Owner: Health, Wellbeing and Safety (HR)
Last Review: 5 August 2019

Contents

1.   Purpose

This Standard assists managers and supervisors comply with OHS Training requirements as defined in the Victorian OHS Act (2004) and Regulations (2017). Victorian legislation requires employers to provide their workers with any information, instruction, training and/or supervision necessary to enable them to perform their work in a way that is safe and without risks to their health.

The Act and Regulations have specific requirements to ensure that information, training and instruction is provided to workers and that training is targeted to the nature of the work, the nature of the risks associated with that work and the control measures implemented by the employer.

This Standard describes obligations that managers and supervisors have for training and outlines the requirements for:

- Identifying health and safety training needs
- Developing a health and safety training program
- Ensuring the competency of workers that carry out hazardous work
- Maintaining associated records.

This Standard is separate from the Deakin University OHS Induction Standard, and does not cover specific obligations relating to staff, visitor, tenant or contractor induction.

2.   Definitions

Workers   staff, students and visitors under the direct control of the University.

Line manager   operational managers, supervisors and team leaders. This includes research team leaders and unit chairs who are responsible for undergraduate practical work.

Senior manager Faculty, Portfolio, Institute and Division managers

3.   Scope

This Standard applies to all <u>workers</u> at workplaces under the management or control of Deakin University. This Standard particularly applies to <u>line managers</u> since they are required to implement the Standard. <u>Senior managers</u> are required to ensure there is a training system in place and it is working effectively.

This Standard does not directly include contractors and consultants as their training and competency are the responsibility of their employer. However the Deakin staff member responsible for the contract or engagement must take reasonable measures to ensure that trained and competent contractors are engaged.

4.   Policy

Deakin University will provide appropriate training to ensure <u>workers</u> have the skills and knowledge necessary to work and study safely.

5.   Responsibilities

<u>Senior Managers</u> (Executive leadership team, Vice-Chancellor, Deputy Vice-Chancellors, Pro Vice-Chancellors, Heads of School, Executive Deans, Directors, Faculty General Managers.) are responsible for ensuring:
- this Standard is implemented in their Faculty/Portfolio
- that there are adequate resources for OHS training
- there is a consistent system for the keeping of training records, and
- that <u>line managers</u> reporting to them undertake training relevant to their health and safety responsibilities.

<u>Line managers</u> are responsible for:
- implementation of this Standard in their area of responsibility;
- ensuring that, before work, study or research begins, all workers and students under their supervision, and have the information, instruction and training to perform their work, study or research in a safe manner and without risks to health and safety;
- identifying OHS training needs and required competencies, in consultation with workers;
- development and implementation of training plans for employees, contractors (if required) and others;
- identifying appropriate training materials, courses or providers;
- undertaking training relevant to their health and safety responsibilities, including attendance at mandatory OHS Manager/Supervisor training;
- updating job descriptions.

<u>Workers</u> are responsible for
- participating in identification of training needs;
- completing relevant health and safety training as directed.

University worker who engages Contractors
Responsible for
- ensuring that contractors, sub-contractors and their workers have relevant licenses, permits, competencies, skills, knowledge and capacity to undertake work safely; and,
- meeting requirements of the OHS Induction Standard as applicable to contractors.

6.   Recommended OHS Training Compliance Procedure

6.1.   Identify health and safety training needs

The safety training requirements for each job must be determined before that job commences. For staff, this means before the position is advertised, before the introduction of new equipment, procedures or processes and when equipment, procedures or processes are modified. For students, this means before any research project or practical work begins.

Safety training requirements include the following:
- Knowledge and skills required to perform a job safely (e.g. knowledge of how to handle dangerous chemicals safely)
- Licences required (e.g. possessing a forklift licence, being licensed to transport dangerous goods)
- Inherent requirements of a role (e.g. if a role requires manual handling, having the physical capacity to safely perform this work)
- Identifying and managing any medical conditions that may be aggravated by the work or may inhibit the work being done safely (e.g. vestibular conditions may result in poor balance which may be hazardous for those who are required to work at height).

Identification of required training may be achieved as a result of the following activities:
- Completing or reviewing risk assessments or safe work method statements for particular tasks within the job
- Discussing risks and existing controls with those undertaking the same role or similar roles to ensure job specific hazards are understood
- Reviewing inherent physical and mental requirements of a role
- Reviewing relevant legislation, Codes of Practice, OHS Manual, standards or relevant guidance material
- Benchmarking training requirements in similar roles at similar organisations
- Identification of hazards that others (such as visitors) may encounter in a certain location or during a particular event or activity
- Reviewing of the Training Needs Analysis that lists common safety related competencies and how to achieve them.

Training requirements, including frequency of delivery and preferred competency levels, must be included in position descriptions, unit guides and (research) work safety assessments. They must be considered during the recruitment and selection process.

6.2.   Implementing a OHS training program

Once training requirements are identified, the line manager must then identify suitable training that will ensure that on completion, the worker can undertake their duties safely and competently. The Training Needs Analysis contains guidance information on what training may fulfill common competency requirements. Alternatively, advice on what OHS training is required may be sought from Health Wellbeing and Safety.

The pathway to competency must be clear to both the line manager and worker. In addition resources must be made available by the line manager to support these requirements.

For staff Training Plan Template, including details on training requirements, providers and frequency of delivery, are to be incorporated into individual Deakin Achieve plans and reviewed annually. Line managers are responsible for ensuring their workers are enrolled into appropriate training and complete it within relevant timeframes.

For staff position descriptions are to be updated to reflect inherent requirements of the role and training that is required to ensure the incumbent can work competently and safely.

6.3.   Ensuring competency

As part of implementing a training program the criteria for determining competency must be clear. The Training Needs Analysis contains guidance on the assessment of competence.

When conducting training, the line manager must ensure each worker carries out the procedure and continues to assess their performance until they are competent to undertake the task without supervision. A worker's signature on a safe work procedure does not mean they are competent to perform a task. Their competence can only be measured by direct observation and assessment by an experienced line manager.

Ensure all workers are adequately supervised to ensure that safe work procedures are followed. Deakin is required by law to provide the necessary supervision to ensure workers can perform their tasks safely. To determine what adequate supervision is, 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.

Anyone deemed as being not yet competent to undertake their tasks safely must have an appropriate level of supervision or be restricted in their duties until they are assessed as being competent.

6.4.   Maintaining associated OHS training records

Training records must be maintained as evidence of training delivery and assessment of competence. Records must be kept for seven (7) years unless otherwise specified. Each area is required to develop a system for the management of training records for workers in their area.

This includes:
- Evidence required training has been completed to a defined standard and within required time frames
- Copies of any certificates, statements of competency, licences or permits that are issued once the training is completed
- Documents that confirm access is granted to certain locations, work areas or pieces of plant or equipment once competency is achieved.

Further guidance for managers and supervisors, explaining how to comply with these requirements, is available in OHS Training Guide for Managers and Supervisors.

A more detailed compliance plan is given in Appendix 2.

7.   OHS Competencies for Line Managers

Line Managers need to have a range of OHS competencies in order to meet compliance requirements and carry out their role effectively. This can be achieved by attending OHS Manager and Supervisor Training as well as through personal professional development. These OHS competencies are summarized in Appendix 1.

8.   Supporting Documents

- OHS Induction Standard
- Safety Training and Competency Guideline
- Training Plan Template
- Training Needs Analysis
- OHS Training Guide for Managers and Supervisors

DOCUMENT HISTORY	
Name of procedure	*OHS Training Standard*
Overarching policy	*Health Wellbeing and Safety policy*
OHS Manual	*OHS Training Standard*
Original Date	*5 August 2019*
Review History	*None*
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Appendix 1: Basic OHS Competencies for line managers and supervisors

Line Manager and Supervisors	
Competency	**Measures**
Identify OHS legislative requirements	- Understand the requirement under the OHS Act as they apply to managers and supervisors - Ability to explain duty of care requirements to staff, in particular the legal responsibility to do everything reasonably practicable to protect others from harm - Identify and explain own responsibilities to comply with safe working practices
Identify workplace hazards and control measures	- Identify basic principles of risk management: - Identify hazards - Assess the risks involved - Consult and report ensuring the involvement of relevant workers - Control the hazard - Review to identify change or improvement. - Identify and explain common workplace hazards - Identify and explain measures for controlling risks - elimination — controlling the hazard at the source - substitution e.g. replacing one substance or activity at the source - isolation e.g. putting barriers between the hazard and staff - engineering e.g. installing guards on machinery - administration — policies and procedures for safe work practices - Personal Protective Equipment e.g. respirators, ear plugs. - Identify and explain requirements for the selection and use of relevant Personal Protective Equipment - Identify and explain safety signs and symbols
Identify OHS communication and reporting processes	- Identify and discuss participative arrangements for OHS, including communication processes, information and documentation - Processes for raising OHS issues - OHS participative arrangements - OHS meetings - Toolbox talks - Discussions with OHS representatives - Workplace consultation relating to OHS issues and changes - Identify and explain sources of OHS information in the workplace: - University OHS Manual and other web resources - Workplace documentation and plans - Safe work method statements - Material safety data sheets (MSDS) - Job safety analyses (JSAs) - Risk assessments - Labels - Emergency plans and emergency information including contact - Identify and explain designated OHS roles for raising OHS concerns including concerns relating to the right to refuse unsafe work
Identify OHS incident response procedures	- Identify and explain general procedures for reporting and responding to incidents, injuries and emergencies - Identify and explain procedures for first aid - Identify and explain emergency procedures (and where relevant equipment)

Line Manager and Supervisors	
Competency	**Measures**
Provide information to the work group	• Clearly and accurately explain to the work group relevant provisions of OHS legislation, standards, codes of practice/compliance codes, guidance material and safe working procedures and practices • Provide information on organisation policies and procedures in a readily accessible manner and clearly explain to the work group • Explain roles and responsibilities of workplace OHS representatives and OHS committees • Provide information to the work group, in an accessible and understandable format, on hazards, the outcomes of risk assessments, and required risk controls
Ensure others are able to implement safe work practices	• Ensure personal protective equipment appropriate to the work is available and functional • Implement processes to confirm that others in the work group can identify hazards and required risk controls and are following safe work practices, and organisation policies and procedures • Identify OHS training needs and either address or report these needs to those to senior management
Implement OHS participative processes	• Consult with the work group and provide advice in relation to OHS matters relevant to their work • Ensure OHS issues raised are dealt with promptly, and in accordance with Deakin procedures and legislative requirements, or referred to appropriate personnel • Record outcomes of consultation regarding OHS and promptly communicate these outcomes to the work group
Monitor compliance with work procedures	• Check work procedures for availability, clarity and completeness, addressing any deficiencies or reporting them to appropriate persons • Identify and address any deviations from safe working procedures (and report to senior management as appropriate) • Evaluate hazard identification and reporting processes for effectiveness and address any deficiencies or report to appropriate persons • Monitor OHS housekeeping practices to ensure that workplace standards are maintained, and take action to address any deficiencies • Ensure own behaviour is consistent with organisation safe working procedures and practices
Implement hazard identification, risk assessment and risk control procedures	• Ensure hazards are identified and eliminated with medium to high residual risk reported to senior management • Conduct risk assessments • Develop control measures, taking account of the hierarchy of control • Implement and support outcomes of risk assessments and identified risk controls • Identify and address and/or report deficiencies in OHS risk controls according to Deakin's procedures • Identify personal professional limitations and seek expert advice as required
Implement organisation procedures for maintaining OHS records	• Obtain feedback to ensure that workgroup is aware of organisation reporting requirements • Review OHS records to confirm that they are completed in an accurate, thorough and timely manner in accordance with legislative and organisation requirements • Use aggregate information and data from records to identify hazards and monitor risk controls

Line Manager and Supervisors	
Competency	**Measures**
Implement emergency procedures	- Obtain feedback to ensure that emergency procedures are available and known by the work group - Implement processes to ensure that emergency equipment is available and routinely checked for functionality - Implement processes to ensure that others in the workgroup are able to respond appropriately to emergencies - Conduct or contribute to investigations to identify cause of emergencies - Identify and implement or support control measures to prevent recurrence and minimise risk of emergencies
Incident management	- Understand the purpose and process for following up incidents with staff members - Understand in broad terms the causation of incidents. - Investigate incidents and implement mechanisms necessary for the notification of injury/illness/incident.

Appendix 2: Detailed Compliance Procedure

Methodology	Resources / Tools /Notes
Identify OHS requirements at recruitment phase	
Step 1.: The health and safety requirements of a position must be identified before the position is advertised. Key OHS requirements must be included in position descriptions and must be assessed during the recruitment process. They should be reviewed during any performance and planning review process.	This includes identifying: • Knowledge, skills and attitudes required to perform the job safely • Authorisations or licences required for the job • Any physical requirements (for example being physically able to perform manual handling tasks that are part of the job's core duties) • Any medical conditions that may be aggravated by the work or will inhibit the work being done safely
Induction	
Step 2.: An University OHS induction is always required for new staff	See OHS Induction Standard
Step 3.: A local OHS induction is always required for new staff, students working independently (honours and postgraduate students), those relocated to new positions or roles and all others intending to perform work on site including visitors, consultants and contractors.	See OHS Induction Standard Health and Safety Induction Checklist (Model) Health and Safety Induction Questionnaire (Model)
Step 4.: Where a person is under competent supervision while visiting an area of low risk, an induction may not be required.	In areas where there is inherent risk an appropriate induction is always required: laboratories, workshops, plant rooms
Undertake a training needs analysis including identifying necessary competencies	
Step 5. Training requirements must be considered at induction, following risk assessments, on transfer of staff to new jobs and changes to work processes, plant, technology, materials or substances.	
Step 6. Identify OHS competencies required of the work and/or necessary to work safely in the workplace. This includes legislative requirements such as licences and the requirements around any Safe Operating Procedures.	
Step 7.: Consult with employees to identify existing skills, training, knowledge and experience.	This should also occur when new tasks are allocated so that the capability and level of training is appropriate for each person.
Step 8.: Identify the OHS training required to fill the gap between current knowledge and skills of the staff member and the mandatory training required to satisfy both the generic and applicable hazard specific competencies.	For more information on Training Needs Analysis see **Safety Training Competency Guideline**

Methodology	Resources / Tools /Notes
Step 9.: Clearly define the learning outcomes, how they are going to be achieved and how competency is going to be measured.	
Develop and implement training plans	
Step 10.: Document the training required in the form of an training plan in consultation with the staff to be trained. (Training Plan Template**)**	Recommended timeframes for completion of the mandatory training courses should be discussed with staff and timeframes agreed.
Step 11.. Task specific training must be undertaken and competency demonstrated before the person is allowed to undertaken a specific task unsupervised.	For more information on competency see Safety Training and Competency Guideline
Step 12.: The staff member must attend the training as per the training plan.	
Training delivery	
Step 13.: Task specific training can be delivered by any person previously deemed competent or deemed to have sufficient experience in the task being conducted. Delivery of the general OHS and hazard specific OHS training courses must be provided by persons with appropriate knowledge, skills and qualifications	
Assessing competency	
Anyone deemed as being not yet competent to safely undertake their tasks must have an appropriate level of supervision unless otherwise indicated by risk assessment.	
Step 14.: The method to determine assessment of competency will vary depending on the type of training being delivered. (Safety Training and Competency Guideline**)**	The local area can identify the most appropriate method for them to record the delivery of training on the Safe Working Procedure and the competency assessment method.
Step 15.: Participants who can present evidence to substantiate competencies gained through prior learning (to the satisfaction of the person completing the assessment of competency) should request to have those competencies recognised.	Recognition should be granted regardless of where or how the competencies were gained provided they are appropriate. Evidence could be in the form of written references, formal certification (i.e. licences, qualifications etc) or statutory declarations.
Step 16.: With task specific on the job training: • The person will be assessed as competent according to the local procedures (e.g. safe work procedures, work instruction etc) • competency will be confirmed generally by direct observation of the staff member carrying out the work. • an assessment of competency can be made by any person previously deemed competent or deemed to have sufficient experience in the task being conducted	An assessor's competence comes from a foundation provided by education, training and experience. It can be measured by the demonstration of the application of their specific knowledge, skills and personal attributes. High risk activities require the assessor to be qualified or to have equivalent experience to assess the level of competency. The competency requirements of the assessor are to be documented in the safe work procedure. Delivery of the Generic OHS and Hazard Specific OHS training courses will be provided by persons with appropriate knowledge, skills and qualifications.

Methodology	Resources / Tools /Notes
Providing supporting information	
Step 17.: Provide supporting information to the trained staff member to consolidate training.	This may include: • Providing manuals, Safe Work Instructions • Reviewing and revising risk assessments • Ensuring safe work procedures are displayed near plant or equipment, or kept in an accessible location near where tasks or processes are performed • Ensuring that OHS (Safety) signs which have a health and safety message are legible and are displayed in appropriate locations.
Maintaining records	
Step 18.: All OHS training records and license information should be maintained in the local area in accordance with their OHS records register.	Training records must be kept for seven years. OHS training records must include: • names of attendees • name of trainer • short description of training content • date and duration of the training • level of competency achieved (where relevant) Course evaluation sheets must be kept for two years.
Review and evaluation	
Step 19.: Training programs must be reviewed to ensure they are effective and able to meet the skills and knowledge requirements of the workplace and must be documented by the training program provider.	Review outcomes must be used to: • update competency profiles, • update training program requirements, • evaluate resources and strategies to maintain relevance, currency and continuous improvement.
Refresher training	
Step 20.: Unless otherwise stated by legislation or by vocational training requirements, e.g. apply first aid, the need for refresher training is determined based on individual needs and when there are changes to the workplace/course content – this may include OHSMS changes	For task based training, refresher training should be provided when there are changes to plant or processes within the workplace and the SWP has been updated to reflect those changes. It is the responsibility of the local area to determine the frequency of refresher training for activities in their area based on local circumstances. Such circumstances could include specific individual's experience and performance, incident trends, identification of trends in damage to equipment etc