

# Procedure: Competency, Awareness and Training

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## 1. Purpose

To ensure all employees possess the relevant competencies and knowledge to safely undertake tasks and operate plant.

## 2. Actions Required

- Identify training and supervision requirements of workers
- Assess workers competency
- Review training, competency and supervision requirements.

## 3. Definitions

**COMPETENCIES** - Demonstrated skills / abilities, qualifications and knowledge to perform a task or operate plant and equipment as required

**COMPETENT PERSON** - A person who has acquired through training, qualification or experience, or a combination of both the knowledge and skills required to carry out a task

**GSCC RO** - GSCC Responsible Officer, a Greater Shepparton City Council employee, who in their area of responsibility has a managerial or supervisory role or has engaged a contractor(s).

## 4. Responsibility and Authority

### Directors

- Provide adequate budget and resources for training, competency and assessment of workers
- Promote the consultation process with all workers regarding health and safety issues
- Delegate appropriate OHS responsibilities and accountabilities to all levels of management.

### Managers, Team Leaders, Supervisors and Contractors

- Inform, instruct and train all workers to be competent in the safe use of plant, machinery, equipment, substances and tasks
- Consult with workers under their supervision on proposed changes to the workplace or work procedures which may affect the health, safety or welfare of employees
- Ensure that volunteers, work experience students, and employees are placed with responsible personnel, directed to work within their capabilities and supplied with all relevant information, instruction and training.

### Workers

- Obey all instructions from their Managers/Supervisors issued to protect their health and safety and that of others
- Use safety devices and protective equipment correctly and in accordance with health and safety procedures
- Participate in all provided safety training and awareness programs.

## 5. Procedure

Education, training, supervision and competency are important aspects to workers abilities to perform activities in a safe manner. The four areas combine to ensure workers are able to effectively and safely perform tasks or operate plant.

- Education refers to the instruction of workers in general information on OHS and associated hazards
- Training refers to the instruction in site-specific or plant specific information

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- Supervision is a competent person that can ensure a workers ability to safely perform tasks and operate plant
- Competency is determined by a worker’s understanding of training given, and while under supervision, demonstrate an ability to safely perform tasks and operate plant.

Both education and training are an important part of understanding the hazards that may be present for a worker. **DEMONSTRATED** competency is essential to ensure workers can perform the work safely.

### Assessment and Implementation

An assessment process should take place in all areas of responsibility on all tasks, plant and equipment to establish for each employee:

- Relevant education, training, supervision and legislative requirements
- A training plan to ensure worker competency
- Records of training, education and competency gained on employees file.

For example:

It is not enough for a worker to be supplied with a Material Safety Data Sheet (MSDS) for the chemicals they may use, the worker must know:

- How to read the MSDS
- Where to find first aid information
- What PPE is required
- Where to get any personal protective equipment (PPE)
- How to test PPE for fit
- How to maintain and store PPE.

### Training and Competency

Competency is a combination of skills, experience and knowledge. This can be defined as the ability to undertake responsibilities and perform activities to a recognised standard on a regular basis.

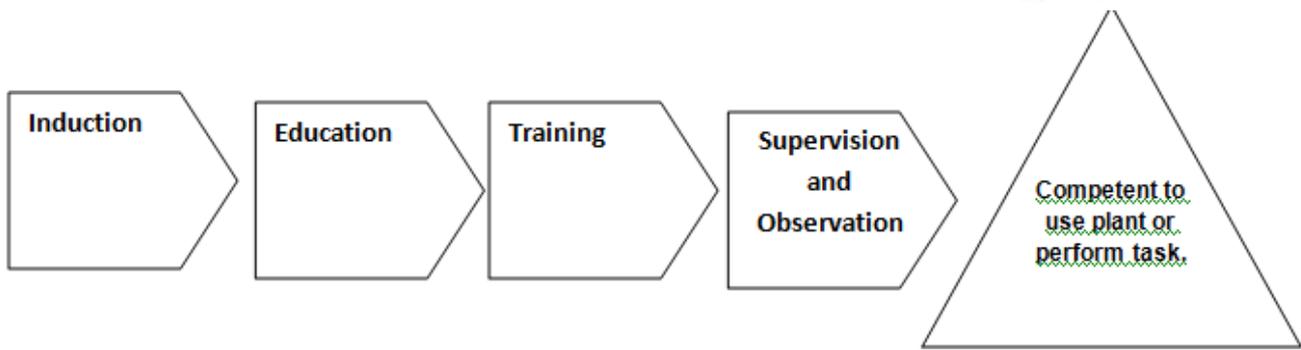
Training is an important component of establishing competency but is not sufficient on its own. Training and competence assessment should be appropriate to the hazard of the tasks being undertaken or plant item being used.

‘On-the-job’ training should be structured and linked to risk assessments and associated control measures including procedures. There should be refresher training for infrequent, complex or safety critical tasks and this may include appropriate reassessment.

The aim is to achieve a suitable balance between competence and supervision.

- The performance of employees shall be reviewed periodically to ensure they have reached a satisfactory level of competency to perform their duties
- To achieve the council’s commitment to continuous improvement, opportunities to improve and enhance the skill set of each employee either by elevated internal training or external courses should be identified and developed where possible.

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### Development and Use of Competency Checklists

For tasks, plant or equipment with identified risks, a competency check list should be developed to adequately assess the competency of a worker.

In conjunction with the management, workers and/or HSR's an assessment criteria should be developed that will document demonstrated level of competency in areas such as:

- Correct use of
  - Equipment and plant
  - PPE
  - Manual handling techniques
- Appropriate operating procedures
- Knowledge and implementation of emergency procedures
- Chemical use

Competency verification should be:

- Documented, Trimmed and added to employee file
- Reflective of the safe work method statement (SWMS) for the task or equipment
- Used as an aid and guide for employee training requirements
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All training and competency verification should be documented and added to employees personnel file.

Refer M11/15064 Training attendance record

### Competency of Contractors

The GSCC RO responsible for contractors must ensure those requested to perform works are judged competent to do so. This can be achieved by requesting and sighting required licences, permits or competency certificates from a contractor prior to works and ensuring they are current.

## 6. References

- *Occupational Health and Safety Act 2004*
- *Occupational Health and Safety Regulations 2017*

## 7. Related Documents

- M11/15064 Training attendance record (Attachment 1)
- Competency Checklist (Attachment 2)

Attachment 1 (For complete form refer Trim)

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## Training Attendance Record

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Training Course: .....

Course Provider: .....

Course Duration: .....

Course Date:     /     /

**Attendees: (PLEASE PRINT NAME)**

1.	18.
2.	19.
3.	20.
4.	21.
5.	22.
6.	23.
7.	24.
8.	25.
9.	26.
10.	27.
11.	28.
12.	29.
13.	30.
14.	31.
15.	32.
16.	33.
17.	34.

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## Example Checklist

Competency checklist		
	Date of assessment	
Employee Name		
Person conducting assessment		
This checklist is designed to ensure the most critical component in each skill area is competently demonstrated by the worker.		
Assessment Area	Demonstrated	
	Yes	No
<b>Maintenance</b>		
Appropriate maintenance of equipment		
Appropriate maintenance of vehicle		
<b>Chemical use</b>		
Demonstrated reading and understanding of Material safety data sheets (MSDS) Emergency procedures, First aid, storing of chemicals		
Chemicals used and stored correctly		
<b>Manual Handling</b>		
Employee has required fitness for work		
Employee performs pre work warm up exercises		
Demonstrated understanding on accessing size, awkward loads, before lifting.		
Checks for clear pathway when carrying loads		
Appropriate manual handling lifting techniques displayed		
Duties rotated and adequate rest times when work above shoulder required		
<b>First aid and emergency</b>		
Understanding of what to do in an emergency situation		
Understanding of what to do when working alone		
Understanding of how to use Fire Extinguisher		
Understanding of how to report an OHS incident, hazard or Near Miss		
<b>Licences and Training</b>		
Driving licence current		
Worker drives to conditions i.e. when towing, rough terrain, wet		
Other required equipment licences current Note:		
Required training or authorisations current Note:		
<b>Personnel protective equipment</b>		
In good condition		
Correctly worn and used		