

1. Purpose

This procedure sets out the process for; determining, conducting and reviewing Occupational Health and Safety (OHS) training within the City of Greater Dandenong (CGD) for all levels of the organisation.

2. Scope

This procedure applies to all employees, contractors, and volunteers at CGD workplaces.

3. Definitions

Competent Person: a person who has acquired through training, qualifications, experience or a combination of those things, the necessary knowledge and skills and ability to carry out the task in a safe manner, meeting organisational expectations.

Learning Management System (LMS): A software application for the administration, documentation, tracking, reporting and delivery of training programs.

OHS Management System (OHSMS): That part of the overall management system which includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the health and safety policy, and so managing the health and safety risks associated with the business of the organisation.

OHS Training Needs: The OHS related knowledge, skills and abilities (KSA) required by an employee to enable them to work in a safe and healthy manner.

Registered Training Organisation (RTO): These are training providers registered by Australian skills quality authority (ASQA) or, in some cases, a State regulator, to deliver vocational education and training (VET) services. Ref. www.asqa.gov.au

Training Needs Analysis (TNA): A methodology/approach used to identify the gaps between required KSA and the current KSA of employees within an organisation.

Training Plan: A document that identifies the training that learners are expected to complete over a stated period of time.

Training Schedule: Developed from the training plan, a schedule provides more details around a specific training program/s. Can include: type of training, persons attending, role title, dates, duration, training location, trainer/s and any specific resources required.

4. Responsibilities

For general OHS responsibilities refer to OHS Responsibility Procedure.

Team Leader Risk & OHS is responsible for ensuring this procedure is implemented and reviewed, as required.

In consultation with relevant managers and employees:

- identify and document the OHS training needs of each role and/or task.
- establish, implement and monitor methods to provide the necessary skills, knowledge, ability and qualifications to employees.
- providing assistance, where required to managers and employees in implementing the procedure.
- storage and maintenance of training records.

Managers are responsible for:

- assisting the Team Leader Risk & OHS in identifying the OHS training needs, in their area of responsibility, including consulting with HSRs and employees on training needs.
- the conduct of site specific inductions and other relevant training requirements.
- ensuring employees in their area of responsibility are provided with the necessary OHS related skills, knowledge and expectations to enable them to perform the work safely.
- ensuring that staff in their area of responsibility have the mandatory OHS qualifications, licences and certificates to perform their role.
- participating in ohs training relevant to their position.
- regularly evaluating the effectiveness of training and development activities and/or programs in relation to the intended training needs and outcomes.
- for their own training and development.

Employees are responsible for:

- communicating any training needs.
- attending and participating in training as directed.
- applying the training.
- providing feedback on training received.
- keeping any licences held up to date and informing their supervisor, at expiry and/or if conditions have be placed on the licence.
- ensuring that when issued with documentation or certificate after undertaking training, will provide a copy to their supervisor and their respective departmental administration staff for recording purposes.

5. Procedure

5.1 Identification of OHS training requirements

Health and safety training needs of CGD shall be determined through conducting a training needs analysis (TNA) including but not be limited to:

- OHS management system (OHSMS) requirements.
- induction requirements based on risk exposure and CGD policies and procedures.
- mandatory OHS training requirements for employees at all levels.
- refresher training.
- role and responsibility specific OHS requirements.
- safe use of plant and equipment.
- licencing and competency requirements.

5.2 Documentation, Consultation and Approval of TNA

The Organisational Development team and OHS & Risk Management team in consultation with relevant managers and employees, will establish a draft TNA spreadsheet into the Pulse Learning Module incorporating the CGD training matrix.

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The management team will review the draft TNA spreadsheet in the Pulse Learning Module together with feedback from key stakeholders in line with OHSMS and identified priorities, approve a final document. Management team minutes should record the approval process.

The Organisational Development team will update the TNA spreadsheet on the Pulse Learning Module to reflect agreed outcomes, once approved it will be accessible to all managers.

5.3 Development and Implementation of a Training Plan

The Organisational Development team together with the OHS and Risk Management team, and any other SME will consolidate to develop the training plan reflective of training needs identified in the TNA. The training plan will cover 12 months in advance and be accessible to all managers and employees.

5.4 Training Delivery

Training will be delivered by authorised competent persons or external providers who have:

- OHS qualifications and/or knowledge, skills and abilities (KSA).
- relevant skills and experience in delivering training.
- approval as a suitable trainer or training provider by the management team.

An accredited and/or registered training organisation (RTO) should deliver any legislatively mandated training (e.g. HSR, first aid, warden etc.). All OHS training should include clearly stated learning outcomes and, where relevant, include a competency or assessment activity related to the learning outcomes.

The authorised competent person together with the relevant supervisor should determine the most appropriate method of training delivery and if required, assessment in consultation with the trainer. Training provided will take into consideration any language, literacy and numeracy (LLN) needs of trainees.

Managers will be accountable for all persons under their control/responsibility attending required training sessions. The manager 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.

5.5 Review of training

Supervisors/team leaders will review OHS training requirements every 12 months.

OHS training needs can be identified at any time, but a review should be considered when any of the following occurs:

- changes to OHS legislation, codes of practice or Australian Standards.
- new or changed OHS policies or procedures are introduced.
- changes occur to plant, workplace or work processes.
- recommendations from incident investigation.
- identifying OHS training requirements during annual Performance Development Programs

5.6 Training Records

The departmental administration team (or assistant) shall be responsible for entering and retaining documentation of training undertaken through their respective department's document control system, CGD Employee Performance Management system, and the Pulse Learning Module. Additionally, induction training and other training records to be entered include:

- attendance sheets.

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- assessment sheets (where applicable).
- evaluation sheets.

Maintenance of records shall be kept in accordance with privacy and confidentiality requirements, in accordance with the OHS document control procedure.

Employees undertaking the OHS training will be responsible for forwarding when issued with any documentation or certificate, a copy to their supervisor and their respective departmental administration staff for recording purposes.

6. Induction Training

New Employee

Department managers in consultation with the Organisational Development team must ensure that all new employees of CGD (irrespective of the nature or duration of their employment) undertake corporate and facility/site induction training at the commencement of their employment. This induction process shall be programmed accordingly:

- corporate induction program - the Organisational Development team to program
- relevant facility/site specific induction – relevant supervisor/team leader is responsible to program.

The induction training will be conducted using various methods that include various media, on-line, face to face and may also include practical applications. Participants may require various assessments during their induction process. To be deemed competent in any assessment, the participant will be advised prior to the commencement of the training.

This Induction training must cover at least the following topics:

- CGD OHS policy and procedures.
- awareness of issues such as first aid and emergency response.
- incident reporting process.
- hazard identification and reporting processes.
- OHS consultative arrangements (e.g. HSR and committees).
- manual handling.
- situational awareness/behaviour management
- personal protective equipment (PPE).
- workplace inspections.
- vehicle operations.
- heat stress/ inclement weather/UV sun safety.
- injury & rehabilitation management.
- electrical safety.
- chemical management.
- asbestos awareness.
- other unit facility specific induction and relevant role induction.

Team leaders and/or supervisors must complete the induction checklist for all new, redeployed or seconded workers under their supervision and forward this checklist to the unit/department administration staff for data entry/record keeping purposes.

Re-induction

When an employee has been absent from the workplace for a continuous period of six months or longer, that employee must undertake a site / local OHS induction on the first day of return.

Other Training

Additional training that must be covered in more detail (if required) for a specific project/facility/site are listed below:

- work area hazard assessments.
- reporting near-misses and accidents.
- safe work practices.
- reporting unsafe acts and conditions.
- fall prevention procedures.
- scaffolds, ladders, and work platforms (working at heights).
- signs, barriers and barricades.
- housekeeping.
- fire protection and prevention.
- use of fire extinguishers.
- work permit system.
- control of hazardous energy sources (lock-out/tag-out).
- signs and tags.
- emergency procedures.
- trenches and excavations.
- material storage and handling
- electrical safety.
- dogman and rigging.
- manual lifting
- lift truck safety (forklift)
- load restraints.
- welding and cutting operations.
- operation and use of mobile equipment/plant.
- minimum dress requirements.
- PPE.
- safe use of plant (chainsaws, polesaws, hedgetrimmers, etc).
- bloodborne pathogens awareness.

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- material suspected of containing asbestos or lead (awareness training).
- safety data sheets (SDS)

Training will be conducted using various methods including various media, on-line, face to face, and practical applications. Participants may require various assessments during their training. To be deemed competent in any assessment, the participant will be advised prior to the commencement of their training.

Contractors

Refer to OHS contractor management procedure for further detailed information about contractor induction and management.

Superintendents and/or authorised delegates, as per OHS contractor management procedure will provide all contractors and their employees with contractor induction handbook and complete the contractor induction checklist.

This OHS Induction shall include but not limited to:

- overview of the work being undertaken and suitable control strategies to be implemented to minimise risk.
- hazard identification and reporting procedures.
- incident reporting process.
- first aid and emergency response processes.

The relevant superintendent and/or authorised delegate shall retain contractor/consultant OHS induction checklists, and ensure that they are entered onto the Pulse Learning Module.

All records retained should follow CGD OHS document control procedure.

Visitors

Visitors when attending CGD sites, will receive induction depending on purpose of visit and degree of risk exposure could include a minimum requirement such as emergency procedure.

Volunteers

Department managers will ensure relevant team leaders take responsibility with direct supervision over the volunteer/s and must ensure that all new volunteer/s of CGD undertake induction training upon commencement. This will be completed in the same manner undertaken by CGD staff and recorded in the same manner.

This induction training must cover (where applicable) at least the following topics:

- CGD OHS policy and procedures.
- awareness of issues such as first aid and emergency response.
- incident reporting process.
- hazard identification and reporting processes.
- appropriate workplace behaviour.
- drug and alcohol awareness.
- conflict resolution.
- manual handling.
- hearing/noise awareness.

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- personal protective equipment (PPE)
- workplace inspections.
- vehicle operations.
- heat stress/ inclement weather/UV sun safety.
- injury & rehabilitation management.
- electrical safety.
- chemical management.
- other unit facility specific induction and relevant role.

7. References

Occupational Health and Safety Act 2004.

Occupational Health and Safety Regulations 2017.

National self-insurer OHS management system audit tool (NAT), version 3 – criteria 3.1.2, 3.3.1 – 3.3.11

8. Related Documents

CGD OHS Policy.

CGD OHS Responsibility Procedure.

CGD OHS Contractor Management Procedure.

CGD OHS Document Control Procedure.

CGD Consultation, Communication and Issue Resolution Procedure

Contractor Induction Checklist.

Contractor Induction Handbook.

Employee Induction Checklist.

Training Needs Analysis.

Training Plan.

Training Evaluation Form.

9. Document History

Version Number	Issue Date	Description of Change
0.1		1 st Draft from MAV/JLT
0.2	12.07.2018	Accepted by OHS Policy Sub-Committee
0.3	06.08.2018	14 Day Employee Consultation
1.0	Aug 2018	Approval by OHS Oversight Committee