

# Provision of HSW information, instruction and training

## IMPLEMENTATION

### Aim

To prescribe the responsibilities and actions required for the management and provision of HSW information, instruction and training, and to meet the requirements of the University [HSW Policy](#) and the duty of care requirements of the [Work Health and Safety Act 2012 \(SA\)](#) and [Work Health and Safety Regulations 2012 \(SA\)](#).

### 1 Objectives

- 1.1 To ensure that workers are provided with suitable and adequate information, instruction, training and supervision.
- 1.2 To ensure that any activity that requires specific instruction or training is not undertaken by anyone who has not been suitably instructed or trained.
- 1.3 To ensure that incident investigations identify if information, instruction and training were adequate (where relevant) having regard to:
  - the nature of the work carried out by the worker; and
  - the nature of the risks associated with the work at the time the information, instruction or training is provided; and
  - the control measures to be implemented.
- 1.4 To maintain training records to demonstrate that level 2 and level 3 training has been completed (where required) by a worker in accordance with Appendix A "[HSW Training – Levels of information, instruction and training and records management](#)".

### 2 Scope

#### 2.1 Inclusions

This process applies to:

- University staff (i.e. full time, part-time and casuals), volunteers and titleholders; and
- any other person where the supervisor/person in control of the area/activity requires they be instructed and/or trained.

Please note: this chapter provides information on the implementation of information, instruction and training.

Requirements for identifying activities that will require instruction or training prior to being undertaken are covered in the handbook chapter [HSW Training Plan](#).

Requirements for the provision of induction are covered in the University's [Staff Induction Process](#).

#### 2.2 Exclusions

- Refer to the [Contractor Safety Management](#) Handbook chapter for the responsibilities and requirements for the provision of HSW information, instruction and training to Contractors. Contractors are not permitted to commence activity until the requirements are met.

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3 Process: Provision of information, instruction, training and supervision

Person Responsible		Actions
3.1	Head of School/Branch	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure that appropriate resources are being allocated for the provision of HSW information, instruction and training.</li> <li><input type="checkbox"/> Ensure the implementation of these requirements by supervisors/persons in control and taking corrective action where requirements / objectives are not met.</li> </ul>
3.2	Supervisor/Person in control of the area/activity (see definitions)	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure no access to those tasks, equipment or processes that require information, instruction, training and supervision prior to undertaking the activity. Refer to Section 3.1 of the handbook chapter <a href="#">HSW Training Plan</a> for methods to do so.</li> <li><input type="checkbox"/> Provide the appropriate levels of information, instruction and training required for the workers you supervise and discuss this with them in accordance with <a href="#">Appendix A</a> and <a href="#">Appendix B</a>:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> on commencement; and</li> <li><input type="checkbox"/> when activities or responsibilities change that require specific information/instruction/training.</li> </ul> </li> <li><input type="checkbox"/> Ensure the information, instruction and training for the activities undertaken by the worker are appropriate to the individual's ability and/or disability and the level of risk.</li> <li><input type="checkbox"/> Ensure that where a person you supervise will supervise others, then they are aware of their HSW responsibilities as a supervisor. (Refer to the <a href="#">HSW Training and Induction page</a> for on-line information and resources for supervisors)</li> <li><input type="checkbox"/> Discuss, where appropriate, any potential exemptions for proficiency based training with the worker and relevant assessor (i.e. where the worker holds a degree/formal qualification in the relevant activity and has 3 years practical experience) and ensure the details for the exemption are recorded on <a href="#">Appendix C</a> where applicable.</li> <li><input type="checkbox"/> Develop proficiencies and tools (if required) where level 2 training is conducted locally and in your control.</li> <li><input type="checkbox"/> Ensure the provision of adequate supervision to a worker for any activity in your control, which may place a worker at risk of injury, until they have the appropriate level of experience, proficiency or competency as required. <b>(Note: it is <u>not</u> appropriate that the supervision is provided by a student.)</b></li> <li><input type="checkbox"/> Ensure where incident investigations identify a lack of instruction (level 2) and training (level 3) is a factor that it is appropriately reflected in the incident investigation report and corrective action is taken.</li> </ul>

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3 Process: Provision of information, instruction, training and supervision (continued)

Person Responsible		Actions
<p><b>3.3</b></p> <p><b>All workers</b></p>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Comply, so far as reasonably able, with any reasonable instruction that is given by your Supervisor/Person in control of the area/activity.</li> <li><input type="checkbox"/> Do not undertake any activity that has been identified and communicated to you as requiring instruction or training until you have received the instruction or training, and it has been recorded.</li> <li><input type="checkbox"/> Complete any instruction and training identified by your Supervisor/person in control of the area/activity which is specific to your role/activities before you undertake the activity.</li> <li><input type="checkbox"/> Co-operate with any reasonable policy or procedure relating to health or safety at the workplace.</li> <li><input type="checkbox"/> Consult with your supervisor where you require additional assistance, information and/or training prior to undertaking an activity if you have concerns.</li> </ul>
<p><b>3.4</b></p> <p><b>Director HSW</b></p> <p>(Any or all of these tasks can be delegated to appropriate members of the HSW Team)</p>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Identify broad HSW information, instruction and training strategies.</li> <li><input type="checkbox"/> Provide information that will assist Officers, supervisors and workers to understand the requirements of the University <a href="#">HSW Policy and Handbook</a>.</li> <li><input type="checkbox"/> Ensure <a href="#">HSW on-line courses</a> are available to workers on the HSW Website, are aligned to the HSW Handbook chapters and the content is reviewed where there are changes to processes and legislation.</li> <li><input type="checkbox"/> Develop toolkits and other resources (e.g. <a href="#">Supervisor toolkit</a>) to assist Supervisors to fulfil their safety and injury management responsibilities.</li> </ul>

4 Process: Records management

Person Responsible		Actions
<p><b>4.1</b></p> <p><b>Supervisor/Person in control of the area/activity (see definitions)</b></p>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure that instruction and training records are being maintained in accordance with <a href="#">Appendix A</a> in either hard copy or electronic copy.</li> </ul> <p>This includes copies of:</p> <p><u>Level 2 training</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Proficiency assessments (refer <a href="#">Appendix C</a>);</li> <li><input type="checkbox"/> Local inductions for workers required to work with or access an area containing hazardous chemicals; and/or</li> <li><input type="checkbox"/> Any activity with a residual risk of High or Very High (excluding travel).</li> </ul> <p>(<b>Note:</b> Level 2 training records may be recorded locally e.g. in a lab/workshop log book or stored electronically/hard copy.)</p> <p><u>Level 3 training</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Licences;</li> <li><input type="checkbox"/> Certificates of competency;</li> <li><input type="checkbox"/> Certificates of attendance or statements of attainment.</li> </ul> <p style="text-align: right;">continued</p>

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Person Responsible	Actions
<p><b>4.1 Supervisor/Person in control of the area/activity (see definitions)</b></p> <p>continued</p>	<p><b>(Note:</b> Level 3 training is to be recorded by the worker in Staff Services On-line (SSO), where enabled, in accordance with section 4.2.</p> <p>Where Level 3 training is not enabled in SSO, it must be recorded locally e.g. in a lab/workshop log book, or other local recording system, electronically or in hard copy.)</p>
<p><b>4.2 Workers identified as requiring level 3 training (e.g. a competency/Qualification or licence)</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Log into and record your training competency in <a href="#">Staff Services Online</a> (SSO) by selecting the Profile tile and selecting the relevant licence/certification.</li> <li><input type="checkbox"/> Attach your training certificate of competency in SSO for University records.</li> </ul>

**5 Definitions**

**Competency** (for the purposes of University Training)

Achievement of a Licence, Qualification or Statement of Attainment following formal training against specific assessment criteria by an authorised or Nationally Recognised Training Organisation.

**Contractors**

- Temporary/Agency personnel (e.g. through a recruitment or labour hire agency where payment is made to the Agency).
- Consultants (e.g. people providing professional advice or services for a fee, including teachers and lecturers, who are paid upon invoice).
- Contractors performing services in relation to a purchase agreement (e.g. service technicians, deliverers of goods).
- Contractors, including sub-contractors, engaged for maintenance (e.g. plant/equipment, teaching/research equipment) or events management (e.g. erection of marquees, open day activities, catering services) or other 3<sup>rd</sup> party arrangements.
- Contractors engaged by Infrastructure Branch or Technology Services Branch for construction/capital work/projects.
- All contractors engaged by Infrastructure or Technology Services for managed services (e.g Maintenance Contracts, Service Level Agreements, Trade Contracts).

**Hazardous chemical**

Is a substance, mixture or article that satisfies the criteria for a hazard class in the [Globally Harmonised System of Classification and Labelling of Chemicals](#) (GHS) including a classification referred to in Schedule 6 Work Health and Safety Regulations 2012 (SA), but does not include a substance, mixture or article that satisfies the criteria solely for one of the following hazard classes:

- (a) acute toxicity – oral – category 5
- (b) acute toxicity – dermal – category 5
- (c) acute toxicity – inhalation – category 5
- (d) skin corrosion/irritation – category 3
- (e) serious eye damage/irritation – category 2b
- (f) aspiration hazard – category 2
- (g) flammable gas – category 2
- (h) acute hazard to the aquatic environment – category 1, 2 and 3
- (i) chronic hazard to the aquatic environment – category 1, 2, 3 and 4
- (j) hazardous to the ozone layer.

**Proficiency** (for the purposes of University Training)

Achievement of a level of demonstrable knowledge, ability or skill acquired through training, which enables the operator to complete the activity safely and without supervision.

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**Supervisor**

In the context of this chapter the supervisor has two meanings:

1. the line manager of a staff member or the principle supervisor of a higher degree research student. The responsibility of this type of supervisor is captured in section 3.2 and should be read in relation to all activity other than where there the worker’s activity is supervised by someone as described in the second meaning below.
2. any other individual who (separate to the line manager/principle supervisor) has control of a laboratory, clinic, workshop, field activity or other activity in which the worker is participating or working. For example a workshop manager who has control of what is undertaken and/or who determines which workers may/may not work within the workshop they control. These supervisors also have the responsibility captured in section 3.2. for the activities under their control. (Note: Control means that these individuals have the right to deny access to or stop any activity until they are satisfied that the activity can occur safely.)

**Volunteer [University Volunteer Policy]**

Someone who freely gives his or her time and expertise in order to contribute to an aspect of the University of Adelaide community. Volunteers may include members, students, alumni and members of the public.

**WHS High Risk Work License**

A licence required under the [WHS Act, Section 43](#), [WHS Regulations Section 81, Schedule 3 and 4](#) for the following:

- Boom type elevating work platform
- Scaffolding work
- Dogging and rigging work (e.g. work associated with hoists, cranes, conveyors, dredges, excavators)
- Crane and hoist operation (e.g. tower crane, bridge and gantry crane, vehicle loading crane, personnel and materials hoists, boom-type elevating work platform)
- Reach stacker
- Forklift operation (truck)
- Pressure equipment operation (e.g. boiler, turbine operation).

Refer to [WHS Regulations](#) Schedule 3 and 4 for all high risk work licences and descriptions of class of high risk work.

**Worker (WHS Act 2012)** A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as –

- an employee; or
- a contractor or subcontractor; or
- an employee of a contractor or subcontractor; or
- an employee of a labour hire company who has been assigned to work in the person’s business or undertaking; or
- an outworker; or
- an apprentice or trainee; or
- a student gaining work experience; or
- a volunteer; or
- a person of a prescribed class.

The person conducting the business or undertaking is also a worker if the person is an individual who carries out work in that business or undertaking.

Note: Higher Degree Research students and Academic Visitors are likely to be workers under the WHS Act (2012).

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**6 Performance Measures**

Human Resources will use performance measures to assist in identifying areas of success and/or where corrective action is required to meet the objectives of this process. The level of compliance with the chapter and effectiveness will be determined during the internal audit process.

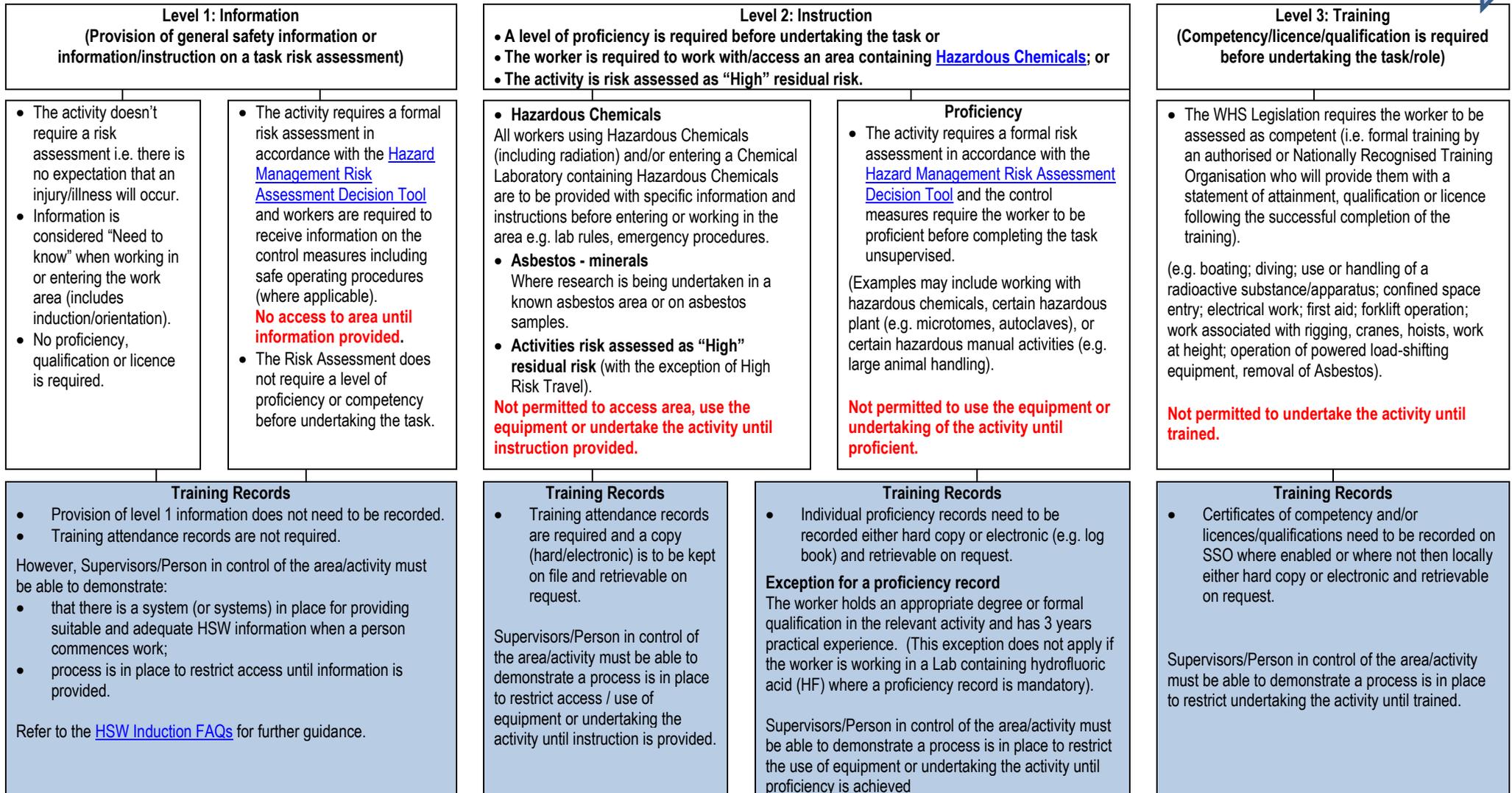
**7 Useful information and resources**

<b>7.1</b>	<p><b>University related documents and policies</b></p> <p><a href="#">HSW Policy</a>                  HSW Handbook chapter <a href="#">HSW Training Plan</a>                  HSW Handbook chapter <a href="#">Contractor Safety Management</a>  <a href="#">HSW Induction – Information sheet</a> (FAQs)  <a href="#">Staff Induction Process</a></p>
<b>7.2</b>	<p><b>Related Legislation</b></p> <p><a href="#">Work Health and Safety Act 2012 (SA)</a> and <a href="#">WHS Regulations 2012 (SA)</a></p> <ul style="list-style-type: none"> <li>• Section 19 [Act]</li> <li>• Section 39 [Regulations]</li> </ul>
<b>7.3</b>	<p><b>Useful Web-links</b></p> <p><a href="#">SafeWork SA</a> licensing requirements (Hazardous Work)</p>

**IDENTIFYING & PLANNING LEVELS OF HSW INFORMATION, INSTRUCTION AND TRAINING & RECORDS MANAGEMENT**

**Appendix A**

The higher the risk - The higher the level of training is required



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## LEVELS OF HSW INFORMATION, INSTRUCTION AND TRAINING & RECORDS MANAGEMENT

HSW information, instruction and training may be divided into three levels with the level and the nature of the information, instruction and training to be provided being based on the risks associated with the work. Generally, the higher the risk the higher the level of training required.

Requirements may be determined by the Supervisor based on:

- a risk assessment where a proficiency is identified as a control measure or the residual risk is high or very high (excluding travel);
- a legislative/licence requirement - such as confined space, first aid, or where a WHS High Risk Work licence is required such as forklift operation etc;
- University policy/procedures.

The information, instruction and training must, so far as is reasonably practicable, be provided to a worker in a way that is readily understandable.

<b>Level 1</b>	<p><b>Information</b></p> <p>This type of training is suitable where <u>no proficiency, qualification or licence is required</u>, and provides general information to participants.</p> <p>Level 1 training includes:</p> <ul style="list-style-type: none"> <li>• general safety information;</li> <li>• information provided to a worker during their local induction/orientation to their role/area of work (e.g. local fire and emergency procedures, location of safety registers/websites);</li> <li>• information on hazards in the area of work and any relevant task risk assessments and control measures;</li> <li>• information provided when there is new information that needs to be conveyed because a worker is relocated, has changed their role or returned from an extended leave of absence. (Note – if there is no new information to be conveyed and the worker is not seeking to be provided with reminder information then this is not required.)</li> </ul> <p>Information can be delivered on a one-on-one basis or as a group (e.g. lecture), on-line, email, brochure and/or website:</p> <ul style="list-style-type: none"> <li>• where workers are required by the Supervisor/Head of School/Branch/University to be informed on legislative/local/University HSW requirements; or</li> <li>• prior to workers undertaking a low/medium risk activity, where the provision of information is identified on the risk assessment as a control measure.</li> </ul> <p><u>Corporate HSW training</u></p> <p>The HSW Training courses provided by the Human Resources (HR) Branch to the University are for “general information”.</p> <p>They are offered to assist workers to understand the University’s HSW Handbook and their roles and responsibilities. The courses are not appropriate to be the only training/information the worker receives if they are working in a high risk area or conducting a hazardous work activity.</p> <p><b><u>Records for Level 1 Information (including Corporate HSW training)</u></b></p> <p>Training attendance records are not required</p> <p>Supervisors/Person in control of the area/activity must be able to demonstrate the local arrangement/system for how and what information is provided in the event of an incident or audit. e.g. being able to demonstrate that specific information is provided to a select group of people having regard for the nature of the work carried out by the worker(s).</p>
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## LEVELS OF HSW INFORMATION, INSTRUCTION AND TRAINING & RECORDS MANAGEMENT

<p><b>Level 2</b></p>	<p><b>Instruction</b></p> <ul style="list-style-type: none"> <li>• A level of proficiency is required before completing the task or</li> <li>• The worker is required to work with, or access an area containing <a href="#">hazardous chemicals</a>; or</li> <li>• The activity is risk assessed as “high” or “very high” residual risk (excluding travel).</li> </ul>
	<p><b>Proficiency</b></p> <p>This type of training is suitable where there is a higher level of skill and/or risk associated with the activity. It will generally have a practical component to enable the trainee to observe the process from beginning to end, and then demonstrate back to their trainer/assessor that they are proficient/skilled to undertake the task or operate the equipment without supervision. It may also include emergency procedures where relevant.</p> <p>This type of training is required prior to workers undertaking an activity where proficiency training has been identified as a control measure on the risk assessment. A proficiency may be mapped against a Safe Operating Procedure, or could be via a log book or series of supervised training sessions/courses.</p> <p>Examples of this type of training include:</p> <ul style="list-style-type: none"> <li>• operation of specific items of workshop plant/machinery, or</li> <li>• a requirement to conduct hazardous chemical activities where a level of skill and understanding is required before the operator can complete the task without supervision.</li> </ul> <p><b>Note:</b> A PhD, Honours, other University degree or similar qualification may constitute an attainment of a proficiency where the degree provided the training and experience that is directly applicable to the work being undertaken. For example, a new professor in a chemistry discipline with degrees in chemistry and experience in the use of hazardous chemicals could be deemed to be proficient. It is important to note however that a new worker’s supervisor should discuss with the worker their qualifications and previous practical experience as it is possible to attain degrees without the relevant practical experience. e.g. In the case of a worker in a laboratory containing hydrofluoric acid, a qualification and a proficiency is always required.</p> <p><b>Exception for a proficiency record</b></p> <p>The worker holds a degree or qualification in the relevant activity and has 3 years practical experience. (This exception does not apply if the worker is working in a laboratory containing hydrofluoric acid (HF) where a proficiency record is mandatory.)</p> <p><b>Required records for this type of training</b></p> <p>Evidence that the proficiency training has been completed must be either:</p> <ul style="list-style-type: none"> <li>• recorded in a laboratory/workshop based training log book/folder; or</li> <li>• other local recording system.</li> </ul> <p>The completed proficiency record must:</p> <ul style="list-style-type: none"> <li>• identify the task/activity assessed;</li> <li>• identify the Safe Operating Procedure/Process or other documented criteria that the worker’s proficiency is being assessed against. (Note – The Supervisor has the option of attaching the relevant document or alternatively creating a specific proficiency template which defines the assessment criteria);</li> <li>• include the names and signatures of the worker and the assessor;</li> <li>• include a date of completion;</li> <li>• indicate if the proficiency has been achieved;</li> <li>• be able to be retrieved on request (e.g. during an internal audit, self-insurance evaluation, injury).</li> </ul> <p>An example template for a proficiency based training record is attached in <a href="#">Appendix C</a>.</p> <p><b>Retention of training records and records management</b></p> <p><u>For proficiencies</u> - The record is to be kept on file (electronically or hard copy). Where proficiency is deemed on the basis of an individual’s qualifications this should be noted on the proficiency training record.</p> <ul style="list-style-type: none"> <li>• Either forward a copy of the training record to the person who maintains the training records or otherwise retain the record if in a lab/workshop log book in the local area</li> </ul> <p><u>For other Level 2 training</u> – The record is to be kept on file (electronically or hard copy) and retrievable on request.</p>

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## LEVELS OF HSW INFORMATION, INSTRUCTION AND TRAINING & RECORDS MANAGEMENT

<b>Level 3</b>	<p><b>Training</b></p> <p><b>Certificate of competency or qualification or licence</b> This type of training is required where the operator must attend formal training by an authorised or Nationally Recognised Training Organisation who will provide them with a statement of attainment, qualification or licence following successful completion of the training.</p> <p>Examples include: first aid training, confined space entry, electrical works, asbestos removal, Licence to use or handle a radioactive substance/apparatus and where a WHS High Risk Work licence is required such as forklift training, work associated with rigging, cranes, hoists, scaffolding, dogging, work at height, operation of powered load-shifting equipment.</p> <p><b>Record of competency, qualification or licence:</b> The record is to be kept on file (electronically) in <a href="#">Staff Services Online</a> (SSO). (Note - For Radiation, the licences are maintained centrally by the HSW Team. Refer to the <a href="#">Radiation HSW Handbook chapter</a> or contact your <a href="#">Senior HSW Advisor</a> for additional information.)</p> <p><b>Certificate of Attendance</b> Where the WHS Regulations require training to be provided by a recognised training authority, a Certificate of Attendance will be issued. For example training for the elected Health and Safety Representatives (should they wish to attend a recognised course).</p> <p>Where Level 3 training is not enabled in SSO, it must be recorded locally e.g. in a lab/workshop log book, or other local recording system, electronically or in hard copy.</p>
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**HAZARD MANAGEMENT – PROFICIENCY RECORD**

<b>NAME OF TASK/ACTIVITY</b>	
<b>LOCATION</b>	

Attach a copy of the training content/assessment criteria to this record e.g. Safe Operating Procedure.  
(Note – in lieu of this record, Supervisors may develop a task specific proficiency template which defines the assessment criteria or use a local log book.)

Authorised assessors for this activity					
Date	Surname (Please print)	First Name (Please print)	Staff/student number	Signature of assessor	Signature of Supervisor
/ /					
/ /					
/ /					

Operator has been assessed as proficient against the training material					
Date	Surname (Please print)	First Name (Please print)	Staff/student number	Signature of operator	Signature of assessor
/ /					
/ /					
/ /					
/ /					
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/ /					
/ /					
/ /					

Or operator has been assessed as proficient due to a relevant degree or formal qualification/licence and has 3 years practical experience (Please insert details as applicable)					
Date	Surname (Please print)	First Name (Please print)	Staff/student number	Signature of operator	Signature of assessor
/ /					
Details e.g. licence, qualification held.					
/ /					
Details e.g. licence, qualification held.					

**Records management**

Retain the proficiency record if in a lab/workshop log book in the local area (or equivalent system) to ensure the record can be retrieved on request.

**Further information**

Should you require any further information please refer to your [Local HSW team](#).

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