

TRAINING

LEARNING OUTCOME

Describe the duty of the employer to provide training as a control measure to minimise the risk to workers.

ASSESSMENT CRITERIA

- Identify relevant areas of education for personnel within the workplace.
- Ensure educational programs are developed, delivered and reviewed.

REFERENCES

- Work Health and Safety Act 2011 Section 19
- Work Health and Safety Regulation 2011
 - Part 3.2 Information, Training and Instruction
 - Part 4.3 Confined Space
 - Part 4.5 High Risk Work
 - Part 7.2 Lead
 - Part 7.1 Hazardous Chemicals
 - Section 445 Duty to Train workers about Asbestos
 - Section 763 General induction card for Construction Work

TRAINING

This module provides general advice about using training to minimise exposure to risks associated with workplace hazards.

WHERE DOES TRAINING FIT IN THE RISK MANAGEMENT PROCESS?

Training is one example of an administrative control. As with the use of personal protective equipment, administrative controls are lowest on the list of control priorities and should only be used when risk cannot be eliminated or minimised by other means.

The aim of training is to ensure that workers have the appropriate skills and knowledge to perform their work without risk to the health and safety of themselves and others.

DUTY TO PROVIDE TRAINING

If training has been identified as one of the control measures to minimise exposure to a risk, the employer must make sure such training is provided. For some particular workplace hazards, such as hazardous substances and lead, an employer or self-employed person has specific training obligations to workers who can be exposed to the risk. Such obligations are prescribed in the relevant Regulation.

TRAINING AS A CONTROL MEASURE

Having decided to use training as a control measure:

- identify who should be trained;
- identify what training is required;
- determine how to deliver the training; and
- determine how to evaluate the training.

IDENTIFY WHO SHOULD BE TRAINED

People who should be trained include:

- workers (including casual staff) who may be exposed to a risk at work;
- supervisors of workers who may be exposed to a risk at work;
- managers;
- health and safety committee member(s) and health and safety representative(s);
- people responsible for purchasing items related to the hazard (including the hazard itself) such as control equipment and personal protective equipment;
- people who have direct involvement in emergency procedures relating to the hazard;
- contractors and other regular visitors to the workplace;
- maintenance personnel; and

- anyone else who is potentially at risk

IDENTIFY WHAT TRAINING IS REQUIRED

Health and safety training has a number of purposes, as follows:

Induction training refers to the initial training given to workers when they commence employment or are new to the job. This training is of a general nature and may involve a workplace tour, information about conditions of employment, administration, organisational structure, emergency procedures and workplace amenities.

Supervisor and management training is provided to help ensure that the supervision and management of the health and safety issues is appropriately carried out in the workplace.

Specific job training involves providing information about the risks associated with the job.

Specific hazard training involves providing information about the risk(s) associated with a particular hazard.

Ongoing training or refresher training should be provided periodically to ensure that work continues to be performed safely.

Emergency procedures training is provided to ensure workers know what to do in the event of an emergency.

First aid training is provided to ensure appropriate procedures are followed for administering first aid.

The amount of detail required and the extent of training undertaken will depend on:

- the nature of the workplace hazard(s);
- the degree of risk associated with these hazards;
- the complexity of aspects of work, such as operating procedures and equipment;
- other control(s) being implemented; and
- the qualifications and experience of the worker.

The following factors can help in identifying your training needs:

- records of injuries;
- insurance, compensation and rehabilitation costs;
- payments for sick leave and medical treatment;
- damage to plant and equipment;
- delayed deliveries;
- lost markets;
- absenteeism;
- low morale or high rates of staff turnover.

GENERAL TRAINING CONTENT

In general, all people exposed to risks should be provided with information about:

- the health and safety legislation;
- the organisations health and safety program/policy;
- the health and safety risk management process;
- the control measures in place to minimise exposure to the risks associated with workplace hazards, the correct use of these controls and how to ensure they are kept in full working order;
- any known residual risk;
- safe working procedures;
- safe use of hazardous chemicals (including information from the material safety data sheets (SDS);
- how to use and maintain equipment (refer to operator's manuals);
- any special safety information needed (such as safety precautions for working under certain conditions or how to use safety devices such as emergency stop buttons);
- any specific conditions and prohibitions on the use of equipment;
- inspection and maintenance programs in place at the workplace (such as when to request maintenance and who to ask);
- procedures for repairs;
- how to access information about hazards, such as manufacturer's instructions;
- personal protective equipment required (instruction in fitting, use, cleaning, maintaining and storing this equipment);
- emergency procedures; and
- details of how incidents have occurred in the past involving the same work process.

SPECIFIC TRAINING CONTENT

Training needs will vary according to the specific roles of individuals. In particular, certain workplace groups may require information as follows:

Managers and supervisors

Their responsibilities under the Work Health and Safety Act 2011, Regulations and relevant Codes of Practice;

- consultation requirements and guidance on facilitating worker consultation;
- incident reporting duties;
- information provision and training requirements;
- record keeping requirements;
- supervisory responsibilities.

Health and Safety Representatives and Committee Members

- responsibilities of health and safety representatives and committees;
- information on facilitating consultation.

Workers (including temporary staff)

- responsibilities of workers;
- their involvement in the health and safety risk management process, including the need for their cooperation;
- information about the hazards, associated risks and risk control measures affecting them;
- the proper fitting, use, cleaning, maintenance and storage of all personal protective equipment which they are required to use;
- procedures for reporting incidents and near misses.

Other Regular Visitors (such as delivery personnel and clients)

- procedures with which they are expected to comply (such as wearing identification badges);
- relevant safety procedures in place (such as the wearing of safety helmets in certain areas);
- restricted areas of the workplace.

DETERMINE TRAINING DELIVERY METHODS

The focus of training should be on participants gaining and being able to demonstrate desired competencies (that is, particular skills and/or knowledge).

Targeting Training

Training should be targeted to the audience. This is not only a matter of training content, but of the trainee's needs in terms of language, literacy, numeracy, level of existing knowledge that can be assumed, and level of detail needed.

Training Delivery

Training can be presented in a variety of ways. The techniques used will depend on issues such as:

- the depth of information which needs to be conveyed;
- the skills and experience of the audience;
- the skills and experience of the trainer(s);
- the time allocated; and
- the resources available.

Delivery Options

Individuals have a variety of learning styles and each person will respond to information differently. Consider the following presentation options:

- audio-visual presentations;
- interactive lectures and workshops;
- panel discussions and seminars;
- case studies;
- demonstrations;
- field trips;
- surveys, questionnaires and checklists;
- computer-based training
- question and answer sessions
- on-the-job instruction
- guest speakers

Practical methods, such as demonstrations and on-the-job instruction, should be used to introduce a new or redesigned task or process or any new hazards in the workplace and the precautions for their use.

EVALUATE THE TRAINING PROGRAM

Assess Effectiveness of the Program

The effectiveness of the training program should be assessed. Any gaps in learning can then be adequately dealt with, and the training modified for future needs. Assessment methods include:

- testing knowledge – for example through written tests or practical demonstrations;
- obtaining feedback – for example, through interviews or questionnaires;
- observing workplace behaviour;
- checking workplace incidents records.

Review Training Program

The whole training program, including induction and refresher courses, should be reviewed to ensure the topics and competencies required are applicable to the work that the trainee is doing.

Review the training program as required, or

- each time there is a change in:
 - information available about a hazard;
 - plant used at the workplace;
 - a work practice;
 - a control measure.
- each time a worker is assigned to a new task or a new work area.

ASSESS EACH WORKER

After completion of each subject the knowledge and competency of the participant should be assessed by a competent person and the results recorded.

TRAINING RECORDS

Training records should provide an accurate statement of the training that each person has received at any particular time.

The training record should include:

- the names of persons receiving training;
- the dates of attendance at training sessions;
- whether the trainee successfully completed the course;
- an outline of the course content;
- the name(s) of the trainer(s) and their accreditation certificate number, where applicable.
- Maintain the assessment records

Version	Date	Author
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MANDATORY TRAINING NEEDS ANALYSIS

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Training Required	Reference	People Requiring Training
Primary Duty of Care	Model WHS Act 2011 Section 19(3)(f) Model WHS Reg 2011 Section 703 (2) (e)	Those persons as necessary to protect them from risks to their health and safety arising from the relevant activity.
Work Safely in the Construction Industry	Model WHS Reg 2011 Section 316	All persons who perform “Construction” work and are required to undergo “general construction induction training”
Hazardous Chemicals	Model WHS Reg 2011 Section 379	Anyone who uses, handles, generates or stores a hazardous chemical; or is likely to be exposed to a hazardous chemical
Chemical storage or handling systems	Model WHS Reg 2011 Section 363	persons who operate, tests, maintains or decommissions a system used at a workplace for the use, handling or storage of hazardous chemicals
Confined Space Work	Model WHS Reg 2011 Section 76	All persons in or with confined spaces.
Work at Height	Model WHS Reg 2011 Section 306I, 306G, 306D 79 & 80	All persons who wear harnesses, working at height.
Amusement Devices	Model WHS Reg 2011 Section 238 (and 241)	All persons who operate an amusement device (or perform annual inspections).
Health and Safety Representative Training	WHS Reg 2011 Section 21	All persons who are elected as Safety Representatives.

MANDATORY TRAINING NEEDS ANALYSIS

Training Required	Reference	People Requiring Training
Fire Safety Adviser	Building Fire Regulations 2008	Persons appointed as the Fire Safety Adviser for the building to attend refresher training every three years.
Fire Drills/Fire Training	Building Fire Regulations 2008	All persons working within buildings must be trained on an annual basis, and within thirty days of joining an organisation.
Low Voltage Rescue / CPR Live Work	The Electrical Safety Regulation 2013	All persons who perform electrical work or act as a safety observer for an electrical worker must undertake professional training every six months.
Naturally Occurring and Asbestos related work	WHS Reg 2011 Section 434 and 445	Every person involved in asbestos related work.
Bonded Asbestos Removal Certificate	WHS Reg 2011 Section 458 and 460	Persons who are removing more than ten square metres of bonded asbestos containing material – valid for five years.
Use of PPE	WHS Reg 2011 Section 44	Employees who use PPE.
Use of PPE - Spray Painting	WHS Reg 2011 Section 379 and 76	Spray Painting where workers are using spray painting equipment.
High Risk Work	WHS Reg 2011 Section 81 and qualifications set out in Schedule 4	are required to obtain a High Risk Work Licence
Lasers	WHS Reg 2011 Section 223	All persons who operate a LASER
Diving	WHS Reg 2011 Section 171, 172, 173	All persons who conduct Diving Work
Demolition Work	WHS Reg 2011 Section 144, 144J	Supervisor for demolition work and Persons who hold a Demolition Licence

MANDATORY TRAINING NEEDS ANALYSIS

Training Required	Reference	People Requiring Training
Emergency Plans	WHS Reg 2011 Section 43	All workers who have to implement Emergency Plans
First Aid	WHS Reg 2011 Section 42	An adequate number of people to administer First Aid
WHS entry permits	WHS Reg 2011 Section 25	WHS entry permit holders
Food Safety Level 1	Food Act 2006 / Food Regulation	all people handling food in the Hospitality or Retail Food industries like restaurants, cafes, hotels, retail outlets, school canteens or after school programs or in the Community and Health Service industries. (Child care, aged care, hospitals, meals on wheels etc.)
Food Safety Level 2	Food Act 2006 / Food Regulation	all people supervising food operations
Food Safety Supervisor (FSS)	Food Act 2006 / Food Regulation	for those who need to be the Food Safety Supervisor
Responsible Service of Alcohol (RSA)	Liquor Act 1992, Wine Industry Act 1994	Staff members involved in the service or supply of liquor include approved managers, bartenders, glass collectors, floor hostesses and room service staff
Responsible Service of Gambling (RSG)	Gaming Machine Act 1991	all people who carry out gaming duties or gaming tasks within a licensed club or licensed hotel
Customer Liaison Officer (CLO)	Queensland Responsible Gambling Code of Practice	
Responsible Management of Licensed Venues (RMLV)	Liquor Act 1992, Wine Industry Act 1994	Licensees (if individuals) and approved managers