SAFETY INDUCTION AND
TRAINING

Health and Safety
Procedure
HS-PRO-030
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1. **POLICY STATEMENT**

   Logan City Council (Council) values the health and safety of its employees and all others who may be affected by our operations, buildings and facilities.

2. **PURPOSE & OBJECTIVE**

   A Person Conducting a Business or Undertaking (PCBU) has obligations under the Work Health and Safety Act 2011 (WHS Act) as well as the Work Health and Safety Regulation 2011 (WHS Regulation) to manage risks to health and safety. This Procedure identifies the steps required for all Council personnel to:
   - receive appropriate Health and Safety (H&S) inductions, training and supervision; and
   - be assessed as competent by appropriately qualified and/or experienced persons prior to carrying out the responsibilities of their role.

3. **SCOPE**

   This Procedure applies to anyone performing work for Council, including Council staff, agency workers, contractors, work experience students, trainees, visitors, volunteers, and others who may be affected by Council workplaces or Council’s work activities, or by plant or substances used at the workplace.
## 4. RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
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</table>
| **Executive Leadership Team (ELT)**          | • Approve appropriate training programs which meet the needs of Council.  
• Provide the funds necessary to ensure all employees are appropriately trained to perform the tasks for which they are employed. |
| **Managers/Supervisors and Contractors**      | • Identify the training needs of all employees under their control.  
• Ensure all employees are appropriately trained and/or supervised and deemed competent prior to performing any tasks for which they are employed.  
• Check and approve the proposed training plan for employees under their control.  
• Ensure all personnel undergo mandatory health and safety and site/area specific induction.  
• Ensure visitors and trainees are adequately supervised.  
• Monitor the training program for verification of competencies and ensure licences and course content remains valid and current according to position description requirements.  
• Ensure records are complete and maintained. |
| **Nominated Responsible Person**             | • Define the H&S competencies required in the nominated workplace.  
• Develop a gap analysis and training needs plan for each employee.  
• Coordinate bookings and delivery of training to employees in accordance with the training plan.  
• Ensure training provider has participated in the tender process.  
• Liaise with training providers and Registered Training Organisations to ensure courses and programs are tailored to meet Council needs, industry best practice and legislative requirements.  
• Regularly evaluate the content of existing training programs taking into consideration participant feedback and any legislative or other changes.  
• Ensure records are kept of all training.  
• Ensure all employees have attended relevant training.  
• Maintain currency of all training records in accordance with the Verification of Competency Guideline (HS-GUI-002). |
| **Health and Safety Program**                | • Provide advice on legislative changes and effective Health and Safety practices.  
• Develop and deliver Corporate Health and Safety Induction which is current and addresses Council and employee legislative obligations and responsibilities.  
• Assist Managers, Supervisors and Nominated Responsible Persons to identify the training needs of their workers.  
• Provide advice regarding the content of existing training programs taking into consideration attendee feedback and industry or legislative changes. |
| **Workers**                                  | • Attend and actively participate in training and induction programs in order to achieve the required competencies for the job positions and/or roles for which they are employed.  
• Provide feedback to the Manager or Supervisor in relation to the content and relevance of current training and induction programs. |

## 5. DEFINITIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td><strong>Australian Skills Quality Authority (ASQA)</strong></td>
<td>The national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.</td>
</tr>
<tr>
<td><strong>Certification</strong></td>
<td>Formal verification and authentication of entitlement to a qualification.</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>Competency</td>
<td>The combination of observable and measurable knowledge, skills, abilities and personal attributes that contribute to enhanced employee performance and ultimately result in organisational success.</td>
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<tr>
<td>Competency Assessment</td>
<td>A process to determine achievement of expected learning outcomes, which includes a range of written, oral and practical assessment methods.</td>
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<tr>
<td>Construction Work</td>
<td>Any work carried out in connection with the construction, alteration, conversion, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure.</td>
</tr>
<tr>
<td>Induction</td>
<td>Introductory training required for those new to the organisation.</td>
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<tr>
<td>Job Analysis</td>
<td>An assessment of the training requirements of a target group in terms of:</td>
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<tr>
<td></td>
<td>- the number of trainees</td>
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<td></td>
<td>- their educational and professional background</td>
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<td>- their present level of competence</td>
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<td>- the desired behavior; and</td>
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<td></td>
<td>- their knowledge and skill level acquired at the completion of training.</td>
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<tr>
<td>Nominated Responsible</td>
<td>Person nominated by their Manager, Program Leader or Supervisor to be responsible for coordinating and booking induction and training programs specific to the needs of Council operations and Branches. The Health and Safety Training Coordinator falls under this definition.</td>
</tr>
<tr>
<td>Person</td>
<td></td>
</tr>
<tr>
<td>Position Description (PD)</td>
<td>Outlines a position/role in terms of objectives, responsibilities and outcomes, capabilities and behaviours, and knowledge and experience required to successfully perform a role.</td>
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<tr>
<td>Reasonably Practicable</td>
<td>In relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters including:</td>
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<tr>
<td></td>
<td>- the likelihood of the hazard or the risk concerned occurring; and</td>
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<td></td>
<td>- the degree of harm that might result from the hazard or the risk; and</td>
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<td></td>
<td>- what the person concerned knows, or ought reasonably to know, about:</td>
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<tr>
<td></td>
<td>- the hazard or the risk; and</td>
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<td></td>
<td>- ways of eliminating or minimising the risk; and</td>
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<td></td>
<td>- the availability and suitability of ways to eliminate or minimise the risk; and</td>
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<tr>
<td></td>
<td>- after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.</td>
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<tr>
<td>Registered Training</td>
<td>Training providers registered by ASQA (or, in some cases, a state regulator) to deliver vocational education and training (VET) services. RTO’s are recognised as providers of quality-assured and nationally recognised training and qualifications.</td>
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<tr>
<td>Organisation (RTO)</td>
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<tr>
<td>Risk</td>
<td>The likelihood, or possibility, that harm (injury, illness, death, damage etc.) may occur from exposure to a hazard.</td>
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<tr>
<td>Risk Assessment</td>
<td>The process of assessing the risks associated with each of the hazards identified to understand the nature of the risk. This includes the consequence of the harm that may result from the hazard, the severity of that harm and the likelihood of this occurring.</td>
</tr>
<tr>
<td>Shall</td>
<td>Means mandatory.</td>
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<tr>
<td>Should</td>
<td>Means advisory.</td>
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<tr>
<td>Site Induction</td>
<td>The process of ensuring workers are fully informed about the organisation and operation of the site or work area and of their responsibilities. It focuses in particular on safety aspects of the site or work area.</td>
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<tr>
<td>Training</td>
<td>The process of learning the skills needed to perform a particular job or activity.</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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<td>Training Program</td>
<td>A significant long-term training activity comprising a series of courses.</td>
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<tr>
<td>Verification of Competency (VOC)</td>
<td>An assessment to verify competencies currently held by a person, acquired through training, work or life experience.</td>
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6. PROCEDURE

6.1. General Requirements

The key elements of this Procedure are as follows:

- conduct job analysis to ensure personnel have the appropriate skills, knowledge, behaviours and are competent to effectively perform their assigned role or position;
- ensure workers are competent to perform the tasks required of their assigned position or role;
- provide appropriate induction training for all employees, contractors, labour hire personnel and visitors;
- ensure worker competencies are verified and currency maintained as required for the duration of their employment with Council;
- periodically evaluate the induction and training programs to monitor relevance and effectiveness against key performance outcomes; and
- ensure confidential training records are effectively maintained and controlled.

6.2. Conduct Job Analysis

Managers and Supervisors must determine and document what formal and informal training, competencies, licences, qualifications, supervision and instruction are required for each task or position under their control to identify any gaps in skills and subsequent learning or training each employee may require.

Branches should undertake a job analysis for all job positions or roles, to define required competencies at all levels of Council.

The job analysis shall include the creation of accurate position descriptions and specifications for the job position or role based on the relevant and appropriate selection criteria provided by the branches. Job specifications shall include information about the critical tasks and physical demands of the job position or role, to allow for a full assessment of the person’s fitness for work and verification and assessment of critical task competencies.

- **Senior or Statutory Position** competencies must be identified and included in the scope of their responsibilities in a formal position description. All personnel holding senior and/or statutory positions must keep their competencies up to date (e.g. Fire Safety Advisor).
- **Trade Personnel** competencies must be identified and included in the position description. Trade competencies must be verified prior to the individual conducting the work.
- **Plant Operators** must be assessed and verified as currently competent or in training for each type of plant they are required to operate. They must also be duly ‘authorised to operate’ or be in training to operate the plant or equipment.
- **Undergraduates, Apprentices and Trainees** are deemed not yet competent to safely perform their tasks in the absence of appropriate supervision.
- **Contractors and Labour Hire Personnel** must be assessed as competent and must present their current certifications, licences and tickets as required before being engaged by Council. Licence numbers, trade certificates and similarly recognised evidence must be provided.
- **Visitors** to the workplace must remain under the care and supervision of a competent person for the duration of their visit. Where visitors other than contractors and labour hire personnel will be undertaking tasks involving a health and safety risk, they must be appropriately supervised until they are assessed as competent to perform the task.
6.3. Conduct Health and Safety Inductions

All new Council staff, agency workers, work experience students, trainees and volunteers shall be inducted prior to commencement of work tasks.

Council’s workplace Health and Safety induction program is in two parts:

Part 1 Corporate Health and Safety Induction; and
Part 2 Local Site Specific Induction.

6.3.1. Part 1: Corporate Health and Safety Induction

This training will be delivered to all new workers at commencement of employment. The Health and Safety Program delivers the training.

The training session shall conclude with an assessment which validates the participants’ understanding of the course content.

The content shall consist of, but not be limited to, the following:

- Council’s commitment to Health and Safety (Council’s Safety Policy);
- The requirements of the worker (in terms of compliance with instructions and directions);
- the role of the Health and Safety Program;
- an overview of general hazards and exposure control including:
  - manual handling overview (information & techniques), and
  - sun safety
- safety system elements overview:
  - emergency evacuation;
  - incident and hazard reporting process;
  - first aid facilities and trained First Aid Officers – where to find it and how it works at Council; and
  - Workers’ Compensation, Rehabilitation and Return to Work (RTW) program (Council requirements and employee obligations).

General Construction Induction

It is mandatory under legislation that employees undertaking construction type work shall undergo the "Course in General Safety Induction (Construction Industry) 30215 QLD".

All personnel performing construction type work for Council shall have in their possession a valid identification card issued by the Employment, Vocational Education, Training and Industrial Relations Department.

Employees shall be responsible for the security and safekeeping of the ID card, any cards requiring replacement shall be done at the employee's expense.

Organisations supplying Council with labour to perform construction type work shall provide Council with a letter stating that any personnel provided by them have successfully completed this course.

In respect to Council employees, Council may enter a partnership with an accredited RTO to conduct these courses under license. It is a requirement that any person carrying out this training shall possess a minimum of Certificate IV in Assessment and Workplace Training. A certified copy of the certificate shall be provided by the RTO.
6.3.2. Part 2: Local Site Specific Induction

The Supervisor in charge of a worker is to arrange for provision of the local site specific induction BEFORE the new inductee undertakes relevant work.

- The Inductee and Supervisor are to complete and sign the LCC Health and Safety Local Site Induction sign-off form (DM# 7014392) as evidence that the induction has taken place.
- The completed form must be emailed to healthandsafety@logan.qld.gov.au (Health & Safety Program, People & Culture Branch) within the first week of commencing work with Council.
- The original form shall be retained on the inductees personnel file.

The induction training must be specific to the type of tasks to be performed by the worker(s), and/or the environment in which the task will be performed.

Local Site Specific Induction shall include, but is not limited to:

- emergency evacuation specific to the work location including fire wardens, fire suppression equipment and site evacuation points;
- first aid facilities and trained First Aiders specific to the work location;
- general training in safety site specific components including:
  - the use and maintenance of relevant personal protective equipment (PPE);
  - ultraviolet radiation PPE;
  - manual handling information and techniques specific to the type of tasks to be performed;
  - information on Health and Safety Representatives and their duties; and
  - immunisation requirements (if applicable) for the role. Refer to Staff and Volunteer Vaccination Directive DM# 8574565.
- instruction and training on all the plant and equipment the worker is required to use/operate (or produce proof of competency);
- general information on the use/handling of hazardous substances likely to be used; and
- hazards specific to the site.

NOTE: Short-term visitors who have not attended the Corporate Health and Safety Induction must be accompanied or remain under the supervision of a Council representative at all times while onsite.

For contractor induction requirements, refer to the Contractor Management Procedure (HS-PRO-029).

6.4. Verification of Competency

Verification of Competency (VOC) assessments are used to ensure people can operate plant competently and safely. Current industry regulations require employers and ‘persons conducting a business or undertaking’ (PCBU) to ensure their workers can clearly demonstrate their ability to perform the tasks related to their job role when plant is used.

A VOC is a method of assessment used by Council to demonstrate the worker’s ability to operate equipment and/or undertake the responsibilities of these roles. A candidate must however hold a licence (ticket) or Statement of Attainment before they can undertake a VOC, if required by legislation.

For a comprehensive summary of Councils requirements regarding the VOC process, refer to the Verification of Competency Guideline (HS-GUI-002).
6.5. Training

Council shall only appoint trainers and assessors who hold the required competencies. Council must further ensure all employees are appropriately trained and/or supervised and deemed competent prior to performing any tasks for which they are employed. Training needs and learning pathways are diverse and must not be limited to formal training and written assessment. Training shall cover a number of learning styles to meet individual needs.

Learning and assessment pathways include structured programs such as:

- group-based;
- work-based;
- project-based;
- self-paced,
- action-learning-based;
- distance learning;
- eLearning; and
- practise and experience in the workplace.

Training needs must be identified and appropriate learning solutions delivered.

Training needs shall consider those:

- prescribed by legislation (statutory);
- required by Council;
- required by a Branch or specific site;
- mandatory Health and Safety or legislative requirements; and
- determined by risk management, change management or other site processes.

Training must be delivered at key times, such as:

- when first entering the workforce or workplace at Council;
- appointment of new personnel;
- identification of new health and safety risks;
- transfer of personnel to new job positions or roles;
- changes to health and safety conditions, work processes, plant, technology, materials or substances; and
- periodically to ensure currency of training / skills/ knowledge is maintained.

Training programs must take into account the following:

- training tools, materials and/or learning experiences that support the competency-based outcomes required;
- differences in trainees' learning, language, cultural, literacy and numeracy skills; and
- different learning options.

6.6. Evaluate Training Programs

Training programs should be evaluated annually to measure their effectiveness and relevance. Local training programs shall be evaluated by individual Branches, the nominated responsible person or sites responsible for conducting the training.

Evaluation on the effectiveness and relevance of training programs can be conducted via:

- feedback sheets from each participant;
- an observation audit of the task or work practice;
- measuring the level of compliance against JSEA’s, SWP’s and SOP’s; and
- discussion with individuals.

If an existing training program fails to deliver key performance outcomes, significant improvements shall be incorporated or alternative programs should be sourced and adopted.
7. **MONITORING AND REVIEW**

Formal audits should be initiated to ensure compliance to this Procedure. This Procedure is to be reviewed every 5 years, or earlier if:

- there is an identified risk to business;
- incident investigation or audit results show that application of the Procedure fails 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 safety-related performance indicators.

8. **RECORD KEEPING**

Whenever internal training programs are undertaken via the Health & Safety Program or internal training is booked online, completion records are automatically generated and retained within Councils Learning Management System (LMS) and/or the staff member's personnel file.

The Branch Manager or nominated responsible person shall ensure that the following records of individual staff training are kept, maintained and made available and accessible as required for auditing, incident investigation and performance management purposes. With the exception of the first dot point, each Branch shall determine the most appropriate and effective arrangements for this retention process to occur.

- Mandatory local and site/area specific inductions (including specific hazard awareness and management training) – at least 30 years. Send all completed local site inductions to MyHRpage@logan.qld.gov.au or internally to People & Culture where they will be saved to staff members personnel files, or onto a designated file for external workers (such as temps/contractors);
- Externally provided accredited training courses - send all completed certificates to MyHRpage@logan.qld.gov.au and cc: Learning and Safety Systems Officer. The certificate will be saved to staff personnel files, or onto a designated file for external workers (such as temps/contractors) and their competencies updated in LMS;
- Individual training plans - at least 30 years;
- Local area specific training - at least 30 years;
- Training Needs Analysis – at least 5 years;
- Training records relating to plant, substances or activity that is a risk to health or safety – at least 5 years from the date of the last entry;
- Course material developed for training – at least 5 years from discontinuance of the course. For further details, refer to the Records Management Procedure (HS-PRO-040).

9. **ASSOCIATED DOCUMENTS**

- Information, Training and Instruction Directive (HS-DIR-006)
- Contractor Management Directive (HS-DIR-010)
- Plant Procedure (HS-PRO-015)
- Workplace Risk Assessment Procedure (HS-PRO-016)
- Contractor Management Procedure (HS-PRO-029)
- Records Management Procedure (HS-PRO-040)
- Verification of Competency Guideline (HS-GUI-002)
- Health and Safety Induction (DM#10374003)
- LCC Health and Safety Local Site Induction Sign off (DM#7014392)
- People Managers Toolkit – Safety Induction and Training

Toolkits provide practical guidance, useful tools and information for people managers to effectively manage the risks associated with staff undertaking Safety Induction and Training.
10. LEGISLATIVE AND OTHER REFERENCES

- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Regulation 2011 (Qld)
- Code of Practice 2011 - Work Health and Safety Consultation, Co-operation and Co-ordination

11. DOCUMENT CONTROL

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<tr>
<th>Approval</th>
<th>Date</th>
<th>Position</th>
<th>Name</th>
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<tbody>
<tr>
<td>Edited By:</td>
<td>21/08/2017</td>
<td>Health and Safety Advisor</td>
<td>Jenny Neville</td>
</tr>
<tr>
<td>Document Owner:</td>
<td>21/08/2017</td>
<td>Health and Safety Program Leader</td>
<td>Simon Faber</td>
</tr>
<tr>
<td>Approved by:</td>
<td>21/08/2017</td>
<td>People and Culture Branch Manager</td>
<td>Mark Goldsworthy</td>
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<thead>
<tr>
<th>Revision #</th>
<th>Date</th>
<th>Section(s) Changed</th>
<th>Brief Description of Change</th>
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<tbody>
<tr>
<td>1.0</td>
<td>21/08/2017</td>
<td>All</td>
<td>New Document</td>
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