



# ADVICE SHEET 4

# TRAINING AND SUPERVISION

## WHY IS TRAINING AND SUPERVISION IMPORTANT?

...because workers need to know how to do their jobs safely and they need to be aware of issues that affect their health and safety.

Training is one of the best ways to ensure that your workers are safe while at work. By providing them effective training and adequate supervision, they will become aware of safety issues and will perform their jobs competently, consistently and safely.

The law requires employers to provide their workers with any information, instruction, training and supervision necessary to ensure their health and safety at work.

**Training** will ensure that your workers know about issues that will affect their health and safety. It will provide your workers with information about potential risks associated with their work, the safety policies and procedures you have in place, how to work safely, and how to deal with emergencies.

### WHERE YOU TICKED IN THE RED ZONE...

...your workers are unlikely to have received the necessary training to ensure that they are safe at work.

Ticks in the RED zone indicate that you need to take immediate action to provide your workers with the safety information, training and supervision they require in order to be safe in the workplace.

A documented safe work procedure is an ideal training tool. Advice sheet 3 tells you how to develop them.

#### Establish a safety induction process

When you employ a new worker, train them in the policies and procedures that you have established to manage safety in your business. Your induction training should include information about:

- their health and safety responsibilities – and yours (and your supervisors)
- reporting safety issues, such as hazards and incidents
- consulting with workers about safety issues
- reporting injuries
- your return to work program
- general safety rules, such as using and properly maintaining personal protective equipment
- training requirements for specific tasks
- emergency procedures
- material safety data sheets and operators' manuals.

Review your training information periodically to ensure that it is up-to-date and effective. Where appropriate, provide the information in a training manual and distribute it to your workers.

<p>For special training needs, such as translation services, resources are available from SBS television, industry associations, unions and educational institutions, such as TAFE.</p>	<p><b>Provide task-specific training</b></p> <p>Where work tasks pose a risk to the health and safety of your workers, ensure that safe work procedures are prepared. These procedures need to be thoroughly understood by anyone undertaking the tasks.</p> <p>Inform your workers about the potential safety risks when performing the task, then explain how to control the risks. Demonstrate the safe work procedure, step-by-step. Ensure that each worker carries out the procedure and assess their performance until they are competent to undertake the task without supervision.</p>
	<p><b>Provide adequate supervision</b></p> <p>The law requires that you provide adequate supervision to ensure the health and safety of your workers.</p> <p>To determine what is adequate supervision, consider the level of risk in the job, the age of the worker, their experience and competence. Also, consider the requirements of those with disabilities, cultural differences or language problems.</p>
<p>A worker's signature on a safe work procedure is not a confirmation of their competence. Their competence can only be measured by direct observation and assessment by an experienced supervisor.</p>	<p><b>Ensure that procedures are followed</b></p> <p>When a worker fails to follow the safe work procedures, such as not using personal protective equipment when required, treat it like any other breach of discipline. In the first instance, this may require counselling and further training.</p>
	<p><b>Keep training records</b></p> <p>The law requires that you keep training records for certain tasks, such as working in confined spaces and working with hazardous substances.</p> <p>You might also consider maintaining training records for the induction of new workers and for your safe work procedures.</p> <p>Training records enable you to keep track of who has been trained, how they performed, and what further training is required.</p>

## WHERE YOU TICKED IN THE ORANGE ZONE...

A highly competent worker does not necessarily make an effective trainer. Be sure that your supervisors understand their responsibilities regarding training, assessing and supervising – and are appropriately skilled to carry them out.

...your workers are being trained and supervised, but you need to ensure this is done more consistently and effectively.

Ticks in the ORANGE zone generally indicate that there are areas in your training and supervision that you may not be addressing.

### Identify any areas where there are gaps in your training and supervision

Are your casual and part-time workers adequately trained and supervised?  
Are contractors and subcontractors given on-site induction?

Are maintenance workers and installers of new equipment provided training in your safe work procedures? Have your labour hire workers (and their agency) been informed of the potential risks associated with their work tasks?

Inconsistent performance by your workers may indicate that your training, assessment and supervision need improving. Was training completed successfully before the work task was undertaken? Do your supervisors understand their responsibilities regarding training and supervision? Are they appropriately skilled to undertake training and supervision? Are your workers following the safe work procedures?

Retrain your workers when appropriate – and provide adequate supervision.

Ensure the training records have a sign-off to indicate that training was completed. Undertake periodic assessments of your workers' performance to identify where further training may be required.

Whenever there is a change to the workplace or to the way work tasks are undertaken, new safe work procedures need to be implemented – and further training is required.

To ensure that your workers follow the policies and procedures, and perform consistently, be clear about your expectations and your commitment to a safe workplace.

## WHERE YOU TICKED IN THE GREEN ZONE...

...you are ensuring that your workers are trained, assessed and supervised to be safe at work.

Ticks in the GREEN zone indicate that you have the correct processes in place. To ensure they remain effective, review them, and don't stop there.

Consider how you can improve your training methods, and how you can enhance the consultative arrangements between your workers and supervisors. Consider broader training in occupational health and safety and risk management issues, and first aid training.

## EXAMPLE: RECORD OF TRAINING

DATE	SUBJECT/DESCRIPTION/TOPICS COVERED	TRAINER	DURATION	TRAINEES	SIGNATURE
10/3/06	Safe work procedure for using grinder	Bill Yates	30 minutes	Chris Jones	
17/3/06	Safe work procedure for degreasing metal pipes - topics covered were content of the MSDS and the risk assessment	Bill Yates	30 minutes	Chris Jones	

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