

Competency, Training and Records

Background

Everyone who works or volunteers for your organisation must receive appropriate information, instruction, supervision and training for their role.

The responsibility for this normally lies with a person's manager.

Information – is what you tell your employees and volunteers, either verbally or in writing, to make them aware of the dangers associated with their activities and the control measures they need to follow in order to protect themselves.

Examples include safety signs.

Instructions – can be verbal or in writing, they tell people what they can or cannot do, for example a safe system of work.

A safe system of work is “a formal procedure which results from systematic examination of a task in order to identify all the hazards. It defines **safe** methods to ensure that hazards are eliminated or risks minimised”.



Picture: Salonpricelady.com



Supervision – is “keeping an eye on someone” working or volunteering to ensure they are carrying out their activities safely.

Picture: Dir.indiamart.com

Training – is about giving employees and volunteers the skills and knowledge to work and volunteer safely.



Picture: Fodcontrol.com



Legislation

Information, instruction, supervision and training are requirements under the **Health and Safety at Work Act (1974)**

Competency and training are legal requirements under the **Management of Health and Safety at Work Regulations (1999)**.





Key Requirements


Some of the key requirements relating to training and competency are shown in the table below:

Key Requirement	Content of requirement
“Competent” Person	<p>All organisations must have a “competent” person or persons for health and safety (this may be an internal or external role or consist of a combination of both) to advise and support on health and safety issues.</p> <p>Examples of minimum competency requirements are someone who has undertaken the NEBOSH General Certificate in Occupational Safety and Health (or equivalent).</p> <p>Other competency indicators could be membership of the Institute of Occupational Safety and Health (IOSH)</p> <p>Competency can also be provided by external consultants.</p> <p>Training needs to be delivered by someone who is competent to deliver the training, this includes subject matter knowledge and understanding but also ability to communicate and train effectively.</p>
Health and Safety Roles and Responsibilities	<p>It is good practice to document clearly in a policy or other document the health and safety roles and responsibilities at all levels of the organisation so that people are clear about the expectations on them.</p>
Information	<p>Can and should include but is not limited to:</p> <ul style="list-style-type: none">• Policies and procedures• Signage• Risk assessments (relating to a person’s role)• How to report accidents and incidents• Where to get further advice and support on health and safety issues
Instruction	<p>It is important that employees and volunteers are aware of the rules and procedures in place for safety reasons.</p> <p>These can be included in:</p> <ul style="list-style-type: none">• Signs• Safe systems/procedures• Posters

Supervision	<p>It is important that supervision takes place to determine whether employees and volunteers are complying with policies, procedures and safe systems</p> <p>This may be ad hoc monitoring and observation or a more formal, planned observation of a complete process or activity.</p>
Training	<p>All employees and volunteers require a basic level of health and safety training and then additional training needs to be determine on a role and risk basis.</p> <p>E.g. employees and volunteers carrying out significant manual handling training may need more training that people who carry out minimal training. Training should include induction training, “on the job” training, professional development, job specific training and refresher training.</p> <p>Records must be kept of training carried out – this helps to provide evidence of training completion should an incident occur but more importantly, should be used to then plan when update /refresher training is required.</p>

Safety Signs – Required Formats

Example	Category	Meaning	Shape/Colours	Usage
	Safe Conditions/Procedure	SAFE emergency escape route or first aid	Square or oblong. White symbol or symbol and text on a green background.	<p>To show the way to medical assistance</p> <p>To show the way to an area of safety</p> <p>To indicate that a course of action is safe to take</p>
	Mandatory	YOU MUST	Circular. White symbol or symbol and text on a blue background.	To convey actions that must be carried out
	Fire Equipment	FIRE Fire Fighting	Square or oblong. White symbol or symbol and text on a red background.	To indicate the location of fire equipment
	Warning	BE CAREFUL Warning	Triangular. Black symbol or symbol and text on a yellow background surrounded by a black triangular band.	To warn you of the potential dangers faced in and around the workplace

	Prohibition	DO NOT Danger, alarm	Circular with cross band. Black symbol on a white background, inside a red circle with a red cross bar.	To convey prohibited actions

Unique Challenges

- Volunteers can and are reluctant to take part in health and safety training, especially if they are part time (and do not want to waste their time doing training).
- Training in the use of equipment such as tagging guns and steamers in the charity shop environment.