



COMPETENCY, TRAINING AND AWARENESS POLICY

Purpose:

The purpose of this policy and procedure is to define, document and communicate the training and competency objectives of all personnel. This will enable all personnel to understand the policy and principles of the OHSMS and the ways in which their activities impact the achievement of OHSMS goals. This procedure applies to all training and competency-based assessment activities, across all operational areas of Ben Hastings Tree Service Pty Ltd business relating to the OHSMS.

Policy:

The Management Team has accountability for ensuring adequate training, education, skills and experience for all Workers/workers.

Workers at all levels of the organisation must understand the policy and principles of the OHSMS and the ways in which their activities impact the achievement of OHSMS goals, regulatory and otherwise. All personnel within the organisation will have an understanding of the OHS issues associated with the Ben Hastings Tree Service Pty Ltd operations. Personnel directly involved with tasks that affect OHS outcomes will be trained and competent to understand their responsibilities and undertake the associated roles.

Ben Hastings Tree Service Pty Ltd will:

- Conduct training needs analysis across the organisation;
- Develop formal training needs and competencies for position requirements at all levels, including management;
- Provide formal induction programs for new and transferred workers and contractors;
- Use Registered Training Organisations and appropriately accredited and approved courses/trainers;
- Ensure training is competency based;
- Record all training;
- Review effectiveness of training; and
- Provide training for languages other than English and other relevant learning barriers.

Training will include:

- All health and safety policies and procedures for the organisation;
- Licenses and competencies to perform tasks;
- Specific hazards and risk controls;



- Consultation and communication arrangements;
- Incident reporting and corrective actions;
- Emergency Response; and
- First Aid.

Delegation will fall onto the OHS Manager (or delegate), and relevant Departments to form part of the existing skills matrix required to meet other regulatory requirements. Where there is a skills gap, the company will take actions to ensure that resourcing is competent for the delivery of our OHS program.



Amendment Competency and Training and
Record Awareness Procedure

Issue #: 1

Revision #: 0

Reviewed by: *Site Supervisor*

Approved by: *Ben Hastings*

Competency, Training and Awareness Procedure

Responsibilities:

At Ben Hastings Tree Service Pty Ltd the Organisation is responsible for ensuring that:

- The Provision of budget, resources and time allocation to enable workers to undergo training and competency assessment is in accordance with the requirements of the OHS legislation;
- There is an effective worker training and competency assessment procedure and system in place; and
- A Review of the Training and Competency Procedure is conducted as required.

The HSR/OHS Manager is responsible for:

- Sourcing training and licensing service provision from qualified and suitable training service providers and the co-ordination of timetabling of training delivery for workers;
- Maintaining and reviewing the Training and Competency Procedure as required;
- Ensuring all workers complete training and competency assessments as required;
- Informing and consulting with the Organisation/CEO regarding worker training and competency; and
- Maintaining records required by legislation relating to worker training and competency, such as the *Worker Training, Competency and Induction Register* for Ben Hastings Tree Service Pty Ltd.

Supervisors/Managers are responsible for:

- Informing workers about the requirement to participate in and completion of training and competency assessment as per the normal requirements of their position;



- Ensuring that all workers complete training and are assessed as being competent to perform their duties and ensuring adequate allocation of time and resources for workers to complete training as required; and
- Assisting with the co-ordination of the training of workers they are responsible for, with the HSR/OHS Manager.

All workers are responsible for actively participating in and completing training and competency assessments (on-the-job, internal/external courses, formal qualifications, licenses) relevant to the performance of their position whilst working at Ben Hastings Tree Service Pty Ltd.

Ben Hastings Tree Service Pty Ltd will:

- Conduct training needs analysis across the organisation and develop formal training needs and competencies for position requirements at all levels, including management and designated First Aiders;
- Record all completed training and competency assessments on the *Worker Training, Competency and Induction Register* as appropriate;
- Determine, assess and record the training and competency needs and levels of workers and contractors;
- Provide formal training and competency assessment programs for new and transferred workers and contractors;
- Use Registered Training Organisations (RTO) and appropriately accredited and approved courses/trainers;
- Ensure training is competency based;
- Utilise the First Aid Worker Register for workers assigned with First Aider duties;
- Review effectiveness of training;
- Provide training for languages other than English and other relevant learning barriers; and
- Provide managers and supervisors with additional training to ensure that they are aware of their duties and responsibilities under the Ben Hastings Tree Service Pty Ltd OHSMS and the OHS legislation.

A refresher of Training or Re-Certification will be provided if it becomes evident that a worker is unfamiliar with any aspects of their training or if they are determined, via assessment and consultation, to be no longer competent to perform their job tasks by the Organisation.

New Workers:

1. OHS responsibilities will be developed for each position within the company. These requirements will be listed within the *Roles and Responsibilities Schedule*. This report will contain the education, training and skills required to fulfil the role; and
2. Job position advertisements placed by Ben Hastings Tree Service Pty Ltd will contain the required education, training and skills required to undertake their OHS responsibilities;

Induction:



1. The inductee (new worker) will be informed that they are required to participate in and complete the Workplace Induction;
2. The Inductee will be provided with a copy of the Workplace Safety Rules for workplaces they are required to work at;
3. *The Site Supervisor* will allocate a time and place for the Workplace Induction to be carried out, including an explanation of the Workplace Safety Rules, giving adequate notice to the new worker and in consultation with managers;
4. *The Site Supervisor* works through the induction, including the Workplace Safety Rules with the inductee, step by step, and ensures that all the necessary workplace inspection and information is provided during the induction;
5. In consultation with the inductee, *the Site Supervisor* completes the *Workplace Induction Checklist*, as each part of the induction is successfully completed;
6. The Workplace Induction Checklist is given to the inductee to sign and a signed copy is provided to:
 - a. The inductee (the worker);
 - b. The Human Resources Manager;
 - c. The OHS Manager or HSR;
7. Additional Workplace Induction will be provided if there are any changes to the workplace that affect the health and safety of workers that requires new information/training to be given to workers;
8. A refresher of the Workplace Induction will be provided if it becomes evident that the worker is unfamiliar with any aspects of the induction or if they are determined to be deliberately non-compliant with workplace safety procedures by the appropriate manager;
9. *Worker Training, Competency and Induction Register* entry is completed for each worker and is maintained by Person Responsible;
10. All Workers will undertake an induction and orientation or the company processes and procedures. This induction must include training/awareness of the OHSMS;
11. All Workers will understand how their role impacts OHS objectives for the company; and
12. A record of the induction and orientation process will be kept.

Training:

1. All Workers will be assessed for their competency in performing their roles and responsibilities in a safe and efficient manner;
2. Where a gap in knowledge or training is identified Ben Hastings Tree Service Pty Ltd will register the Workers for training and schedule training in the *Training Needs Register*. (This training may be 'in house' or formal external training as required);
3. Workers undertaking third party training and receiving a certificate of training must retain this certificate as a training record and submit a copy to *the Site Supervisor*. This certificate will be attached to the Workers' training/personnel record;



4. Prior to the Workers being fully 'signed off' as competent to undertake a task their Supervisor/Manager will be responsible for the Workers safety and work practices; and
5. All training must be recorded in the *Workers Training Record*.

Assessment:

1. Ben Hastings Tree Service Pty Ltd will periodically undertake reviews and evaluations of worker's competency and training certifications. Workers evaluations will take into consideration the opportunity for continual improvement of their skills and personal growth;
2. If a Workers is identified as requiring upgraded training or skill development the Workers will have the required corrective action placed in the *Training Needs Register* and acted on as soon as practicable; and
3. Internal auditing processes must evaluate the effectiveness of training and competency within the company at least annually.

Reference	Title and Description
Document #: OHSM300001	OHSMS Manual
Document #: OHSF300033	Roles and Responsibilities Schedule (<i>OHSMS Recording Forms</i>)
Document #: OHSF200036	Training Needs Register (<i>OHSMS Recording Forms</i>)
Document #: OHSF300008	Worker Training, Competency and Induction Register (<i>OHSMS Recording Forms</i>)
Document #: OHSF300047	Worker Training Record (<i>OHSMS Recording Forms</i>)
Document #: OHSF300123	Worker and Contractor Handbook (<i>OHSMS Recording Forms</i>)