PROCEDURE

Training Procedure

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Document Review Record				
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Rev No	**Description**	**Prepared by**	**Checked by**	**Date**
0	New document created by Mackay Safety Consultants	22.4.2013		
1	Full review and modification to suit RSG process and formatting	E Wicks	G Wicks	21.11.2013
2	Add 5.6 HSEQ Mgt System requirements	E Wicks	C Rolph	16.10.2014
3	Update current number structure	L Strappazon	M Delaney	15.06.2016
4	Review Procedure as per Internal Audit A001.	A Forrest	L Strappazon	28.06.2016
5	Amend to combine ENV-PRO-003	A Forrest	L Strappazon	01.09.2016
6	Following External Audit deleted reference to obsolete HR-DOC-814 and changed name of HR-PRO-004 to its correct name of Workplace Behaviour and Disciplinary Action Management Procedure (previously Workplace Behaviour Management Procedure) (4.6.1); Changed TR-REG-001 Training Matrix to it correct number TR-REG-003 and changed name of HR-PRO-004 to its correct name of Workplace Behaviour and Disciplinary Action Management Procedure.	M Vorpagel	D McNeil	11.09.2019
Electronic approval by: **Name:** David McNeil **Position:** Operations Manager **Date:** 11.09.2019				

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1 PURPOSE

This procedure describes the provisions of training to ensure that any persons working for or on behalf of the company are properly trained to carry out their assigned duties in a manner that will not cause deviation from company policy or procedure, the objective is to build and maintain a workforce with the knowledge, skills and competencies necessary for the safe and effective functioning of the company.

2 SCOPE

The company will ensure that all people performing tasks for or on behalf of the organisation, which includes contractors, sub-contractors, temporary staff and remote workers, have had appropriate assessments for their potential to cause a significant environmental impact, safety concern and the associated competence required.

3 DEFINITIONS

Company / the Company: Refers to Reay Services Group and associated entities.

System: Quality (QMS), Safety (SMS) and Environmental Management Systems (EMS)

Training: The process of bringing a person to an agreed standard of competency by practice and instruction.

Trainer: A person who holds the relevant qualifications/skills/knowledge & coaches a person or team in a competency standard.

Assessor: A person who holds the relevant qualifications/skills/knowledge & evaluates a person against a competency standard.

Trainee: A person undergoing training.

Competency: Industry standard.

Competent: Having sufficient skill and knowledge.

Assessment: The process of gathering evidence sufficient to make a judgement towards a person, to achievement of a competency.

4 GENERAL REQUIREMENTS

4.1 Introduction

The skill base of our people is vital to our business success. Training is part of the company's commitment to continuous improvement.

Reay Services Group will:

- Provide relevant training opportunities for all employees to assist them in performing their duties in a safe and competent manner.
- Provide refresher training as required to ensure learned competencies are maintained.

4.2 Identification of training needs and competencies

Positions are to be mapped to a skills and competency matrix (training needs analysis). The training database also holds a record of the skill and qualifications of each employee. These can be compared at any stage to determine any skill gap and hence training required.

Training needs may also be identified by:

- A Manager / Supervisor identifies a gap in an employee's skill level/knowledge (either for their existing position or for a position that they shall be moving to).
- A new employee does not have the skill/knowledge required or identified in their Job Description.
- During an employee's Performance and Development Review.
- Employees identifying their training needs/requirements and discussing these skills needs with their supervisor/manager.
- During discussions such as Toolbox meetings.
- Review of business activities or changes to industry / legislative requirements.
- Through Risk assessment processes.
- Incident analysis and audit findings.
- Contract and or site related requirements.

Training will be identified by Respective Managers to identify the needs of Environmental, Safety, and Quality system training where appropriate. The Manager may identify additional training needs in consultation with individual staff members. The effectiveness of the training may be evaluated by respective Managers through questionnaires, tests, on the job performance review, internal audits, etc. The evaluation method shall be defined in the Training Plan.

4.3 Training Course Development

Structured training modules and competency assessments are to be developed by suitably qualified persons. In assessing suitability; the skills, knowledge and experience of the person is to be considered.

The content of internal training will incorporate the following aspects:

- Objectives
- Outcomes
- Technical content
- Target audience
- Competency assessment method (oral, written or observation)

4.4 Qualification of Trainers

4.4.1 External Training

External Training that is to be nationally recognised should, where possible, be conducted by personnel approved to deliver that training type or belonging to a Registered Training Organisation (RTO). Not all external training provided will fall into the Australian Qualification Framework (AQF) so national recognition may not be applicable nor will all training providers be considered a RTO. Prior to personnel attending a course, the objective & outcome of that training needs to be considered.

4.4.2 Internal Training

Personnel with appropriate knowledge, skills and experience in the target training topic may develop internal training courses.

Delivery of such courses may be conducted by such personnel considered to have appropriate knowledge, skills and experience in the target training topic.

4.4.3 Task Specific Training

On the Job Training & Task Competency Assessments – shall be conducted by such personnel considered to have appropriate knowledge, skills and experience in the task. (i.e. Experienced operator instructing a new operator on a particular task).

4.5 Types of Training

The types of training that can be utilised for employee and subcontractor development include but are not limited to: -

- Internal induction, training, awareness and competency courses
- Client induction, training, awareness and competency courses
- External courses via reputable training providers

4.5.1 On the Job Training/Instruction

On the job training is provided as an ongoing activity and is a valuable method of utilising the more experienced & knowledgeable personnel in the workforce to train up the younger and / or less experienced members of the team.

4.5.2 Refresher Training

Refresher Training is for employees to update their knowledge base previously gained at initial training courses. It highlights and explains recent changes to requirements and reviews implications for that activity since their initial training was first conducted.

4.5.3 Task Specific Instruction

Task specific requirements will be identified and instruction / training provided to employees and sub-contractors based on the risk of the activities.

4.5.4 Competency Assessments

Competency assessments are a method utilised for determining ones proficiency on a particular task deemed as having potential for risk.

All records of competence are loaded onto the training database where managers, supervisors can determine any skills gaps and / or training needed.

4.5.5 Internal Training

Formal internal training modules may be developed and presented through-out the company. These courses are familiarisation sessions for particular risk based activities specific to work environments, internal company operating systems and applications or as method of increasing awareness of our employee's roles & responsibilities. Generally these internal training modules are competency based. Records of these internal training competencies are retained in the Training Database.

4.5.6 External Training

External training is offered in certain circumstances where internal training is not adequate or suitable and often when formal recognition is required as part of a certification process or licensing arrangement.

4.5.7 Client Training

Client / site specific training shall be conducted at the discretion of the client. Generally these training modules are competency based. Records of client training competencies are retained by the client and where practicable on the company training database.

4.6 HSEQ Management System

The importance of compliance with the Health and Safety, Environmental and Quality Management System, including policy, manuals and procedures, will be communicated to all personnel via the HSEQ Induction.

4.6.1 OHS Risks / Environmental Aspects and Impacts

Health and Safety hazards and risks associated with work activities (identified through risk assessment processes) shall be incorporated in the development of the training needs analysis and training programs. These will be communicated in various training formats including HSEQ Induction and specific training programs.

Environmental aspects specific to projects and/or sites shall be communicated via the HSEQ Induction and the Client Site Induction.

Where significant (extreme) environmental aspects and related actual or potential impacts are identified through site Risk Management systems (refer to WHS-PRO-031 Risk Management Procedure) these and associated controls and performance requirements shall be communicated to personnel involved in the relevant activities.

Roles and Responsibilities for conforming to requirements of the Health and Safety, Environmental and Quality Management Systems are communicated via the HSEQ Induction.

Departures from the Health and Safety, Environmental and Quality Management Systems including manuals, procedures, operating instructions, etc. shall be managed in accord with HR-PRO-004 Workplace Behavior and Disciplinary Action Management Procedure.

4.7 Records

Training / assessment records will be retained and maintained. The records may include:

- Copies of Trade certificates and licenses
- National Certificates of Competency
- Task related competency assessments
- Training and Induction assessments
- EMS, SMS & QMS related training
- Client inductions and competencies (where access to these records is practicable)
- Industry inductions

5 REFERENCE DOCUMENTATION

TR-REG-003 - Training Matrix
WHS-PRO-031 Risk Management Procedure
HR-PRO-004 Workplace Behavior and Disciplinary Action Management Procedure.
TR-FRM-002 Training Needs Analysis Form