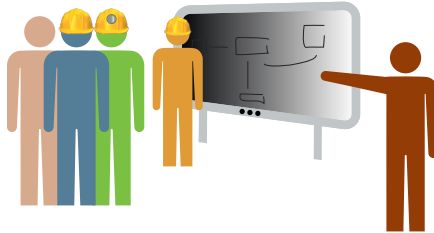


Training and Competence



Education (Knowledge) and training (knowing how to apply knowledge) are essential to an effective safety and health management system (SHMS). Workers who know: what is expected; understand the risks and hazards of their tasks; are well trained to eliminate or mitigate the risks; and, apply their knowledge and skills are far less likely to be injured or become ill from an occupational illness.

Training and competence validation is the process of:

- Determining required training
- Assessing training needs based on level, knowledge and skills required for each task.
- Ensuring workers know the hazards and risks of their assigned tasks
- Ensuring workers have been trained on how to do their jobs, taking all precautions to mitigate or eliminate the risks of the work performed
- Verifying worker competency through follow up observations and demonstrations.

How it works

Training Required: All tasks within a worker’s job function should be reviewed giving priority to the hazards and risks associated and to the actions items required to mitigate or eliminate these risks. See Module 4. Safe Job Procedures and Hazard Training guidelines should be verified to be in place and complete to assure all hazards have been considered and the mitigating actions items are included.

Training Needs Assessment: The process shall include a training needs assessment to determine the level of knowledge and skill that will be required, how frequently training should be conducted and the initial and ongoing requirements to establish competency.

Quality of Instruction: Training that is based on adult learning methods (hands-on versus memorization) tend to be more effective. Regardless of the quality of the training materials, the quality of the learning is most significantly influenced by the quality of the instruction.

As such, train the trainer development is very useful.

MODULE



Verification: Being educated or undergoing training is not sufficient. What is more important is how well the worker is able to apply knowledge and skill – whether they are competent. Safety and health excellence requires more than just offering mandated or discretionary training: it requires verification that those trained are competent by demonstrating the acquired knowledge and skills.

Flow of the Process

Conduct Training Needs Assessments for All Workforce Tasks

Training programs and materials must include all hazards and risks associated with the job and the action items required to eliminate or mitigate to an acceptable level. When evaluating risk, global, corporate, and site identified significant risks should be considered. Energy lock out, working at heights, hot work, confined space, are identified risks that are included in many job functions. A more complete list to check against can be found in the Module 5, **CORE**Safety resources page. These programs should include the minimum skill level required by the employee and the procedures required to be demonstrated to assure competency. The assessment process should include specifying the type of training to be performed. i.e. classroom, hands on field instruction, expectations, etc. The assessment should consider the amount and frequency of training, initial, ongoing, and periodic refresher.

Conduct Training Needs Assessments for All Site Based Health and Safety Requirements

Prior to performing any work on site, any new employee, visitor, contractor or vendor is required to receive training on the health and safety risks associated with their site assignment. An assessment of the hazards and risks for each site assignment is required and training programs and plans should be developed addressing the risks that a group may be exposed to.

Consider Mandated Regulatory (MSHA/OSHA) Training Requirements in OH&S Plan Training

Site OH&S Plan training programs should be combined with regulatory training requirements. Any common subjects can be integrated maximizing the emphasis of the requirement.

MODULE

**Develop a Competency Assurance Assessment for All Trainers**

When assessing the training programs and required training for each task, trainer competency and verification must be considered. Establish a guideline to certify all trainers are adequately competent to deliver the needed training. A train the trainer program should be considered within the health and safety resources.

Develop a Competency Assurance Assessment for Trained Personnel

The OH&S training program shall include a verification process that certifies a person has been sufficiently trained and has the skill level to safely perform the tasks of his job responsibilities. The assessment process should have a definite timeline and include demonstrated procedures that are used to determine competency.

Develop Train the Trainer Programs

Consideration should be given to establish train the trainer programs that use subject matter experts, training persons to be competent and understand the hazards, risks, and skills required for the workers to safely perform their job.

Integrate Training & Competence Expectations into all Modules with Training Requirements

Modules 3, 4, 7, 8, 9, 10, 12 and 19 include training consideration. The protocols of this Module should be included in the standards of these modules.

Record Keeping

Training and competency records shall be created and maintained to document employee status on the basis of appropriate education, training, experience, as well as observation. Regulatory requirements for orientation, hazard, and task training must be included.



Workbook Materials For Module 5

Training Assessment/Competency Assurance

For each job assignment an assessment should be completed to assure persons performing the work have been properly trained and are competent with skills and knowledge of how to complete the job safely. The assessment is to include a process to continually evaluate the individual's competency level and his or her efforts to maintain the standard.

Employee/Group: _____

Job Assignment: _____

Work Area: _____

Employee Classification: _____

Job Tasks For Classification:

- | | |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

Assess for Each Task - Training

Task: _____

Type Training Required: _____

Training Required By Regulation: Yes ___ No ___ Agency: _____

Are Training Materials Available For The Task: Yes ___ No ___

Training Materials Required: _____

Do The Training Materials Address The Risk And Actions To Mitigate: Yes ___ No ___

MODULE



Has Employee Received Training: Yes ____ No ____
Date of Training: _____
Trained By: _____
Training Materials/Methods Used: _____
Documentation: _____ (form type/number)
Record Location: _____

Periodic Refresher Required: Yes ____ No ____
Frequency: _____
Next Date: _____

Comments:



MODULE



Assess for Each Task - Competency

Task: _____

Type Training Completed: _____

Date of Training: _____

Trained By: _____

Training Materials/Methods Used: _____

Competency Assessment Date: _____

Person Assessing: _____

Type of Assessment:

Document Review: _____

Observation: _____

Demonstration: _____

Findings: _____

Competent To Perform Job: Yes _____ No _____

If no, action plan required: _____

Follow Up Schedule: _____

Trainer Assessment/Train-the-Trainer

In order to adequately train and educate an employee on safe job performance, the trainer must be fully aware of associated risks and knowledgeable of the task. Trainer competency verification must be considered. Training need not be completed by persons assigned to a training position. Hazard or task training may indeed be given by a co-worker knowledgeable and experienced in the task. However, whoever delivers training; a responsible person must determine the person has been deemed competent in understanding the job risks themselves. Task knowledgeable persons should be considered to establish a train-the-trainer program, expanding the competency and skills capabilities within the organization.

Employee: _____

Job Assignment: _____

Work Area: _____

Qualified to Perform the Following Training: (Hazard, SOP Task, Refresher, etc.)

- | | |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

Training Certifications/Qualifications:

Continuing Development Plan:

Action Needed: _____

Schedule: _____
