

Organising

health

and

safety training

for your

workplace

A practical guide for employers and managers

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Overview of the contents of this guide

What you need to be aware of

PART 1 ***Types of health and safety training***

- | | |
|---|--|
| <ul style="list-style-type: none">■ Types of formal health and safety training:<ul style="list-style-type: none">• certificate/licence courses• approved/accredited courses• short courses• diploma/degree courses■ Who can provide training■ The role of the supervisor or experienced worker in providing OHS training | <ul style="list-style-type: none">n When you need to provide health and safety training:<ul style="list-style-type: none">• at induction• when you buy new equipment or substances• when jobs change• when the work environment changes• when there are new laws• after an OHS incident |
|---|--|

Key information to help you organise OHS training

PART 2 ***Health and safety skills and knowledge at work***

- | | |
|---|--|
| <ul style="list-style-type: none">■ Everyone at work needs health and safety training:<ul style="list-style-type: none">• employer/owner or manager• supervisor• employees and trainees■ The importance of induction training■ OHS skills everyone at work needs:<ul style="list-style-type: none">• consulting about OHS• identifying hazards | <ul style="list-style-type: none">• assessing risks• controlling risks• dealing with hazardous events• evaluating OHS <ul style="list-style-type: none">■ OHS knowledge everyone at work needs:<ul style="list-style-type: none">• OHS legislation and standards• safe work practices• how to control risks |
|---|--|

PART 3 ***What to expect from a good health and safety training program***

- | | |
|---|---|
| <ul style="list-style-type: none">■ A good health and safety training program:<ul style="list-style-type: none">• is based on what people at work do• takes account of the skills and knowledge people at work already have• takes place at a time and place that suits the workplace and employees | <ul style="list-style-type: none">• uses a variety of methods for getting the message across• includes ways of making sure learning has taken place• provides records of what each person achieves in training• meets OHS training needs |
|---|---|

PART 4 ***How to select a good health and safety trainer***

- | | |
|---|---|
| <ul style="list-style-type: none">n A good health and safety trainer has skills and knowledge relating to:<ul style="list-style-type: none">• relevant OHS legislation• the hazard identification, risk assessment and risk control approach to OHS• specific OHS issues in your industry• a competency based approach to training and assessment• training adults in the workplace | <ul style="list-style-type: none">n If hiring an OHS trainer, ask about:<ul style="list-style-type: none">• OHS expertise• qualifications and experience in your industry• how he or she proposes to conduct training in your workplace• what the fees are |
|---|---|

About this

guide

This book is for employers, owners and managers, including those in small business, who are serious about health and safety training.

There are many health and safety courses available and many training providers. It can be daunting trying to work out what training you need, who to go to for training and how to ensure the training meets your needs.

Purpose of this book

This book aims to provide information to ensure that you get good value from the money you spend on health and safety training. It will help you to work out answers to these questions:

- n **What types of health and safety training are available?**
- n **What skills and knowledge do each of us need to ensure a safe workplace?**
- n **What should I expect from a good health and safety training program?**
- n **How do I select a good health and safety trainer?**
- n **How can I ensure that the training achieves my goals?**

Everyone at work needs health and safety training

For the workplace to be healthy and safe, everyone requires some form of health and safety training.



Health and safety training is good for business

Providing health and safety training is good for business because:

n **Health and safety training is a sound investment**

The money you spend on health and safety training saves money in the long term. A workplace that is not healthy and safe may have to face insurance claims, medical bills, higher insurance premiums, replacement labour costs and lost productive time.

n **Health and safety training is not optional**

The law states that as an employer you are responsible for providing health and safety information and training to your employees.

n **Health and safety training is responsible**

Training reduces the risk of pain and injury at work.

A note about employer and OHS

The term **employer**, used throughout this book, should be taken to include **managers** who have responsibility for employees in many workplaces.

OHS is an abbreviation for **occupational health and safety**.

Health and safety *legislation*

Health and safety legislation aims to ensure that the workplace is safe and healthy and to encourage consultation and cooperation between employers and employees on health and safety matters.

What the law requires of employers

The law requires employers to provide and maintain:

- a safe working environment
- safe systems of work
- equipment in a safe condition

The law also requires employers to provide:

- information, instruction, training and supervision to ensure that each employee is safe from injury and risks to health

This legal requirement is called the **employer's duty of care**.

Employers who fail in their duty of care can face substantial fines.

The law expects employers to:

- provide information to employees on:
 - workplace health and safety
 - the health effects of specific hazards
 - the employer's risk management program
- give employees who do hazardous work proper information, instruction and training before starting that work
- provide employees who could be put at risk by changes in the workplace with proper information, instruction and training before the changes take place

- provide managers and supervisors with the information, instruction and training they need to ensure that each employee is safe from injury and risks to health while at work

What is the employee's duty of care?

The law also requires that employees take reasonable care to protect their own health and safety at work as well as the health and safety of others at work.

Employees are required to:

- use equipment provided for health and safety purposes
- follow instructions and training relating to health and safety provided by the employer
- comply with the health and safety policies of the workplace
- report any situation at the workplace which they believe is hazardous

Employees who fail in their duty of care can be fined too.

Further information

Further information about OHS legislation and the employer's and employee's duty of care is available from the following offices in your State or Territory:

- the health and safety organisation
- Comcare Australia
- employer organisations
- trade unions

See page 29 for contact details.

What the law says about employers providing OHS training and information.

Types of health and safety *training*

There are many health and safety training courses available. As an employer, it is crucial that the 'training product' you buy suits your staff and your business.

Formal training

Types of formal training programs and courses

There are basically four types of health and safety training courses available:

For details of each type of formal training course, refer to the next page.

- licence or certificate courses
- accredited and approved courses
- short courses
- vocational and professional courses

Arrangements for accrediting and approving OHS trainers and training courses are different in each State and Territory. Check with the OHS organisation in your State or Territory for specific information (see page 29 for contact details).

Who can provide training?

Most health and safety training is provided by:

- employer organisations
- unions
- the health and safety organisation in your State or Territory or the Commonwealth sector
- TAFE colleges and universities
- private occupational health and safety consultants/trainers

Many employers send their supervisors to these organisations for training. Training can also be provided in-house by these organisations.

For informal training to be effective, the supervisor or experienced worker needs to undertake trainer-training to develop the skills to train others in the workplace.

Informal training The role of the supervisor or experienced worker

Another important provider of training may be a supervisor or experienced worker who has skills and knowledge in health and safety. Such a person can provide information and training to others at work.

For this informal training to be effective, the supervisor or experienced worker needs to undertake trainer-training to develop the skills to train others in the workplace.

Your local TAFE college, private training providers and the trade unions may offer trainer-training courses which generally run for 3 to 5 days.

Types of formal training courses

Licence or certificate courses

Certain jobs require an operator to hold an officially recognised certificate or licence to do tasks like operating a steam boiler, driving a crane or working as a dogman on a construction site.

Training for these certificates or licences in most States and Territories is provided by an accredited trainer and assessment is carried out by a qualified assessor.

Assessment can take place either at work or a place where training is conducted (eg a skills centre). The health and safety organisation in your State or Territory can advise you on these training programs.

Accredited and approved courses

Courses like introductory training courses for health and safety representatives are classified as *accredited* under legislation. Some States and Territories use the term *approved* for these courses. Courses for managers and supervisors may also be classified as accredited in some States and Territories.

Accredited and approved courses have to meet certain criteria determined by the relevant Commonwealth, State or Territory health and safety authorities.

Short courses

Short courses are usually designed for a specific group of people such as operators of equipment, employees, managers and supervisors. The most common types of short courses are:

- *general introductory courses* on topics such as hazard management
- *management and supervisory training courses* on legal obligations and managing health and safety in the workplace
- *courses on specific issues* such as hazardous substances, manual handling, confined spaces and workplace ergonomics
- *courses for employees with non-English-speaking backgrounds* giving a general introduction to basic health and safety principles

Vocational and professional courses

Traineeship and apprenticeship courses normally include health and safety modules as part of the course.

There are also 2 to 4 year health and safety courses for training health and safety professionals and managers. These courses usually involve part-time study at a college or university over 2 to 4 years and result in a qualification in health and safety.

When do people need health and safety training?

The need for health and safety training at work is continuous. As circumstances at work change, there will always be the need to ask the questions:

- n How does this change affect health and safety?
- n What health and safety instruction and training do I need to provide now?

Typical times when you need to ask these questions are:

- n whenever you take on someone new at work - health and safety is an important part of induction training
- n whenever you buy new machinery or equipment or new substances such as cleaning materials, chemicals, paints and so on
- n whenever people's jobs change
- n whenever you change the layout of your work environment
- n whenever there are new health and safety regulations, standards or laws that affect your industry
- n if there has been an accident, injury or health and safety incident at work

How do you select the training that meets your needs?

First, you need to make decisions about the amount of money and time you want to invest in training.

It is useful to ask other employers what they think of the health and safety training providers they have used. You may also want to ask training providers about how flexible they can be and what sort of service they can provide to you.

Decisions you need to make



- n How much **money** are you going to invest in training over the next 6 to 12 months?
- n How much **time** will you devote to training?
- n What is the **most cost efficient** way for you to make this investment?
 - To send one employee to the health and safety course and a train-the-trainer course and then schedule time for him/her to train others at work?
 - To send a group of people to the training course?
 - To arrange for a trainer to come to the work site and deliver training to a group of workers?
- n What **specific outcomes** do you want to achieve as a result of the health and safety training?

Health and safety

skills and knowledge at work

What health and safety skills and knowledge do people at work need?

This section looks at **induction training**, **planning training** and doing a **training needs analysis**, and the health and safety **responsibilities** of the employer/manager, the supervisor and the employee.

Who needs health and safety training?

In all organisations, no matter how large or small, everyone needs some training in health and safety matters:

- the employer
- the supervisor
- all employees - casual, part-time and full-time
- students on work experience
- new employees
- contractors who work on your site
- the health and safety committee representative
- members of the health and safety committee

What training does each person need?

The type of training that each person in the organisation needs depends on:

- each person's role and responsibilities at work
- each person's occupation (eg plant and machine operators and people who handle hazardous substances need specific training)
- the hazards identified during an inspection of your workplace
- the type and occurrence of injury and disease at work

The importance of induction training

The employer is responsible for ensuring that a new employee or trainee is given induction training and has the skills and knowledge to work safely.

Whenever someone new starts work, the employer is responsible for providing induction training. Induction training is needed by **all** new employees - whether they are full-time, part-time, casual or even volunteers on site or students doing work experience.

Induction to health and safety

Induction training must include providing health and safety information such as:



- n hazards at work
- n how to interpret safety signs and information
- n how to work safely and use equipment safely
- n fire and emergency procedures
- n first aid procedures
- n who to report incidents or accidents to
- n who to discuss safety issues with
- n how to get involved in health and safety

Who provides induction training?

The employer is responsible for ensuring that a new employee or trainee is given induction training and has the skills and knowledge to work safely. In most workplaces the owner, supervisor or experienced worker will provide this training.

Keeping records of induction training

It is also the employer's responsibility to keep records of induction training. The person in charge of providing induction training should keep records of the following types of information:

- n name of the person who received induction health and safety training
- n dates and times when the training was provided
- n specific details of what was covered during the training sessions
- n how long the training sessions lasted
- n how the training was assessed



Planning training and training needs analysis

Training programs are best planned if everyone at work:

- has basic information about what the laws and regulations are
- has the opportunity to talk about health and safety concerns
- uses the health and safety skills and knowledge they have
- takes part in a workplace inspection and identifies hazards at work
- takes part in a training needs analysis to find out what training each person needs

Training needs analysis

Conducting a health and safety training needs analysis will help to ensure that the people in your organisation get the type of training they need.

It will enable you to ensure that the training is relevant to the job and the changing needs of the workplace.

A training needs analysis involves analysing all aspects of work, including the work environment, the actual jobs people do and the skills and knowledge of each person at work. Once this information is collected, then you can start to plan what training your organisation needs.

There are a number of stages to a training needs analysis, as described in the right hand column.

Training needs chart

Appendix 1 contains a chart to help you start planning the training you need to organise for yourself and your employees. Discuss the plan with your employees.

Training needs analysis will ensure training is relevant to the job and the changing needs of the workplace.

Fill in a training needs chart for each employee – see Appendix 1.

Stages of a training needs analysis

n Analyse the workplace

This means analysing:

- the working environment
- the activities that people are expected to perform at work

n Assess the current approach to health and safety at work

This may include looking at:

- selection and recruitment procedures
- the way jobs are designed
- the way equipment and tools are selected
- the way work procedures are designed and managed

n Analyse jobs

This means studying a job and identifying all the tasks, equipment, materials, work processes and the associated hazards.

n Forecast job changes

This means making predictions about the way jobs may change and how changes may affect the health and safety of staff.

n Identify the skills, knowledge and attitudes needed to prevent health and safety problems

n Assess the current situation

This means:

- identifying the actual health and safety competencies that people in the organisation already have
- comparing these existing competencies to those needed to prevent health and safety problems
- working out deficiencies which health and safety training would reduce or eliminate

What are your health and safety responsibilities in the workplace?

The broad responsibilities of employers/managers, supervisors and others in the workplace are outlined below.

Refer to Appendices 2 and 3 for details of responsibilities and the hierarchy of control.

Appendix 2 contains a checklist giving further details of each responsibility listed. The checklist will help you to work out what health and safety training the employer/manager, supervisor and others who work in the organisation need.

Appendix 3 contains an explanation of the principles for preventing hazards in the workplace, including the hierarchy of control.



Responsibilities of the employer/manager

In broad terms, as far as health and safety are concerned, employers and managers need to be able to:

- n manage health and safety in the workplace
- n set up a system of regular communication at work about health and safety
- n identify hazards in the workplace
- n assess risks
- n control risks
- n deal with hazardous events (eg fires, emergencies, accidents)
- n organise for employees to receive health and safety training
- n keep health and safety records
- n evaluate the health and safety management system

Employers and managers need to understand:

- n the law, regulations, standards, codes of practice and procedures relating to health and safety in the organisation
- n the preferred order of risk control measures (the hierarchy of control - see Appendix 3)



Responsibilities of the supervisor

In broad terms, as far as health and safety are concerned, supervisors need to be able to:

- n provide information to others at work about health and safety
- n communicate and consult with others about health and safety
- n identify hazards at work and assess the risks associated with the hazards
- n control the risks
- n deal with hazardous events (eg fires, emergencies, accidents)
- n contribute to health and safety training
- n maintain health and safety records

Supervisors need to understand:

- n all health and safety legislation and codes of practice relevant to the organisation
- n the organisation's health and safety policy and procedures
- n the preferred order of risk control measures (the hierarchy of control - see Appendix 3)

Responsibilities of all those who perform work on site

Everyone who performs work in the organisation includes employees (full-time, part-time and casual), contractors, family members, students on work experience and volunteers.

In broad terms, as far as health and safety are concerned, **everyone who works** on site needs to be able to:

- n follow workplace procedures for identifying hazards and controlling risks
- n take an active part in ensuring that the workplace is healthy and safe

Everyone at work needs to understand:

- n information about
 - health and safety legislation
 - codes of practice
 - workplace health and safety procedures
- n health and safety instructions
- n what hazards are present in the workplace
- n the symbols used for health and safety signs in the workplace

How one employer handled a health and safety problem

The owner of a smallgoods manufacturing company found that a number of staff were complaining about niggling back pain as a result of pushing heavy trolleys loaded with frozen meat through a crowded factory.

After discussing the problem with all staff and noting the number of people who had been off work with sore backs, the employer acted by:

- defining clear traffic ways for trolleys
- buying some motorised trolleys for particular loads
- arranging for regular maintenance of trolleys
- making arrangements for all staff to do a back care and manual handling training program at work
- developing a set of safe work procedures for moving loads in the factory
- providing training to ensure all staff followed these safe work practices
- monitoring the new arrangements to see if health and safety improved

PART 3

What to expect from a good health and safety *training program*

The person providing training programs for your workforce may be the supervisor at work, a TAFE lecturer, a private trainer, a health and safety consultant or a combination of these people.

No matter who provides the training, the program should have the features described here.

Information or training?

There is a difference between information and training.

- **Information raises awareness** - it provides general introductory knowledge about a topic.
- **Training is a longer term commitment** to learning new skills and knowledge which, in turn, will result in a change in workplace behaviour - for instance, a new way of doing something.

What training is and is not

Training involves **two-way communication** between the trainer and the person learning - both of you will listen, perform, think, ask questions, explain.

Training does not mean sitting in a room listening to a person talk or simply watching a video.

What does training involve?

Training involves a variety of techniques designed to encourage people to take an active role in learning. Training includes:

- explaining
- demonstrating
- providing practice opportunities
- asking people questions about what they are learning
- giving people feedback on their performance
- encouraging people to ask questions
- taking into account a person's English language and literacy levels and cultural background
- encouraging people to assess their own performance
- reviewing
- following up at a later date to check whether learning has taken place and if behaviour has changed

If you take part in a training program, you have the right to expect all of these things to happen.

Competency based training

Many training programs are described as **competency based**. In a competency based training (CBT) program, people gain the skills and knowledge that they need to be able to perform their work. CBT programs are based on what people at work are expected to do and the standard of performance expected in the workplace.

Knowledge is important in a competency based program. Equally important is being able to apply that knowledge at work.



The special features of a competency based training program

- n The outcomes to be achieved as a result of training are stated clearly.
- n The skills and knowledge that a person already has are recognised.
- n The trainer is flexible about where, when and how training takes place.
- n The trainer checks that learning has taken place by assessing each person doing the training.
- n The trainer keeps records of all training undertaken and what each person achieves.

Each of these features is explained below.

CBT feature 1 Outcomes are specified

The outcomes to be achieved as a result of training are stated clearly

The focus of training is on what people can **do** at work with the skills and knowledge that they gain. In other words, the focus is on **outcomes** that are relevant to the workplace.

These outcomes must be stated clearly at the beginning of the training program so that everyone knows exactly what is expected of them and the standard of performance required by the workplace.

These outcomes are also used as the basis for assessment in order to judge whether those who did the training program achieved what was expected of them.

An example of a training outcome

At the end of the training program, you will be able to deal with fire and emergency situations in the workplace. This means you will be able to:

- explain the workplace fire drill and emergency evacuation procedures to your work team
- identify all safe assembly areas at work and emergency telephone numbers
- locate all hand-held fire extinguishers in the work area and explain their correct use
- isolate gas, electrical and water supplies
- complete accident/incident reports accurately

CBT feature 2
Recognition of
existing skills and
knowledge

The skills and knowledge that a person already has are recognised.

Efficient training recognises the skills and knowledge people already have. Without this, a lot of time is wasted and people lose interest in the training program.

Training must build on what a person can already do. Therefore, before training begins, the trainer should use a statement of outcomes to identify what skills and knowledge each person already has. If this is done, the training program is more likely to 'fit' the person and be interesting and useful.

CBT feature 3
Flexibility

The trainer is flexible about where, when and how training takes place.

Where training takes place

Training can take place in a training room at work, in a college, in the immediate work area or at a computer terminal. As an employer, you can request that training takes place wherever it best suits you and your employees.

As far as possible, training should take place at work or in a work-like environment. This ensures that the training is relevant to the workplace and is practical.

When training takes place

Training does not have to take place between 9 am and 5 pm. Training can be in shorter 2 to 4 hour sessions spread over a number of weeks.

How training takes place

Trainers can use a variety of techniques to get the message across and to provide opportunities to practise skills.

An example of flexible timing

A country bakery wanted to train all its employees in identifying and reporting hazards. The best time for training, as agreed by the baker and the employees, was when the night shift finished work at 4.30 am. The employer hired a trainer who was able to come to the bakery twice a week for 3 weeks and train on site between 4.30 am and 6.30 am.

An example of a variety of training techniques

A trainer providing manual handling training may use the following range of techniques:

- a brief lecture in the training room using an overhead projector and handout material covering legislation and theory
- a walk around the workplace with the employer and employees to identify hazards and assess risks
- a group discussion at work to discuss risk control methods
- practical tasks to resolve problems that can be fixed on the spot
- a written or oral assignment one week later to check understanding of theory and legislation

CBT feature 4
Assessing
achievements

The trainer checks that learning has taken place by assessing each person doing the training.

The trainer has to assess whether each person trained can now do everything expected of him or her. These expectations are described in the statement of outcomes at the beginning of the training program.

To assess the trainee, the trainer gathers evidence of the trainee's performance on the job and the trainee's knowledge. Once the trainer has enough evidence to show that learning has taken place and the standards (as described at the beginning of the training program) have been met, then the trainer can say the person is **competent**.

An example of assessing

The evidence to show that a trainee can handle hazardous substances safely would include two types of evidence:

- **performance evidence**
 - observing each trainee at work to see if he or she handles hazardous substances safely
 - checking incident reports at work to see if a trainee was responsible for any incidents involving hazardous substances in the 3 months after the training program
- **knowledge evidence**
 - answering questions about hazardous substances
 - explaining the information on a Material Safety Data Sheet

CBT feature 5
Keeping records

The trainer keeps records of all training undertaken and what each person achieves.

After each training program, the employer should receive records of what each trainee achieved and the competencies gained as a result of the training. The training provider may also issue certificates stating the competencies that each person achieved.

These records are important evidence that you, the employer, have provided instruction and training as required by the relevant occupational health and safety legislation in your State or Territory.

The records are also important for you and your employees because they list the health and safety skills and knowledge that each person has now gained.

The records may include a certificate and some sort of log book, file or database listing the following information:

- date and name of trainee
- name of training program
- skills and knowledge gained
- name of trainer and organisation
- who else has a copy of the record



CBT checklist

Next time you participate in a health and safety training program or hire a trainer, check the following:

- n Does the trainer have a clear statement of outcomes describing:
 - all the things the trainee will be able to do as a result of the training?
 - the standard of performance expected as a result of training?
- n Does the trainer have a system for identifying existing skills and knowledge in health and safety that a trainee may have?
- n Is the trainer willing to be flexible about where and when training takes place?
- n Does the trainer have a plan for monitoring progress and assessing the skills and knowledge gained by each person doing the course?
- n Will the trainer provide the employer with a record of the skills and knowledge gained by each person doing the course?

How to select a good

health and safety trainer

This section describes the knowledge and experience that you can expect from your health and safety trainer. It also gives tips for selecting a health and safety trainer if you decide to hire an expert from outside your organisation.

What knowledge and experience can you expect from a health and safety trainer?

You can expect a health and safety trainer to have a knowledge and understanding of and experience in:

- n the relevant health and safety legislation in your State or Territory as well as regulations, standards and codes of practice that affect your industry
- n the hazard identification, risk assessment and risk control approach to health and safety training
- n contemporary OHS management approaches
- n specific health and safety issues in your industry
- n the competency based approach to training and assessment
- n training and assessment skills - in particular, how to encourage adults to learn and how to use various techniques for training

A good trainer recognises that learners have different learning styles and come to training with different amounts of experience and knowledge.

A good trainer seeks to make training relevant and meaningful and to encourage learning.

What interpersonal skills can you expect a trainer to have?

A good trainer recognises that:

- people learn in different ways
- adults are all motivated in different ways, have different sets of experiences, different expectations and different sets of skills and knowledge

People learn in different ways

Learning takes place in a variety of ways and in a variety of locations.

A good trainer recognises that learners have different learning styles and come to training with different amounts of experience and knowledge.

A good trainer also recognises that people in the workforce who participate in health and safety training:

- may have limited reading skills
- may not speak or understand English fluently
- may be intimidated by the thought of training because they have not 'studied' since school

Therefore, the style of training must take these factors into account.

How to encourage adults to learn

Training adults can be a challenge because they are all motivated in different ways, have different sets of experiences, different expectations and different sets of skills and knowledge.

A good trainer seeks to make training relevant and meaningful and to encourage learning.

What do health and safety experts call themselves?

The person you hire may call him or herself a health and safety trainer/specialist/consultant/professional or they may use titles like ergonomist, occupational therapist, hygienist, or occupational physician.

How to find a health and safety trainer

You can look up the yellow pages, but a more reliable source of information about trainers may be available from:

- your employer organisation
- the relevant trade union or Trades and Labor Council
- other employers in your industry who have used private consultants/trainers for workplace health and safety training
- the health and safety organisation in your State or Territory
- your local TAFE college which may provide trainers who will come to the workplace to train your staff

Examples of training techniques

A trainer may:

- use visual material - pictures, diagrams, videos, tapes
- show that training means discussion, working cooperatively with others and practising skills - training does not have to mean sitting formally in rows listening to the trainer and writing notes and doing tests
- use an interpreter or have important pamphlets and information translated into the first language of the trainee

What is a good teaching or training style?

The questions following may be useful to employers and trainers as a reminder of what is a good teaching or training style.

You can use the questions either as a guide to how a trainer you intend to use may achieve each expectation, or as a way to evaluate a trainer's performance.



Questions to ask

During training sessions, does the trainer:

- n take account of the trainee's previous experience?
- n motivate the trainee and get to know his/her goals?
- n ensure that training reflects on-the-job needs?
- n give plenty of opportunity to practise new skills?
- n encourage the trainee to participate actively?
- n create an environment in which the learner feels comfortable about saying *I don't understand. How do I ...? What do you mean?*
- n give regular, constructive, positive feedback?
- n take account of the trainee's cultural background and level of language and literacy?
- n create a positive and encouraging training environment?

Questions to ask when selecting a health and safety trainer

These questions relate to the trainer's qualifications and experience, how the trainer will conduct health and safety training and assessment, and the trainer's business practice and costs.



Questions about the trainer's qualifications and experience

- n What experience do you have in training adults in the workplace?
- n What experience of workplace health and safety issues in this industry do you have?
- n What experience do you have of training adults who come from non-English-speaking backgrounds?
- n What qualifications in health and safety do you have?
- n What qualifications in training/teaching do you have?
- n How long have you been a consultant in health and safety?
- n How do you keep your knowledge up-to-date?
- n What other businesses or organisations have you provided health and safety training to and could they give me a reference?
- n What are your areas of expertise/specialisation?

Questions about how the trainer will train and assess people in the organisation

- n What will I or my employees be able to do as a result of this training program? (What new skills and knowledge will we be able to put into practice in the workplace?)
- n Where and when would you provide the training?
- n How do you plan to assess whether the people doing the training have achieved the outcomes of the program?

- n How will the training contribute to the management of health and safety in this organisation?
- n As a small organisation, we do not want to be totally dependent on health and safety consultants to provide us with the information and training we need. In the training you provide, how will you ensure that we gradually take control of our health and safety training?
- n As an employer, I am keen to be involved in the health and safety training that takes place. How will you involve me in the process?
- n What sort of training material and records do you supply to employers to keep for future reference?

Questions about the trainer's business practice and costs

- n What are your fees? (Is it an hourly rate or do you give me an estimate for the total job?)
- n Does your fee structure include travel, report production and administration?
- n Are there any additional fees?
- n Will you provide all services or will you subcontract to someone else?
- n What experience does this other person have?
- n Do you have professional indemnity insurance?
- n When can you begin work and when will you finish?

Organising

health and safety training

for yourself and your workforce

1. Whenever you make a **change** in the workplace (eg if you purchase new equipment or give someone new duties), consider the health and safety implications and then start planning the training you need.
2. Plan and carry out health and safety **induction training** for all new employees.
3. Make sure that health and safety training is **provided to everyone** who works in your organisation:
 - the employer/owner/manager
 - the supervisor/s
 - all employees including full-time, part-time and casual staff as well as volunteers and students
4. Work out what **type of training** program you need:
 - **licence/certificate** to operate equipment
 - training for health and safety **representatives** on committees
 - **short introductory** health and safety training program for employees, supervisors and managers
 - **more intensive** training in OHS management and systems
5. Identify **who can provide this training** for you:
 - employer organisations
 - unions
 - the government health and safety organisation
 - the local TAFE college
 - private OHS consultant/trainer
 - workplace supervisor/trainer
6. Make sure that the health and safety training you get is **based on the needs of your workforce**.
7. Check that the person who provides training has a **knowledge and understanding of and experience in**:
 - all relevant health and safety legislation
 - the hazard identification, risk assessment and risk control approach to health and safety
 - the competency based approach to training and assessment
 - training adults in the workplace
8. When hiring a trainer or consultant from outside, find out:
 - what **health and safety qualifications and experience** they have
 - what **training qualifications and experience** they have
 - how they plan to **train and assess** your staff
 - what their services will **cost** and what the costs include

Training needs chart

Fill in the training needs of each person or position in your organisation.

Training needs chart

Who needs training	Type of training needed (tick)	Name of course (specify)	Training provider (specify)	Place of training (tick)	Cost	Length of course
E X A M P L E <i>Stores supervisor</i>	<input checked="" type="checkbox"/> Certificate/licence	<i>Forklift</i>	<i>Skills Centre</i>	<input type="checkbox"/> at work <input checked="" type="checkbox"/> outside work	<i>\$ 500</i>	<i>10 days</i>
	<input checked="" type="checkbox"/> General	<i>Hazard management</i>	<i>OHS consultant</i>	<input checked="" type="checkbox"/> at work <input type="checkbox"/> outside work	<i>\$ 200</i>	<i>2 days</i>
	<input checked="" type="checkbox"/> Specific hazard	<i>Hazardous substances</i>	<i>Employer organisation</i>	<input checked="" type="checkbox"/> at work <input type="checkbox"/> outside work	<i>\$ 100</i>	<i>1 days</i>
Employer	<input type="checkbox"/> Certificate/licence			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> General			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> Specific hazard			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> Managing OHS			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
Supervisors	<input type="checkbox"/> Certificate/licence			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> General			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> Specific hazard			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days

Training needs chart

Who needs training	Type of training needed (tick)	Name of course (specify)	Training provider (specify)	Place of training (tick)	Cost	Length of course
New employees	<input type="checkbox"/> Induction			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> Certificate/licence			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> General			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> Specific hazard			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
Operators and team members	<input type="checkbox"/> Certificate/licence			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> General			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> Specific hazard			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
Health and safety committee representative	<input type="checkbox"/> General			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> Specific hazard			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> OHS committee skills			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> Certificate/licence			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> General			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days
	<input type="checkbox"/> Specific hazard			<input type="checkbox"/> at work <input type="checkbox"/> outside work	\$ _____	_____ days

Health and safety responsibilities checklist

What skills and knowledge does each person at work need? Use the checklists to help identify your health and safety training needs for each person at work: the employer/manager, supervisor or other worker.

Checklist for the employer/manager



Information and policy

Do you have the skills and knowledge to:

- ☐ develop health and safety policies and procedures
- ☐ define health and safety responsibilities and duties and include these in job descriptions and duty statements for all relevant positions
- ☐ identify the financial and human resources needed for managing health and safety
- ☐ provide information on your health and safety system and procedures to all people who work in your organisation

Consultation

Do you have the skills and knowledge to:

- ☐ establish ways for all employees, including those from non-English-speaking backgrounds, to be consulted about health and safety matters
- ☐ deal with and resolve matters raised during consultation
- ☐ explain the outcomes of participation and consultation to all those who work for you

Identifying hazards

Do you have the skills and knowledge to:

- ☐ develop procedures to identify hazards
- ☐ identify hazards
- ☐ monitor work activities to ensure that these procedures are being followed
- ☐ take steps to ensure that a new hazard is not created

Assessing risks

Do you have the skills and knowledge to:

- ☐ develop procedures for assessing risks
- ☐ assess risks presented by hazards identified
- ☐ monitor work activities to ensure that these procedures are being followed

Controlling risks

Do you have the skills and knowledge to:

- ☐ develop ways to control risks
- ☐ put in place interim ways to control risks if immediate solutions are not possible
- ☐ develop a procedure for ongoing control of risks
- ☐ monitor activities to ensure that risk control procedures are being followed
- ☐ identify any inadequacies in existing risk control measures

Hazardous events

Do you have the skills and knowledge to:

- ☐ identify potential hazardous events
- ☐ develop procedures to control the risks associated with hazardous events
- ☐ provide information and training to all employees on how to respond to a hazardous event

Training

Do you have the skills and knowledge to:

- ☐ develop a training program to meet employees' training needs
- ☐ ensure that all employees have access to health and safety training

Record keeping

Do you have the skills and knowledge to:

- ☐ establish a system for keeping health and safety records and training records so that any patterns of injury and disease can be monitored

Evaluation

Do you have the skills and knowledge to:

- ☐ assess the effectiveness of the health and safety system
- ☐ make improvements to the health and safety system
- ☐ assess compliance with health and safety legislation and codes of practice
- ☐ assess the impact of training



Checklist for the supervisor

Information

Do you have the skills and knowledge to:

- ☐ explain the following to employees:
 - relevant health and safety legislation and codes of practice
 - the organisation's health and safety policy and procedures
 - information about hazards identified and the results of risk assessment and control procedures

Consultation

Do you have the skills and knowledge to:

- ☐ ensure that all members of the work group are consulted on health and safety issues and can contribute their ideas
- ☐ deal with and resolve any health and safety issues raised
- ☐ keep the work group informed about what is happening as a result of consultation

Identifying hazards

Do you have the skills and knowledge to:

- ☐ identify and report hazards in the work area

Controlling risks

Do you have the skills and knowledge to:

- ☐ make sure everyone in the work group follows work procedures to control risks
- ☐ monitor risk control measures and report results
- ☐ identify inadequacies in risk control measures
- ☐ identify where extra resources are needed to control risks

Hazardous events

Do you have the skills and knowledge to:

- ☐ make sure workplace procedures for dealing with hazardous events are followed
- ☐ investigate hazardous events and identify their cause
- ☐ put in place control measures to prevent recurrence of the hazard and minimise risk (if this falls within the responsibility of the supervisor)

Training

Do you have the skills and knowledge to:

- ☐ identify the health and safety training needs of the work group
- ☐ make arrangements to provide training both on and off the job

Record keeping

Do you have the skills and knowledge to:

- ☐ fill in all required health and safety records accurately and legibly
- ☐ use information from these records to identify hazards and monitor risk control procedures in the work area



Checklist for other employees or anyone who works on site

Everyone who performs work in the organisation includes employees (full-time, part-time and casual), contractors, family members, students on work experience and volunteers.

General

Do you have the skills and knowledge to:

- ☐ recognise and report hazards in the work area
- ☐ follow workplace procedures and instructions for controlling risks
- ☐ follow fire, accident and first aid procedures

- ☐ talk with the supervisor or person in charge of managing health and safety about health and safety issues that cause concern
- ☐ take part in meetings and discussions about health and safety in the workplace

Principles for preventing hazards in the workplace

To be able to provide a healthy and safe working environment, an employer must have a process to:

- identify hazards in the workplace
- assess risks that may result from hazards
- control risks

This is the basis of all prevention activities in the workplace. To be effective, the process should involve employees.

An example of risk control

A recent study has found that bed making in the hospitality and tourism industry causes lower back stress.

Recommendations for safer work practices include:

- increased bed height so that there is less bending
- cutting the weight of loads such as bed linen
- adding castors to beds
- improving lifting postures
- changing the rate at which the lift is performed

STEP 1 Identify hazards

Hazards are anything that can cause harm.

Hazards are anything that can cause harm.

The first step in recognising hazards is to do an inspection of all areas in your workplace with employees to identify everything that could possibly be harmful.

The information you gain from doing an inspection is essential for ensuring that the workplace is safe. It will also help you to identify training needs.

During the workplace inspection, consider things like:

- | | | | |
|---|---|---|--|
| n | where you work
the building, office, yard, driveway, tanks, roof, ladders, delivery van, exits, stairs, fire precautions, rubbish | n | how and where these things are used
open air, confined spaces, closed room, lifting |
| n | what moves
forklifts, conveyors, blades, vehicles, boxes, people | n | the way you do things
systems of work, processes at work, the way you move heavy objects |
| n | what substances you work with
paints, solvents, degreasers, petrol, inks, toner, oils, plastics, acids, pesticides, gases, waste, cleaning agents | n | cleaning, maintenance and repairs
the way you dispose of rubbish, your procedure for dealing with spills |
| n | what equipment is used
machines, lathes, saws, hoists, electrical. Also consider radiation, noise, maintenance, repairs, personal protective clothing and other equipment | | |

STEP 2 Assess risks

A risk is the chance, however big or small, of a hazard actually causing harm.

A risk is the chance of a hazard actually causing harm.

Once you have a list of hazards in your workplace, work out which are the most serious and which you should deal with first – this is risk assessment.

To assess the risk, ask yourself, What is the worst possible result and how likely is it to happen?

- | | | | |
|---|---|---|---|
| n | Think about the worst possible result from this hazard. Think about it in terms of: <ul style="list-style-type: none">• injury• illness• damage• cost• public safety• prosecution• worker's compensation | n | Think about how likely this is to happen and consider: <ul style="list-style-type: none">• How often do you do the job?• How often are people near the hazard?• Has it ever happened before?• Have you had any near misses? |
|---|---|---|---|

You might need a health and safety specialist to give you advice on assessing the risk.

STEP 3 Control the risk

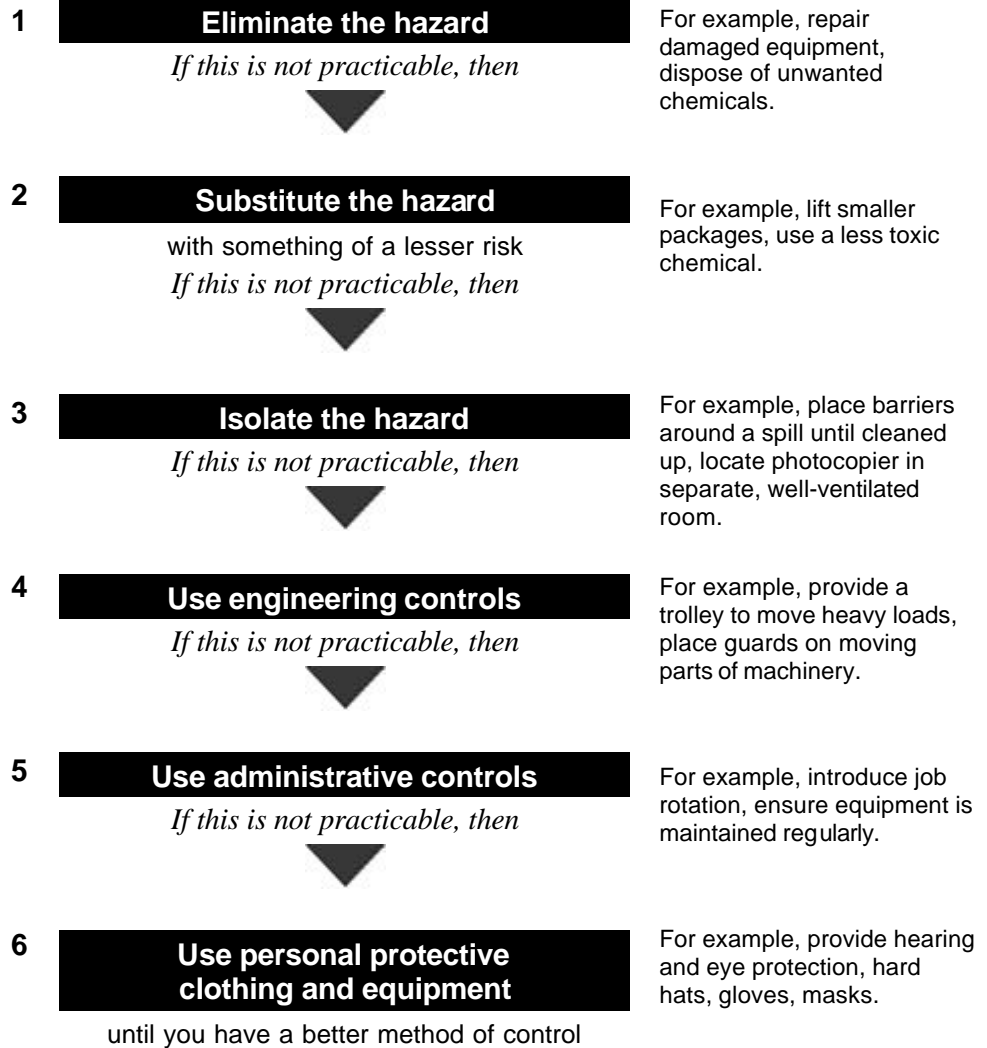
The next step is to control the risk.

The next step is to control the risk.

The most effective approach is based on the **hierarchy of control**. This approach recognises that the best controls act on the environment, not on the people in it.

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The hierarchy of control



Relying on personal protective clothing and equipment is the least acceptable control measure. It should only be used as an interim measure.

Relying on personal protective clothing and equipment is the least acceptable control measure. It should only be used as an interim measure until a more reliable solution can be found or with other controls.

Sometimes the most effective control of risk involves a combination of the above methods.

Want more health and safety

information?

If you would like to talk to someone about health and safety in your workplace, contact the health and safety organisation in your capital city or regional centre.

State and Territory OHS organisations

New South Wales

WorkCover Authority
Phone (02) 370 5301
Fax (02) 370 6101

Victoria

Health and Safety Organisation
Phone (03) 9628 8188
Fax (03) 9628 8397

Queensland

Division of Workplace Health and Safety
Department of Training and Industrial
Relations
Phone (07) 3247 4711
Fax (07) 3220 0143

South Australia

WorkCover Corporation
OHS Division
Phone (08) 233 2222 or
tollfree 1800 188 000 (SA country)
Fax (08) 212 1864

Western Australia

WorkSafe Western Australia
Phone (09) 327 8777
Fax (09) 321 8973
E-mail: safety@wt.com.au
Internet: <http://www.wt.com.au/safetyline>

Tasmania

Workplace Standards Authority
Phone (002) 338 333
Fax (002) 338 338

Northern Territory

Work Health Authority
Phone (089) 995 010
Fax (089) 995 141

Australian Capital Territory

ACT WorkCover
Phone (06) 205 0200
Fax (06) 205 0797

Commonwealth OHS authority

Comcare Australia
Phone (06) 275 0000
Fax (06) 275 0634

Comcare Australia offices in the States and Territories are listed in the telephone directory under Comcare Australia.

Employer organisations and unions

Information and resources in the area of occupational health and safety are also available from your local employer or industry association or local union organisation. Contact them for further assistance.

Trades and Labor Councils and Workers Health Centres may also be able to provide health and safety information. Check local telephone directories for contact details.

Australian Chamber of Commerce and Industry
Phone (03) 9289 5289
Fax (03) 9289 5250

Australian Council of Trade Unions
National OHS Unit
Phone (03) 9663 5266
Fax (03) 9663 8220

Your

training plan

[illegible]

We would like to know what you think of this publication

Worksafe Australia is keen to continuously improve its products. By filling out and returning this survey, you can help us to develop the products that you would find most useful.

*Tick more
than one
box if you
like.*

**How did you find this
publication?**

- ☐ Useful
- ☐ Interesting
- ☐ Easy to read
- ☐ Well presented
- ☐ Motivating
- ☐ Of little use

**What kind of information were
you seeking from this
publication?**

- ☐ Broad ideas
- ☐ Advice on OHS training
- ☐ Other *Please specify.*

**Did you find the information you
were seeking?**

- ☐ Yes
- ☐ Some of it
- ☐ No

**If Yes, how easy was it to find
that information?**

- ☐ Very easy
- ☐ Fairly easy
- ☐ Fairly difficult
- ☐ Very difficult

**Did you, or will you seek to,
introduce any OHS training after
reading this publication?**

- ☐ Yes
- ☐ No

**If you answered Yes, could you
tell us the type of training you will
seek/provide?**

Will the OHS training be ...

- ☐ for yourself?
- ☐ for employees?
- ☐ on the job?
- ☐ off the job?

**Any other comments will be most
welcome.**

*Could you please tell us
a little about yourself -
see overleaf*

EVALUATION

*These details
will be kept
confidential*

What industry do you work in?

What is the size of your company?

- ☐ Under 20 employees
- ☐ 20-50 employees
- ☐ 50-100 employees
- ☐ 100-200 employees
- ☐ 200-500 employees
- ☐ Over 500 employees

What is your position in the company?

(for example, owner, manager, OHS representative, worker, training provider etc)

**If you would like to be on a mailing list for news of future products,
please add your name, company and address.**

Name

Company

Address

Postcode

Thank you for your time.

Once you have completed this form, please tear it from the book along the perforated line and return it in an envelope to the address below.

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