compliance issues raised by Smart & Skilled and SafeWork NSW (And in audit every 7 years by the Regulator-ASQA,)

PIMS Objective 5 Increase Student Satisfaction Ratings

PIMS Objective 6 Maintain key customers and review annually

PIMS Objective 7 Review key suppliers annually

### PIMS Targets

PIMS Target 1 Annual Internal Audits of key areas. Target 90 % Completed on time

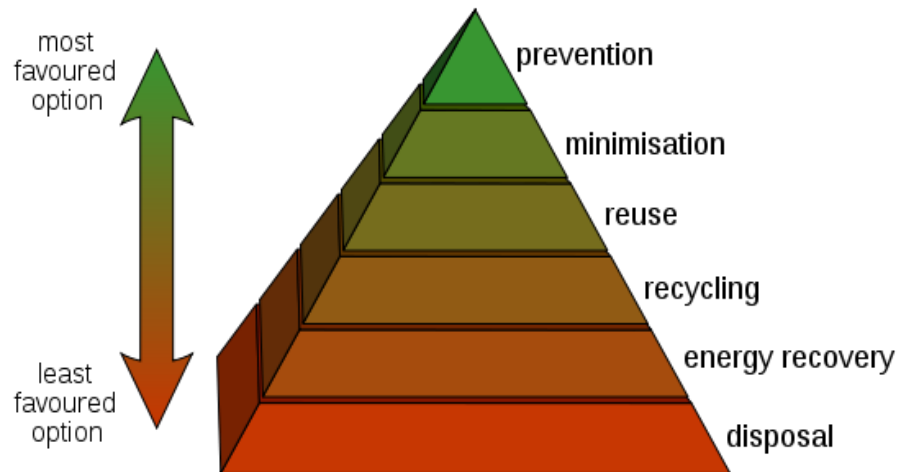
PIMS Target 2 Non-compliance % addressed on time. Target 90%

PIMS Target 3 Office and trainer/assessor Training % Completed on time Target 90%

PIMS Target 4 Ethical behaviour. Target improved or maintained

## Treatments

### Environmental controls



- **Preventative** – something that reduces the likelihood of an event occurring in the first place
- **Responsive** – something that is undertaken after an event occurs that helps reduce the level of consequence
- **Detective** – something that can reduce the likelihood and / or consequence and relies on identification through analysis
- **Directive** – administrative controls, such as policy, procedure, training
- **Corrective** - address error handling, incident, complaints, virus isolation, etc. and reduce the potential escalation or additional risk, consequences.