

# Training and Competency Policy

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## Our commitment

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PK Plumbing and Gasfitting is committed to providing appropriate training to all workers on the, skills and competencies necessary to work in a way that is safe for them and for others.

## How we will meet our commitment

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Training can be defined as an organised activity that provides information or instruction to assist that person to attain a required level of knowledge and/or skill or to improve a person's performance. Competency can be defined as the demonstrated skills, knowledge and expertise required to carry out a task properly.

Under the Work Health and Safety Act 2011 (and supporting Acts and Regulations) PK Plumbing and Gasfitting has a primary duty of care to provide any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of our business.

Expecting workers to perform tasks they are unskilled or untrained in, can lead to serious incidents, injuries and even death.

Our objectives are to:

- ensure workers receive the appropriate instruction, training and supervision to be competent to perform their work activities
- provide a clear and comprehensive training and competency framework to manage the training and competency workplace requirements
- implement a range of strategic training and competency programs to reduce hazards and risks to health and safety in the workplace
- monitor, review, analyse and audit documentation, information and records on a regular basis in order to enable continuous improvement in training and competency

To this end we have developed a risk management based training and competency framework to help us meet our WHS obligations and the objectives of this policy. All details of training and competency-related risks, control measures and implementation responsibilities are documented in the Risk Register.

The training and competency framework:

- identifies workplace roles
- defines competencies for each role
- analyses the training needs for each role (to fill any training/competency gaps)
- develops a training plan to meet the training needs

- assesses training outcomes (assessment of changes to competencies)
- monitors the training plan and other elements of the framework

The types of training and the competencies they address commonly include:

- general (applies to all workers e.g. WHS awareness)
- specialist (applies to specific roles e.g. First Aid Officer)
- task-specific (applies to specific tasks e.g. safely loading goods onto a vehicles)

## Scope

This policy and supporting procedures apply to all workers and other persons at the workplace.

## Responsibilities

**PK Plumbing and Gasfitting** has identified the following roles within our organisation with responsibilities for training and competency, as:

- the employer/ person conducting a business or undertaking (PCBU)
- managers/supervisors
- workers
- other persons at the workplace

A summary of the key responsibilities for each role are listed below.

### Employer/PCBU Responsibilities

*The Employer or PCBU can be a sole trader, the partners in a partnership, a company, an unincorporated association or a government department. In our organisation this responsibility is accepted by Philip Kenny.*

The Employer/PCBU must:

- establish and implement the training and competency framework to manage the training and competency workplace requirements
- ensure that workers are appropriately selected and trained for the job they have been employed for
- ensure workers and other people at the workplace receive the appropriate instruction, training and supervision until they can demonstrate they are competent to safely perform their work activities

- ensure all new workers attend an induction program based on their likely risk exposure that provides relevant instruction on our WHS policies, procedures and tools
- consult with workers to identify their training needs in relation to performing their work activities safely
- ensure that training and assessment is delivered by persons with appropriate knowledge, skills and experience
- ensure adequate resources (time and budget) are provided for training and competency programs in the workplace
- ensure training and competency documentation and records are completed and maintained
- audit training and competency documentation and records as part of annual audit processes

### **Manager/Supervisor Responsibilities**

*Managers and supervisors are workers who have an area of control within the workplace. In our organisation this responsibility is accepted by Philip Kenny.*

Managers and supervisors must:

- perform a Training Needs Analysis (TNA) for all workers in their area of control
- ensure workers in their area of control attend (and are deemed competent in) each training program in the training plan
- ensure all new workers in their area of control attend the company induction and complete any safety critical role/task specific training prior to starting work
- verify any role specific licences, qualifications etc. prior to a new worker starting work (e.g. forklift licence)
- verify any existing safety critical ability or skills prior to a new worker starting work (e.g. observe a short demonstration by the worker)
- ensure workers complete any ongoing or refresher training as outlined in the training plan
- maintain appropriate training and competency documentation and records (for their area of control)
- monitor and review training and competency documentation and records on an ongoing basis for their area of control)
- resolve or appropriately escalate training or competency-related issues promptly

### **Worker Responsibilities**

*A worker is any person who carries out work for a PCBU, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.*

Workers must:

- attend any training required to safely perform their work activities

- apply the competencies gained in training to their work activities
- provide verification of existing required licences, qualifications etc. prior to starting work
- take part in any verification activities to verify existing safety critical ability or skills
- report any training or competency gap that they identify in themselves or others if it is likely to impact their safety or the safety of other workers or other people in the workplace

### **Other Persons at the Workplace Responsibilities**

*Other persons at a workplace refer to any other person at a workplace. In our organisation this responsibility is accepted by Philip Kenny.*

Other persons at a workplace must:

- attend any training required to safely be at the workplace
- apply the competencies gained in training while at the workplace

## **Supporting policies and procedures**

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This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy
  - Document and Record Control Policy
  - CoR Training and Communication Procedure
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## Implementation and evaluation

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PK Plumbing and Gasfitting will ensure this Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

**Policy authorised by: Philip Kenny (Director)**

Signature:  \_\_\_\_\_

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