



INDUCTION AND TRAINING PROCEDURE

Version No:	V4.00
Approved:	8/11/2018
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1. Overview

The District Council of Mount Remarkable is committed to providing suitable and adequate information, instruction and training as necessary to protect persons from risks to their health and safety arising from work carried out as part of the conduct of Council's business or undertaking.

This procedure aims to:

- (a) Promote compliance with legislative requirements; and
- (b) Outline the system in place that provides initial and ongoing training, including the continuous development of Work Health and Safety ("WHS") skills.

2. Core components

The core components of our WHS Induction and Training procedure aim to:

- (a) Implement a system for the identification and provision of necessary WHS information, instruction and training;
- (b) Provide for nominated staff that are competent to deliver the induction package to new workers;
- (c) Provide information, training and instruction in a way that is readily understandable to any person to whom it is provided;
- (d) Evaluate each inductee's understanding of the organisation's WHS requirements;
- (e) Maintain and evaluate records of the induction process, training attendance and competencies achieved;
- (f) Identify core competencies for job roles as part of a Training Needs Analysis ("TNA") process;
- (g) Develop and implement a training plan that links to the TNA;
- (h) Assess training for suitability and adequacy on a regular basis with any identified improvements made; and
- (i) Provide workers with information, instruction and training that is necessary to protect themselves from risks to health and safety, having regard to their role.

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3. Definitions

Competent person	A person who has acquired through training, qualifications or experience the knowledge and skills to carry out the task. [as defined in the Work Health and Safety Regulations 2012 Regulation 5]
Training Needs Analysis (TNA)	After examining legislative requirements, identifying individual tasks within specific jobs and the core competencies required for the safe performance of those jobs, the TNA is the formal process of identifying and recording the training gap and its related training need.
Performance Indicator	A selected indicator of how effectively a process is operating against objectives. These indicators can be quantitative or qualitative and the choice is dependent upon the type of element they are used to measure, as appropriate to the organisation. [as defined by the ReturnToWorkSA Performance Standards for Self-Insurers]
PSSI	Performance Standards for Self Insurers
Training Plan	A training plan must be based on the training needs analysis. The scope of the training plan should include: <ul style="list-style-type: none"> • targeted participants, • schedule of courses, • dates and times of training planned for individuals and/or positions, • levels of training, • defined mandatory training versus optional / voluntary training, • refresher training, and • follow up arrangements e.g. in case of non-attendance. Training plans can be evidenced in a variety of ways e.g. individuals with specific WHS training in their performance appraisal, departmental/divisional plans covering specific hazards or contingency arrangements and corporate plans covering legislative, mandated or compulsory training. [as per ReturntoWorkSA Work Health Safety Guidelines July 2015]
Worker	A person is a "worker" if the person carries out work in any capacity for the organisation, including work as— <ol style="list-style-type: none"> (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or (e) an outworker; or (f) an apprentice or trainee; or (g) a student gaining work experience; or (h) a volunteer. [as per the Work Health and Safety Act 2012, Section 7]

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4. Procedure

4.1. Identification of the organisation's WHS training needs.

- 4.1.1. The outcomes of the organisation's management review process should include a determination of WHS training objectives, targets and performance indicators for the current period, when relevant.
- 4.1.2. The Deputy Chief Executive Officer (**nominated person**) will identify the corporate WHS training needs on an annual basis. These should include but not be limited to:
- General induction information to the organisation for workers,
 - Generic WHS training requirements for workers of all levels, including training to increase worker familiarity with the organisation's WHS policies and procedures, and
 - Training required for specific roles in the WHS management system (e.g. first aid officer, emergency wardens, internal WHS auditor, health and safety representative ("HSR"), Health and Safety Committee ("HSC") member, persons responsible for training functions etc.)
- 4.1.3. The Department Manager will check the core competencies for job functions within their department have been identified on an annual basis. Core competencies should be identified by reviewing:
- Previous TNA requirements;
 - Legislative requirements for:
 - Required licensing (for example for high risk work, driving, confined spaces etc.);
 - New or existing activities; and
 - Work associated with the use of plant or chemicals.
 - Accident or incident data or trends;
 - Audit results and WHS performance within the department;
 - Hazard profile;
 - Risk assessments;
 - Person and job specifications (position descriptions);
 - Performance appraisal outcomes; and
 - Any other relevant data.
- 4.1.4. In identifying whether the core competencies are suitable and adequate, the department manager should have regard to:
- The nature of the work carried out by the worker;
 - The nature of the risks associated with the work at the time the information, training or instruction is given; and
 - The control measures implemented.
- 4.1.5. The nominated person will consolidate all identified needs into a draft TNA.

4.2. Consultation and approval of TNA

- 4.2.1. The draft TNA should be discussed at the HSC and/or with HSRs, workers and other stakeholders and amended as necessary prior to management approval.
- 4.2.2. The Senior Management Team will review the draft TNA, together with feedback from stakeholders, in line with identified priorities and resourcing requirements and approve a final document that balances these aspects appropriately. Senior Management Team minutes should record the approval process
- 4.2.3. The WHS Coordinator will update the TNA to reflect agreed outcomes.
- 4.2.4. The approved TNA will be readily understandable and made accessible to all managers and supervisors.

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4.3. Development and implementation of a training plan

- 4.3.1. The Deputy Chief Executive Officer will develop the training plan on an annual basis or alternative interval in accordance with the business planning cycle that reflects the training needs identified in the TNA.
- 4.3.2. The training plan will cover a defined timeframe and be accessible to all managers and workers.
- 4.3.3. Department managers will be accountable for all persons under their control attending required training sessions.

The department manager or supervisor should notify persons scheduled for training of the requirement to attend training in advance of the scheduled date and adjust work priorities to allow them to attend.

4.4. Training delivery

4.4.1. Training will be delivered by persons with:

- a) WHS qualifications or relevant related experience; and/or
- b) Relevant skills and experience in delivering the particular training; or
- c) Approval as a suitable trainer or training provider by the management team.

4.4.2. An accredited and/or registered training organisation must deliver any legislatively mandated training (e.g. HSR, first aid, high risk work licenses etc.)

4.4.3. All WHS training should include clearly stated learning outcomes and, where relevant, include a competency or assessment activity related to the learning outcomes.

4.4.4. Training will be provided in a language and/or format that is readily understandable by the trainee group taking into account numeracy and/or literacy requirements.

4.4.5. Each department will provide a WHS induction to new workers on the first day of, or prior to commencing, work.

- a) The Deputy Chief Executive Officer will make sure that information outlines the general & specific WHS information to be delivered.
- b) The department manager will make sure adequate supervision is provided to the new worker so as to ensure the new worker is competent to undertake tasks without causing a risk to the health and safety of themselves or others.

4.4.6. Workers attending inductions should be given the opportunity to comment on training at the end of each session, which may include completing a training evaluation form.

4.4.7. A record of the induction, training and assessment process must be retained.

4.5. Monitoring and enforcing training

4.5.1. The Deputy Chief Executive Officer will monitor gaps in training attendance.

4.5.2. Corrective actions, including performance management, will be implemented so that any person who misses scheduled training is provided with the training within a suitable timeframe.

4.5.3. The WHS Coordinator will provide a quarterly training report to the HSC and Senior Management Team, which covers:

- a) Training planned versus training undertaken;
- b) Attendance levels;
- c) Training gaps (e.g. from the non-attendance) and proposed corrective actions to address these

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- d) Outcomes of training assessments and evaluations;
- e) Progress against WHS training objectives, targets and performance indicators (where applicable); and
- f) Other relevant information as indicated.

4.5.4. The management team will monitor the training report and:

- a) Enforce attendance or other relevant preventative or corrective action when required;
 - i. Repeated non-attendance by a worker at required training may result in the performance management process being applied to the worker or the department manager, subject to the particular circumstances that have resulted in non-attendance.
 - ii. Failure by volunteers and work experience staff to attend required training may result in them being suspended from, or unable to continue in, their role.
- b) Respond to any issue raised by managers, supervisors, HSC or stakeholders in relation to WHS training.

4.5.5. As a result of management team direction, corrective and preventative actions will be developed to rectify any identified issue/s associated with WHS training.

4.6. Training Review

4.6.1. Training will be reviewed as part of the annual management review process, or more frequently if legislation or organisational needs change.

4.6.2. The annual WHS Management System review process should include an analysis of:

- a) The level of achievement of any planned WHS training programs;
- b) Incident and hazard reports and the relationship to any training provided;
- c) The assessment process and outcomes achieved;
- d) Feedback from department managers, workers and stakeholders, where relevant, regarding delivered training e.g. the adequacy of training courses, its content and delivery style;
- e) Training costs; and
- f) Any other relevant information.

4.6.3. The HSC should have input into the management review process. The management team will undertake the review in accordance with the organisation's Planning and Program Development procedure.

The review process may result in preventative and/or corrective action being implemented (which may include revision the scope and content for the next period and/or amendment of this procedure).

5. Training

- 5.1. The organisation's induction process will include an overview of its WHS management system and department specific requirements & obligations.
- 5.2. Department Managers and the HSC should be trained in the requirements of the PSSI.
- 5.3. Any person who is required to undertake tasks and activities requiring legislatively mandated training must be trained by an accredited and/or registered training organisation.

6. Records

The following records should be maintained:

- 6.1. Induction records
- 6.2. Training Needs Analysis
- 6.3. Training plans
- 6.4. Training records
- 6.5. Consultation, approval and review records

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6.6 Training assessment and feedback records

Records must be managed in line with the current version of General Disposal Schedule 20 for Local Government.

7. Responsibilities

7.1. The organisation's Management Team is accountable for:

- 7.1.1. Approval of expenditure necessary for the development, implementation, review and continuous improvement of WHS training, information and instruction;
- 7.1.2. Providing direction for WHS training system development, implementation, review and continuous improvement activities;
- 7.1.3. Maintaining legislative compliance;
- 7.1.4. Reviewing and approving the WHS TNA;
- 7.1.5. Identifying, monitoring and evaluating WHS training objectives, targets and performance indicators; and
- 7.1.6. Enforcing remedial action(s) when training outcomes have not been met.

7.2. Managers and supervisors are accountable for:

- 7.2.1. Determining WHS skills and knowledge requirements for the activities being conducted in the areas under their control;
- 7.2.2. Participating in the consultation process when WHS training objectives, targets and performance indicators and the training plan are being developed and reviewed;
- 7.2.3. Communicating the contents of the approved training plan to persons under their management/supervision;
- 7.2.4. Making sure, so far as is reasonably practicable, that persons under their control do not perform tasks for which they have not been trained;
- 7.2.5. Providing suitable and adequate supervision;
- 7.2.6. Enabling persons under their management/supervision to attend required WHS training;
- 7.2.7. Providing data related to WHS training performance as required;
- 7.2.8. Monitoring adequacy and suitability of training, information and instruction provided to workers.

7.3. The Deputy Chief Executive Officer is accountable for:

- 7.3.1. Collating identified training needs on an annual basis;
- 7.3.2. Participating in the consultation process when WHS training objectives, targets and performance indicators and the WHS TNA are being developed and reviewed;
- 7.3.3. Determining corporate WHS skills and knowledge requirements in consultation with the department managers, the HSC and the management team;
- 7.3.4. Developing an annual training plan based on the outcomes of identified training needs inputs;

7.4 The WHS Coordinator is accountable for:

- 7.4.1 Maintaining and updating training records; and

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7.4.2 Providing a quarterly overview of training plan status to the management team, HSC and other key stakeholders that identifies any significant issues requiring attention and/or remedial action.

7.5 Workers will be accountable for:

- 7.5.1 Attending and participating in training as directed;
- 7.5.2 Applying the training they have been given when undertaking any activities;
- 7.5.3 Avoiding activities that they have not been trained to undertake;
- 7.5.4 Keeping any licences held up to date and telling their supervisor as soon as their licence expires or has any conditions placed upon it;
- 7.5.5 Providing feedback and participating in training evaluation processes as required, including as to the adequacy and suitability of information, instruction and training provided; and
- 7.5.6 Notifying their supervisor of identified training needs and opportunities.

7.6 The HSC is accountable for:

- 7.6.1 Providing feedback during the development, monitoring and review of WHS training objectives, targets and performance indicators;
- 7.6.2 Reviewing and evaluating feedback from training sessions; and
- 7.6.3 Monitoring outcomes of the review and evaluation process for training and providing feedback to the management team on opportunities for improvement.

8 Review

8.4 The WHS Induction and Training procedure will be reviewed by the management team, in consultation with affected workers or their representatives, every five (5) years. This may include a review of:

- 8.4.1 Feedback from managers, workers, HSRs, HSC or other relevant stakeholders;
- 8.4.2 Legislative compliance;
- 8.4.3 Performance Standards for Self Insurers;
- 8.4.4 LGAWCS guidance;
- 8.4.5 Internal or external audit findings;
- 8.4.6 Incident & hazard reports, investigations, findings & recommendations; and
- 8.4.7 Any other relevant information.

8.5 Results of reviews may result in preventative and/or corrective actions being implemented (which may include a revision of this document, TNA and/or training plans).

9 References

[Work Health and Safety Act 2012](#)

[Work Health and Safety Regulations 2012](#)

[General Disposal Schedule 20 for Local Government](#)

[ReturnToWorkSA's Performance Standards for Self-Insurers](#)

[Code of Practice: How to Manage Work Health and Safety Risks](#)

[Code of Practice: Work Health and Safety Consultation, Co-operation and Co-ordination](#)

10 Related documents

WHS policies and procedures



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Signed:
 Chief Executive Officer
 Chairperson, Health Safety Committee (HSC)

Date:
 Date:

Document History:	Version No:	Issue Date:	Description of Change:
	1.0	Nov 2009	New Document
	2.0	05/04/13	Terminology changes to reflect 2012 WHS act, Regulations and Codes of Practice. Examples of changes include; OHS to WHS and employee to worker where appropriate Inclusion of a new Core component relating to the need for training to be readily understandable to the person receiving it. Expansion of section 4.1.3 and 4.1.4
	3.0	26/11/15	References to WHS Committee (WHSC) amended to Health and Safety Committee (HSC) for consistency with WHS Act and Codes of Practice; addition of hazard profile and performance appraisal outcomes as means by which core competencies may be identified.
	4.0	31/01/2018	Consultation feedback: Minor grammatical changes; Core component (e): added 'and evaluate" re induction and training records, changed 'undertaken' to 'attendance'; deleted definition of a volunteer; 3.Definitions: added definition of training plan; 4.1.1: added 'when relevant' 4.1.2a): deleted volunteers, contractors, visitors and work experience students; 4.1.2b): changed 'staff' to 'workers'; 4.1.2c): changed 'fire' wardens to 'emergency' wardens; 4.1.3: changed 'core competencies' to WHS skills and knowledge to align to 7.2.1; 4.3.1: added in relation to developing training plan 'on an annual basis or alternative interval in accordance with the business planning cycle'; 4.4.1 changed 'authorised persons or external providers who have' to 'persons with'; 4.4.2: changed 'should' to 'must'; 4.4.3: Deleted: 'the nominated person should determine the most appropriate method of assessment in consultation with the trainer, dependent upon the training being delivered (e.g. information only, instruction or competency assessment'; 4.4.5b): removed 'so that any restrictions outlined in the induction process are adhered to and that', added 'ensuring'; 4.4.6: changed 'Attendees of inductions' to



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			<p>'Workers completing inductions'; changed 'by completing' to 'which may include completing'; 4.5.3: added 'where applicable'; 4.5.5: changed 'corrective action plans' to preventative and corrective actions'; 4.6.2a): replaced 'training objectives and targets' to WHS 'training programs' ; 4.6.3: Deleted 'The HSC should have input into the management review process'</p> <p>4.6.4: added 'the scope and content for the next period';</p> <p>5.2 Added 'Department' managers, deleted supervisors;</p> <p>5.3 changed shall to must;7.2.1 request to align 7.2.1 to 4.1.3.</p> <p>Minor grammatical changes; updated header and logo; resolved formatting issues; updated hyperlinks;aligned one pager.</p> <p>Addition in relation to reporting training gaps and corrective actions in 4.5.3 and additional reference of training assessment and feedback records to section 6.</p>