



ACT
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ACT Health

Work Health and Safety Training and Competency

For managers and workers

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Purpose

The purpose of this document is to assist ACT Health Directorate (ACT HD) to:

- achieve the work health and safety (WHS) training and competency requirements for workers and managers; and
- comply with Section 19 of the *Work Health and Safety Act 2011* and Section 39 of the Work Health Safety Regulation 2011.

Objectives

ACTHD will:

- consider WHS training, skills and competencies when planning activities
- apply a risk management approach and consider WHS legislation and industry and Australian Standards when identifying WHS training requirements
- identify the WHS skills, qualifications and competency requirements for each position or role
- document WHS skills, qualifications and competency requirements
- incorporate WHS training, skills and competencies requirements into recruitment processes
- facilitate consultation with workers and health and safety representatives about the content, provision, selection and delivery of WHS training
- ensure that training:
 - is delivered by a competent person with knowledge, skill and experience in the subject of the training
 - is regularly reviewed
 - reflects the current requirements of the work health and safety management system (WHSMS)
- ensure that copies of all licences and certificates are retained as a corporate record.

Roles and Responsibilities

Position	Responsibilities
Director-General and Deputy Directors-General, who are officers in accordance with the WHS Act.	<ul style="list-style-type: none"> • Ensure that ACT HD applies appropriate WHS training and processes to: <ul style="list-style-type: none"> ○ eliminate or minimise WHS risks ○ respond promptly to information about incidents, hazards and risks ○ comply with the WHS Act and WHS Regulation.
Managers	<ul style="list-style-type: none"> • Ensure that workers are trained and effectively supervised. • Consider WHS training, skills and competencies when: <ul style="list-style-type: none"> ○ planning activities ○ undertaking risk assessments ○ developing or reviewing standard operating procedures. • Identify WHS skills, qualifications and competency requirements: <ul style="list-style-type: none"> ○ for each position or role ○ when creating or reviewed a position description and in the recruitment process. • Document skills, qualifications and competency requirements. • Provide time and resources for workers to complete WHS training. • Consult with workers and health and safety representatives about the content, provision, selection and delivery of the WHS training. • Ensure that WHS training is delivered by competent persons, including determining the requirements for assessors. • Ensure that records of all licences and certificates are retained as a corporate record.
People Strategy and Culture	<ul style="list-style-type: none"> • Develop and review the ACT HD WHSMS and provide information about ACTPS WHS training requirements. • Undertake and review the high level WHS learning needs analysis and manage whole of agency WHS training programs. • Consider WHS training, skills and competencies when providing advice, undertaking risk assessments and supporting the development of standard operating procedures. • Provide advice about the options for delivering or building WHS skills, qualifications and competency. • Maintain the learning management system to record specific WHS qualifications and training. • Consult with workers and health and safety representatives about the content, provision, selection and delivery of the WHS training. • Ensure that whole of directorate WHS training is delivered by competent persons. • Maintain procedures to ensure that records of all licences and certificates are retained as a corporate record.

Position	Responsibilities
Workers	<ul style="list-style-type: none"> • Complete relevant WHS training. • Provide accurate information about relevant qualifications, licences and training, including the loss or lapsing of any mandatory licences or qualifications. • Work within their areas of WHS competency. • Participate in consultation processes.

Procedure

Determining Training Requirements

ACTHD will apply a risk management approach and consider WHS legislation and industry and Australian Standards when identifying WHS training requirements.

People Strategy and Culture :

- is responsible for the development and maintenance of the WHSMS
- will maintain this procedure and details of the core training requirements
- will review the high level WHS learning needs analysis at least annually.

Managers, with support from People Strategy, will continuously:

- consider WHS training, skills and competencies when:
 - planning activities
 - undertaking risk assessments
 - developing or reviewing standard operating procedures
- identify WHS skills, qualifications and competency requirements:
 - for each position or role
 - when creating or reviewed a position description and in the recruitment process
- consult with workers and health and safety representatives about the content, provision, selection and delivery of the WHS training.

ACT HD will access advice from the Laboratory Safety Community of Practice and WHS committees to identify and develop WHS training and competencies.

WHS competencies and training requirements will be outlined in:

- position descriptions
- training matrices
- training needs analysis documents

- risk assessments
- standard operating procedures.

Categories of Training

There are three categories of WHS training:

1. core training
2. specialised training and qualifications
3. task specific training.

WHS training programs include:

- ACTPS training
- ACT HD training
- business unit training (including on the job training, information sessions and competency assessments)
- external training.

Core Training

Core or mandatory training includes the training that must be undertaken by all workers (or by people in specific roles) to ensure that they:

- are aware of WHS standards
- are aware of ACTPS policies, procedures, requirements, and employment expectations, including the induction and mandatory WHS training programs detailed in [HRIMS Learning](#)
- can manage classes of hazards (but do not require a licence), such as chemicals or hazardous manual tasks.

[Attachment A](#) includes information about the ACTHD core WHS training requirements.

Specialised Training and Qualifications

Many technical roles require formal qualifications or training. WHS competencies are included in these qualifications and training programs.

These qualifications and training will be specified by:

- the WHS Regulation;
- industry or Australian Standards; and /or
- professional accreditation or standards bodies.

Managers who engage professional or technically qualified workers are required to obtain (and maintain) current information about the education and training standards that are delivered through the Australian Qualifications Framework, to ensure that the WHS competencies of new professional and technical workers are addressed. Where the formal

training and qualification does not achieve the required WHS competencies, managers are required to provide further training and development.

Qualification and training requirements for professional or technically qualified workers will be outlined in:

- position descriptions
- risk assessments
- standard operating procedures.

Workers will require a licence or certificate, or competency recognition, after completing mandatory training and/or assessment, to:

- operate motor vehicles (refer to the Client Infrastructure Services Team for information about [Fleet Vehicles](#))
- operate mobile plant and equipment or undertake certain high risk work (Refer to [Schedules 3 and 4 of the Work Health and Safety Regulation 2011](#))
- undertake certain types of work (such electrical work, confined space entry or asbestos removal).

Managers and workers can obtain advice from People Strategy about mandatory WHS training, licence and competency requirements.

Workers are prohibited from performing this type of work unless they hold the required licence, certificate or competency.

Managers are required to retain copies of worker's licences, certificates and qualifications that demonstrate WHS competencies as a corporate record.

Task Specific Training

Task specific training:

- is provided based on the individual worker's knowledge, skills and capabilities, and the task or role required
- can be formal (for example, provided by a training provider in a classroom) or informal (provided on the job by competent persons)
- will be undertaken before the task or job is undertaken, without close supervision.

An assessment of the worker's competency is required before the worker can undertake the task or part of a task without direct supervision.

The business unit will provide:

- information about the hazards and risks
- written procedures and resources (such as the operators manual, standard operating procedure or safety data sheet)
- appropriate personal protective equipment (PPE) for use with the task specific training (Note: using PPE correctly will be assessed).

Managers will identify a worker's training needs during:

- induction and orientation
- performance and development discussions
- risk assessments and post incident reviews
- when reviewing standard operating procedures.

Refresher training for work/task specific training programs may be required based on:

- a risk assessment that identifies that refresher training is required
- information (such as a safety incident) that indicates that the level of competency has not been maintained
- after the worker has an extended a break (to be determined by the manager regarding the risks involved in the task) from the role or position, to demonstrate continued competency.

Consultation

Consultation about WHS training requirements will be undertaken in accordance with the ACT HD communication, consultation and co-operation arrangements¹ through:

- WHS committees
- health and safety representatives
- workers and managers in business units
- external organisations that share duties and risks, including contractors.

Competency Assessments

ACTHD will undertake an assessment of competency for workers that undertake training programs, in order to determine whether the required knowledge and skills has been successfully attained. Where a task has significant hazards managers must ensure that workers are competent prior to undertaking the work without close and direct supervision. If a training program is designed to raise general WHS awareness, a competency assessment is not required.

The assessor will be a person who is, or has been, previously assessed as competent to perform or supervise staff performing the task. Managers must determine the requirements for an assessor for specific training and assessment programs. In some cases, the assessor will need to be a subject matter expert or hold a qualification, as well as having completed a vocational qualification in training and assessment. For tasks that are not covered by nationally accredited competencies, an assessor will be someone who has successfully completed training in a specific task and demonstrated competency for a period of time (for example three months).

There are a variety of methods available to undertake an assessment of competency, where task specific training is required. The person assessing the competency should choose

¹ Refer to section 2 of the WHS Guideline.

appropriate method according to the nature of the competency and the method of training delivery. Task based competency assessments will be recorded on a [Task Competency Record Form](#) a similar document to record the assessment.

A competency assessment² can be undertaken using techniques such as:

- direct observation
- third party reports
- practical tasks
- projects
- written/oral questioning
- simulation
- a combination of the above.

Examples of competency assessment methods used for task based competency assessments are explained in Table 1.

Where a worker is required to gain a statement of attainment for a vocational education and training (VET) unit of competency, this can only be undertaken through a registered training organisation (RTO).

Table 1 - Competency Assessment Methods

Assessment Method	Description	Indications for use
Direct observation	In the workplace, the most widely used technique for assessing competency is observing actual work performance, complemented by oral or written questions. Workers must receive close personal supervision when learning a task on the job and being assessed by workplace observation.	The best method of determining competence as the worker can demonstrate their competency by successfully completing the task.
Oral/written questions	Oral questions are a commonly used assessment methods in a task specific environment. Written response questions are less often used but should not be ruled out as an option as the participants responses can be retained as evidence of competence.	<ul style="list-style-type: none"> • Useful for assessing underpinning knowledge required for competencies. • Combined with practical demonstration, provides a good overall assessment of competency.

² National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards[NOHSC:7025(1998)]

Assessment Method	Description	Indications for use
Practical tasks	The participant is required to complete a task in order for their skills, or their selection and use of equipment, to be demonstrated.	<ul style="list-style-type: none"> Where the task can be completed in a controlled environment under test conditions.
Simulation	<p>The participant demonstrates to the assessor – through verbal and/or written explanation, how to plan, organise and manage contingencies for an activity. The assessor uses a checklist to ensure that all relevant aspects are observed.</p> <p>Note: this assessment method does not require the participant to complete the actual procedure.</p>	<ul style="list-style-type: none"> Demonstrating generic competencies e.g. those relating to a risk assessment procedure. As a pre-test before allowing the participant to conduct the actual activity.
Project or written assessment	The participant prepares a written assignment or test as determined by the assessor so that competence can be proven.	<ul style="list-style-type: none"> Where a participant needs to present comprehensive information on workplace procedures which could take the form of a critical analysis of existing procedures. A test or quiz may be used to determine a participant's level of knowledge.
Oral presentation	An oral presentation to the assessor or a group can be used to assess knowledge.	Where other methods of assessment are not applicable.

Records Management

People Strategy and Culture will maintain the learning management system to record specific WHS qualifications and training.

Business units and managers are required to maintain all other WHS training and qualification documents as a corporate record.

WHS training records must be retained in accordance with the relevant [retention and disposal schedule](#). For example:

- WHS training records must be retained for 5 years; and
- records of qualifications must be maintained as a permanent record.

Related Documents

Legislation

- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulation 2011](#)
- [Territory Records Act 2002.](#)

Supporting Documents

- Work Health and Safety Policy
- Work Health and Safety Guideline
- [Task Competency Record Form](#)
- ACTHD [records management policies and procedures.](#)
- [Territory Records \(Records Disposal Schedule – Territory Administrative Records Disposal Schedules – Occupational Health & Safety \(OH&S\) Records Approval 2009 \(No.1\).](#)

References

National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards[NOHSC:7025(1998)].

National Competency Standards Policy and Guidelines, National Training Board, 1991.

Definitions

Term	Definition
Competency	<p>The ability to perform the activities within an occupation or function to the standard expected in employment.</p> <p>Competencies include attributes such as knowledge, skills and abilities, and attitudes required in professional practice. Competency may be core (such as communication skills), general (for a professional group or role) or task specific.³</p>

³ National Competency Standards Policy and Guidelines, National Training Board, 1991

Term	Definition
Competent person	<p>The WHS Regulation defines a competent person as:</p> <ul style="list-style-type: none"> • for electrical work on energised electrical equipment or energised electrical installations (other than testing mentioned in section 150 (Inspection and testing of electrical equipment) and section 165 (Testing of residual current devices) — a licensed electrical worker • for design verification under WHS regulation 252—a person who has the skills, qualifications, competence and experience to design the plant or verify the design • for any other case—a person who has acquired through training, qualification or experience the knowledge and skills to carry out the task.
Officer	<p>Officer means</p> <ol style="list-style-type: none"> a) an officer within the meaning of the Corporations Act, section 9, other than a partner in a partnership b) an officer of the Territory within the meaning of section 247 c) an officer of a public authority within the meaning of section 252.
Plant	<p>Plant includes any machinery, equipment, appliance, container, implement and tool, and includes any component or anything fitted or connected to any of those things. Plant includes items as diverse as lifts, cranes, computers, machinery, conveyors, forklifts, vehicles, vessels and power tools.</p>
Registered training organisation	<p>A registered training organisation (RTO) is a training provider registered to deliver vocational, education and training (VET) services. RTOs provide quality training and qualifications that are nationally recognised.</p>
Standard operating procedure	<p>A documented process to undertake a task, use a hazardous chemical or operate an item of plant.</p> <p>Also sometimes referred to as a safe operating procedure. These terms may be used interchangeably in industry practice.</p>
Work health and safety incident	<p>An unplanned event that results in, or has the potential to result in, injury, adverse health effects, damage or other loss.</p>
Worker	<p>A person is a worker in accordance with the WHS Act, if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:</p> <ol style="list-style-type: none"> (a) an employee (b) a contractor or subcontractor (c) an employee of a contractor or subcontractor (d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking (e) an outworker (f) an apprentice or trainee (g) a student gaining work experience (h) a volunteer (i) a person of a prescribed class.

Search Terms

Work health and safety training/ training/ competencies.

Version Control

Version	Date	Comments
1.0	14 January 2021	First version
2.0	14 February 2023	Second version - Minor changes
2.1	16 November 2023	Link to the Task Competency Record Form

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Attachment A – WHSMS Training Matrix

This matrix shows the ACT HD WHS training that is required for specific roles in the WHSMS. The training courses are listed as **M** for mandatory, or **R** if the course is required depending on the risks associated with the specific role. Refer to risk assessments and standard operating procedure documents for more information.

Role	Induction	WHS Awareness e-learning	WHS for Managers	ACTPS WHS Due Diligence e-learning (Proposed)	Accredited HSR training and annual refresher	Apply First Aid and annual CPR training	Emergency Control Organisation (ECO) Training (six monthly)	Emergency training or exercises specified by the Emergency Planning Committee (EPC) ⁴	Occupational violence training (for managers and workers in compliance and direct service roles)	Hazardous manual tasks e-learning and Flexible Ergonomics e-learning	Hazardous chemical storage, handling and disposal
Officer				R							
Manager			R ⁵						R		R
Worker	M	M						M	R	R	R
Health and safety representative					M						
First aid officer						M					
Warden							M				

⁴ The emergency training and exercise requirements are determined by the Emergency Planning Committee (refer to the WHS Guideline). The minimum requirement is for an annual workplace evacuation exercise.

⁵ Mandatory for managers in some roles.