

WHS PROCEDURES

SAFETY Everyone. Everywhere. Every day.

WHS TRAINING AND COMPETENCE

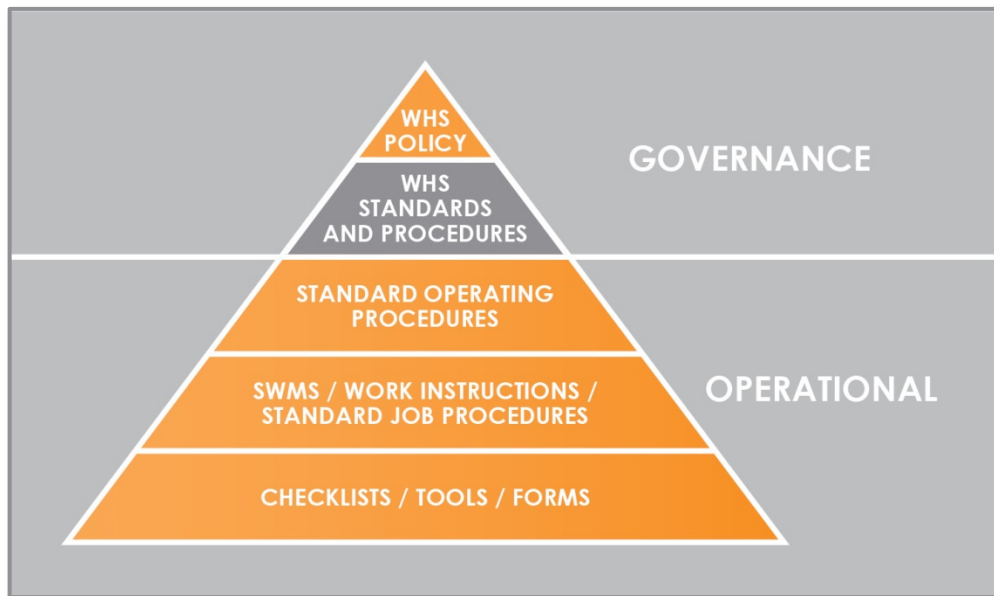
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1. WHSMS DOCUMENT HIERARCHY



2. PURPOSE

This procedure details the process and requirements that ensure all Queensland Urban Utilities (QUU) employees and contractors have received appropriate WHS training and instruction.

By implementing this, we will be able to assess our workers level of competence with our WHS and other legislative requirements. Where their competency cannot be demonstrated, this procedure details the process through which we can ensure that they are adequately supervised.

3. SCOPE

This procedure covers all WHS-related training and competency requirements and applies to all employees and any other persons present on QUU-controlled worksites.

4. DEFINITIONS AND ACRONYMS

COMPETENCE: the point at which a worker has acquired the knowledge and skills they need to carry out a task or activity through training, qualification and/or experience.

HEALTH AND SAFETY COMMITTEE: a representative body of QUU employees and managers which is formed to enable the effective consultation and communication on all health and safety related matters.

HEALTH AND SAFETY REPRESENTATIVE (HSR): a volunteer who is elected by their QUU workgroup to represent them in all health and safety matters.

LICENCE HOLDER: a person who is licenced to carry out particular work activity or task for which a licence is required under WHS legislation.

MANAGER: the person/s directly responsibility for the workplace activity being performed or the work site where the activity is occurring.

MY LEARNING SPACE (MLS): QUU’s online learning management system.

OFFICER: a term used to refer to directors, partners, or anyone else who makes decisions which affect the whole or a substantial part of a business or undertaking.

Under the WHS Act 2011, Officers are required to exercise due diligence when ensuring that their business or undertaking fulfils its health and safety obligations. This means that Officers are expected to:

- have up-to-date knowledge of all work health and safety matters,
- understand the operations of the business and the hazards and risks involved,
- ensure appropriate resources and processes are in place to enable hazards to be identified and risks to be eliminated or minimised,
- ensure information regarding incidents, hazards and risks is reviewed and responded to in a timely manner,
- ensure that the business has, and implements, processes for complying with any legal duty or obligation,
- ensure that these processes are verified, monitored and reviewed.

PERSON CONDUCTING A BUSINESS OR UNDERTAKING (PCBU): a term which is primarily used to refer to employers, but which is equally applicable to sole traders, contractors, the self-employed, or anyone else who is responsible for workers.

Under the WHS Act 2011, PCBUs are, as far as is possible, responsible for ensuring the health and safety of:

- workers they directly engage or whose activities they influence,
- anyone else who could be put at risk by the activities the PCBU is undertaking, for example visitors, customers, or members of the public.

QUU EXECUTIVE: QUU's leadership group consisting of the CEO, Executive Leadership Team and General Managers (Officer and non-Officer appointed).

SUPERVISOR: a term used to refer to any QUU employee who acts or is appointed as a Supervisor, Coordinator or Team Leader within QUU.

VISITOR: any person present on a QUU worksite who is not a worker, supervisor, manager, officer or PCBU.

VOLUNTEER: a person who acts on a voluntary basis regardless of whether or not they receive out of pocket expenses.

WHS: Work Health and Safety.

WHS MANAGEMENT SYSTEM (WHSMS): the comprehensive and integrated system of WHS Standards, Procedures, SOPs, Quick Guides and Work Instructions that allows QUU to effectively manage and control our workplace hazards and risks.

WORKER: a person who carries out work in any capacity for a person conducting a business or undertaking. This includes employees, contractors, sub-contractors, apprentices, trainees, volunteers and work experience students.

Under the WHS Act 2011, Workers are responsible for:

- their own health and safety,
- ensuring their actions do not adversely affect the safety of others,
- complying with all reasonable instructions given by the PCBU,
- co-operating with any policy or procedure which has been communicated to them.

WORK GROUP: a group of QUU workers who perform the same or similar duties at one or more of our worksites.

WORKSITE RISK ASSESSMENT PROCESS (WRAP): the process used to identify hazards and assess risks when performing high risk tasks that require a SWMS to be utilised.

WORKSITE RISK ASSESSMENT PROCESS - Sheet (WRAP - sheet): the process used to identify hazards and assess risks when performing low or medium risk tasks that do not require a SWMS.

5. ROLES AND RESPONSIBILITIES

Officers, Managers and Workers have clear responsibilities and accountabilities for WHS outlined in QUU's **WHS Resources, Responsibility and Accountability Standard (STD132)** and **Procedure (PRO359)**. These responsibilities and accountabilities are non-transferrable and critical to achieving QUU's WHSMS goals, objectives and targets.

Outlined below are the role specific responsibilities relating to WHS training and competence at QUU:

5.1 QUU EXECUTIVE

QUU Executive is responsible for taking reasonable steps to ensure QUU complies with its health and safety duties and obligations. For WHS training and competence, this includes:

- Ensuring all staff (including any persons who undertake a safety function or role such as HSR, WHS committee member, etc.) are provided with adequate WHS induction, training and experience to ensure they are competent in the activities they undertake.
- Establishing systems and arrangements to verify contractors engaged are competent in the activities they perform for or on behalf of QUU.
- Ensuring there is an appropriate allocation and use of resources to enable QUU to meet its WHS training and competence requirements as outlined in relevant WHS legislation and QUU procedures.

5.2 MANAGERS

QUU managers are responsible for ensuring:

- Core WHS training needs are identified for the work area, monitored and gaps addressed in accordance with relevant QUU procedures and legislative requirements;
- All staff in areas under their management or control receive sufficient WHS training relevant to their given tasks and work responsibilities;
- If requested, HSRs within their area are provided access to attend training, in accordance with current WHS legislation;
- All staff within their function area(s) are adequately trained and competent in the activities they undertake and
- Training records for their staff are current and maintained in My Learning Space (the QUU LMS).

5.3 SUPERVISORS

QUU Supervisors are responsible for providing sufficient training to all staff operating under their supervision. This includes:

- Ensuring all required WHS training has been identified and completed by all employees in their team;
- Ensuring staff, contractors and visitors complete the required health and safety training relevant to their role such as the QUU safety induction, task specific training and general awareness training in accordance with their task demands;
- Ensuring staff are competent in the activities they undertake for QUU;
- Conducting toolbox talks at least once a week;
- Including relevant safety awareness information and items in fortnightly team meetings;

- Delivering site specific induction training to employees and contractors where relevant and required; and
- Training records are current and appear in the QUU LMS.

5.4 EMPLOYEES

Employees are responsible for:

- Attending and participating in WHS training sessions, where required;
- Obtaining and ensuring relevant licences, certificates and competencies required for their role are entered into the QUU LMS and remain current, valid and available;
- Notifying their supervisor of any WHS training needs and requirements, specific to their role;
- Adhering to and complying with QUU policies, standards, procedures, safe systems of work and instructions given for WHS.;
- Following safe work practices and ensuring the safety of themselves and others whilst at work; and
- Notifying their Supervisor / Manager if there is any change if they become 'not competent' or have lost their licence to perform an activity related to their role.

5.5 CONTRACTORS

Contractors will ensure that they and their workers:

- Attend site specific induction training prior to commencing work on site;
- Are appropriately trained and competent to undertake the work in which they have been engaged to perform on behalf of QUU; and
- Have the appropriate licenses and certificates for their tasks and that these remain valid. Copies of these shall be provided to QUU.

5.6 PEOPLE AND SAFETY TEAM

The People and Safety Team will work collaboratively with the Executive, Managers and Supervisors to assist QUU to meet its health and safety duties and obligations. This includes:

- The establishment, review and continual improvement of systems and arrangements to ensure WHS training and competence activities comply with WHS legislation and QUU's Safety Management System (SMS);
- Assisting in the identification of WHS training needs and provision of specialised WHS training for staff (including HSRs as requested / required) and managers;
- Monitoring and evaluating established systems and arrangements with key stakeholders and other PCBUs (e.g. contractor training and competence) to ensure their effectiveness; and
- The adequate use of allocated training resources to enable QUU to meet its WHS legislative obligations.

6. RELATED DOCUMENTS

- WHS Consultation and Communication Procedure (PRO361)
- WHS Documentation, Data Control and Records Management Procedure (PRO362)
- WHS Hazard and Risk Management Procedure (PRO363)
- WHS Policy (POL33)
- WHS Resources, Responsibility and Accountability Standard (STD132)
- WHS Resources, Responsibility and Accountability Procedure (PRO359)
- WHS Training and Competence Standard (STD133)

7. WHS COMMITMENT, POLICY AND PLANNING

7.1 OVERVIEW

QUU shall ensure that new employees and contractors complete WHS induction activities and are trained to a level of competence sufficient to ensure their health and safety at work and compliance with WHS legislative requirements. All new and existing employees and contractors will be inducted as part of QUU **Learning and Development Training Framework**.

QUU shall ensure that any additional site and WHS induction, information and training requirements with regards to specific projects and worksites are fulfilled. This includes employee familiarisation with task related procedures, including any site specific issues that may impact on the normal implementation of QUU's WHS Management System. Further, employees and contractors will not carry out any task deemed high risk (e.g. construction or other work activity deemed high risk by WHS legislation) until they:

- are deemed competent in any relevant task specific training,
- complete site specific induction,
- hold an appropriate licence as required by WHS legislation.

Where a workers competency to complete low risk tasks has not been established, QUU will not allow them to complete these tasks or will ensure that they are appropriately supervised.

7.2 COMMENCEMENT OF EMPLOYMENT

QUU Managers and Supervisors with the authority to appoint employees will ensure that new employees hold the required and current qualifications, certificates and licences for the position to which they are appointed.

Employees are responsible for ensuring details of relevant qualifications, certificates or licences appear, are correct and are maintained in the QUU LMS.

Managers and Supervisors are also responsible for completing a gap analysis (i.e. review of competence required versus competence held for the role) and producing and monitoring a training plan that satisfies any identified gaps.

Site-specific training will be conducted by the site Supervisor to ensure that new employees are able to perform their designated duties, including any new tasks safely, competently and without risk to health. This training must be conducted in conjunction with the relevant Safe Work Method Statements (SWMS) and the general risk assessment process outlined in QUU's **WHS Hazard and Risk Management Procedure (PRO363)**.

In the event that the employee is transferred or their position changes, a training needs analysis and site specific training will be completed and documented, in accordance with the arrangements outlined in this procedure.

7.3 INDUCTION TRAINING

QUU will ensure that persons carrying out work on behalf of QUU have relevant training. This includes the QUU WHS Induction Training and any site and task specific / local health and safety induction training.

Health and safety induction training (for example, QUU wide and site-specific) must be completed by all personnel at all levels:

- Prior to the commencement of unsupervised and/or any lone work activities on a QUU controlled site; and
- Within 5 days of commencing work with QUU.

The intent of the WHS Induction Training package is to provide all existing and new employees joining QUU with knowledge and instruction of:

Current WHS legislation;

- Content of QUU's WHS Management System;

- Resources available within the QUU health and safety organisation and support structure; and
- Resources available within their line management structure to provide a safe workplace.

In this way, participation in the health and safety induction program by QUU personnel at all levels will:

- Ensure that they are made aware of QUU's WHS and WHS Management System standards;
- Assist them in the recognition of the inherent hazards associated with the work environment;
- Assist them to better understand what is expected of them;
- Ensure they have a broader appreciation of the work at hand and are therefore able to make informed decisions when faced with choices; and
- Develop the understanding that they are an integral and critical part to the success of the QUU WHS Management System and thereby protecting health and safety at work.

7.4 WHS INDUCTION FOR CONSTRUCTION ACTIVITIES

QUU will not allow an employee to start work at a QUU site where construction work is carried out, unless the employee has:

- Completed the QUU wide and site-specific health and safety induction;
- Participated in a general health and safety induction training course and been issued with a General Safety Induction Card¹; and
- Completed any site specific WHS training requirements as specified in the relevant WHS management plan.

Employees who complete a general health and safety induction course must supply People and Safety with a photocopy of their individual card for inclusion in their training file on MLS.

It is the responsibility of the employee and all other persons on QUU worksites, to have their General Safety Induction Card available at all times when working on-site.

Managers and Supervisors are responsible for ensuring records of employee induction and training are held on the employee's personal history file and recorded in the MLS.

7.5 COMPETENCE ASSESSMENT

QUU Managers and Supervisors will identify, in accordance with QUU's **Learning and Development Competence / Role Profile Matrix** the competence requirements of all employees prior to their commencement of employment with QUU.

Assessment of employees' WHS competencies must be undertaken by an appropriate industry workplace assessor if the employee will be required to:

- Work in a prescribed occupation;
- Work under the authority of a licence;
- Hold an industry-approved statement of attainment (e.g. chainsaw certificate or first aid certificate); and/or
- Engage in work that involves significant risk of injury or illness.

Mandatory and statutory training competencies for WHS will be recorded in the MLS.

Managers and Supervisors are responsible for ensuring the ongoing monitoring and review of employee competencies in accordance with QUU's **Learning and Development Training Framework**. Where skill deficiencies are identified or when competencies expire, appropriate

¹ AKA: White card or Blue card

training, retraining and/or supervision will be provided before work commences or continues so that employees can perform their designated duties competently and without risk to health and safety.

7.6 TASK SPECIFIC TRAINING

Employees will be selected for specific tasks based on their level of skill and competence to undertake the work safely. Where employees are unskilled in the required task, appropriate training, retraining or instruction will be provided prior to commencement of the work and recorded in accordance with QUU's Learning and Development Strategy and related framework. Task specific training will address relevant health and safety issues, hazards and control measures to enable employees to perform their work safely.

QUU Supervisors shall arrange for and ensure employees attend any task specific training prior to commencing these tasks, where required. Task specific training will incorporate requirements of relevant QUU health and safety procedures, processes and work instructions.

7.7 SUPERVISION

Supervision must be provided, where appropriate, for employees who are not deemed competent to undertake a task or work process. Supervision must provide adequate direction and oversight to ensure the safety of the worker, to meet WHS obligations and prevent incidents. Supervision must not to be used as a control measure, where training should reasonably or legally be provided and competency established.

7.8 AWARENESS TRAINING

Awareness training is not skills-acquisition, but rather broad based training provided to increase employee awareness of particular WHS issues. Content of awareness training may include items covered in induction training, specific training, toolbox talks or any other WHS issues that affect a number of employees in the workplace (for example, manual handling, heat stress, snake awareness and so forth).

7.9 TOOLBOX TALKS AND TEAM MEETINGS

Legislation requires the identification of potential workplace hazards, the assessment of the risk and the development of controls to eliminate, or minimise, the risk. To assist in hazard identification, the development and communication of controls, QUU employees and contractors will attend a toolbox talk and/or relevant team meetings as per the **WHS Consultation and Communication Procedure (PRO361)**.

Toolbox talks and/or team meetings will be conducted at least once per week in operational areas (non-office based staff) by the relevant Supervisor. Key WHS related information will be included in fortnightly team meetings in all areas.

Toolbox talks and/or team meetings are not intended for skills acquisition. Instead, they are used to provide broad-based information that increases awareness of site specific WHS issues. Content may include information from QUU's WHS Management System, WHS alerts and/or any other WHS issues that affect staff in the workplace. Toolbox talks and/or team meetings will be used to:

- manage and communicate essential information such as WHS alerts and other WHS communications;
- Review of relevant WHS information such as incident reports, investigation outcomes, WHS performance data, WHS committee minutes and so forth;
- Induct staff into and "sign off" their understanding of any site specific hazards and identified controls identified;
- Provide a forum for workers to raise any site WHS issues and identify corrective and preventative actions; and
- ensure WHS awareness is maintained throughout all QUU workplaces and sites.

Toolbox talk content is available from the QUU WHS intranet site. The QUU WHS Team are available to assist Managers and Supervisors develop any additional toolbox talks where required.

All toolbox talks and signed attendance sheets must be filed in accordance with QUU's **WHS Documentation, Data Control and Records Management Procedure (PRO362)**. Any preventative and corrective actions will be captured on the site risk register or team meeting minutes, entered into Q-Pulse and then followed up and signed off by the nominated person once implemented.

7.10 WRAP

Where a SWMS has not been developed for a specific activity, a WRAP must be undertaken prior to the task commencing. WRAPs will be undertaken in accordance with the requirements of QUU's **WHS Hazard and Risk Management Procedure (PRO363)** and facilitate, as a minimum:

- Identification and assessment of required employee and contractor training and competence requirements for the task;
- Management of identified key hazards and risks (e.g. expired or inadequate worker licences, qualifications or competencies); and
- Communication and collective review of required risk controls with all staff.

7.11 TRAINING NEEDS ANALYSIS (TNA)

A TNA will be conducted periodically by QUU Managers and Supervisors to ensure that all employees are provided with appropriate training and are competent to complete their work in a safe and healthy manner.

WHS training needs will be identified and assessed in accordance with QUU's Learning and Development Training Framework, through a number of sources including, but not limited to:

- Analysis of the work environment and/or activities that employees are expected to perform;
- Risk assessments – including hazard identification tools, such as WRAPs, and task risk assessments to identify the hazard associated with the activities, equipment, materials and work processes of each task;
- Incident investigations;
- WHS audits and inspections;
- Competence assessments:
 - Identifying actual WHS related competencies of employees;
 - Comparing these competencies to those required to prevent health and safety incidents; and
 - Determining deficiencies and whether training would reduce or eliminate the hazards present.

Where employees are unskilled in the required task or expired mandatory and statutory competencies are identified, appropriate training or re-training will be provided prior to commencement of the work. Employee training and re-training will be recorded, monitored and kept up to date by their Manager or Supervisor in MLS.

7.12 TRAINING FOR HSRs

QUU HSRs will be provided with training consistent with current WHS legislative requirements and as outlined in the QUU **WHS Consultation and Communication Procedure (PRO361)**. Training for QUU HSRs will be coordinated by the People and Safety Team in accordance with relevant WHS consultation and communication procedures and related guidelines.

7.13 WHS COMMITTEE TRAINING

QUU will encourage WHS Committee members to access relevant WHS training, in accordance with **WHS Consultation and Communication Procedure (PRO361)** and related guidelines.

7.14 CONTRACTOR TRAINING

All contractors will be required to undertake the QUU online WHS Induction Training and site specific induction prior to commencement of any work on a QUU workplace. Completion of contractor

induction and any site specific training will be recorded and held by the Contract / Project Manager.

All contractors engaged for construction work will receive and complete the required training and related documentation as outlined in the **WHS Contractor Management Procedure**. QUU will not allow a contractor to start work at a QUU site where construction work is carried out, unless the contractor has completed the:

- QUU Online WHS Induction Training;
- General safety construction induction;
- Site specific induction; and
- Any WHS training requirements specified in a project WHS management plan where a Principal Contractor has been appointed (either QUU or other contractor).

The selection, engagement and management of suitably trained and competent contractors will be managed in accordance with QUU's **WHS Contractor Management Procedure** and related guidelines.

Records of contractors that have completed a QUU induction and any site specific training will be captured, maintained and made available for inspection by the Contract / Project Manager.

7.15 TRAINING RECORDS

Relevant training records will be entered into MLS by each employee. Managers and Supervisors will verify, monitor and ensure relevant training records are available and maintained in the MLS.

Training records shall contain:

- Trainee's name, payroll number, position, team;
- Type of training provided;
- Competencies achieved and qualifications or skills obtained;
- Expiry dates of licences, qualifications and/or competencies obtained; and
- Date, time and location of training.

8. REFERENCES

- QLD Work Health and Safety Act 2011
- QLD Work Health and Safety Regulation 2011
- AS/NZS 4801:2001 Occupational Health and Safety Management Systems – Specification with guidance for use
- OHSAS 18001:2007 *Occupational Health and Safety Management Systems*

9. REVIEW

This procedure is to be reviewed every 2 years or earlier if:

- There is an identified risk to the business;
- A significant WHS or unplanned event occurs;
- Incident investigation or audit results demonstrate that the procedure is failing to deliver the required outcomes;
- There are changes in associated legislation; or
- There is evidence that the procedure is not having a positive impact on WHS-related KPIs.

10. FURTHER INFORMATION

For further information, contact your Health and Safety Representative (HSR) or a member of the QUU WHS Team.