



# Induction, Training & Competency

## HSEQ Management System Procedure

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### What this procedure describes

How to provide Health, Safety and Environment (HSE) induction, training and ensure new and existing Team Members are competent to perform work.



### Why it is required

- Well planned systematic approaches to induction, training and competency will ensure people have the skills and experience needed to perform work.
- The procedure supports the vision of Zero Harm—no injuries to people and no adverse impact on the environment.

### Who it applies to and when

This procedure applies to everyone working for or on behalf of TasNetworks.

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Dec 2014	Original
Feb 2015	Amendment to requirements for visitors and Competency Framework for HSEQ Professionals
April 2015	Metadata changes in the Zone
October 2016	<ul style="list-style-type: none"> <li>Removed competencies requirements section in lieu of the endorsed HSE competencies for Leaders.</li> <li>Merged facilitated induction requirements into site specific induction requirements for ease of understanding.</li> <li>Replaced induction flowchart with tables for workers, visitors and emergency workers.</li> </ul>
April 2017	<ul style="list-style-type: none"> <li>Deleted a sentence that referenced an old competency framework.</li> </ul>

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# 1. Scope

The health, safety and environment management standards in this procedure apply to everyone working for or on behalf of TasNetworks. All new Employees need to be inducted at TasNetworks and undergo further training to develop any necessary competencies to perform their role.

This procedure:

- should be used in conjunction with other training requirements, such as the performance, development and competency procedures; and
- excludes the standards associated with occupational training and competencies. Any industry standard qualifications and licensing requirements that are required to carry out specific tasks must be acquired and maintained as required by legislation or Codes of Practice. For electrical practitioners, training must meet the obligations of the *Occupational Licensing Act 2005*.

## 2. Induction procedure

Worker HSEQ inductions must be appropriate to the skills required as determined by the employees' position description, the TasNetworks Competency Framework and in line with HSEQ Competency Requirements.

Contractor, subcontractor and visitor inductions must be appropriate to the requirements based on the level of service they are to provide.

All Team Members and visitors must successfully complete appropriate inductions within the required timeframe and be assessed competent prior to commencing any work for TasNetworks.

Where reoccurring induction is required, this information will be provided in the relevant HSSE procedure.

### 2.1 Online induction (initial induction)

The initial TasNetworks induction shall be conducted via an online induction training program. The information presented through this process will be an overview of the organisation's governing HSEQ principles to get the worker into their role as soon as practical with minimal resources required. See Appendix A and B for induction contents.

On completion of the online induction managers and/or team leaders must determine what other relevant inductions are required as defined in the position descriptions and [HSE competencies for leaders](#).

### 2.2 Site specific induction / orientation

The site specific induction should follow the online induction. This induction will cover all required HSEQ information as determined by the Team Members roles and responsibilities. Team leaders and managers need to ensure this induction is run in conjunction with the HR

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induction process. For instance, any worker who will be required to work at one or more work sites will be provided an induction at each location.

A walk around orientation is to follow the induction, this is to include (but not limited to) the location of emergency alarm switches, assembly areas, extinguishers and include locations of site amenities.

## 2.3 Emergency induction

Under some occasions, a bridging induction will be required where worker/s need to commence work immediately. For example, emergency service Team Members may need a bridging induction before commencing work during an emergency. In these situations, safety or environmental requirements must not be compromised and applicable risk processes (for example, Job Risk Analysis) must be used to control risk.

The bridging induction must include all criteria requirements as set out in Appendix B and be provided verbally by the manager/team leader or via the online induction process. The worker is to be under constant supervision until they can attend the next induction training program.

## 2.4 Visitor induction

In most cases, visitors must report to the reception to be signed into the visitors register on arrival. They must also be signed out of the register on departure.

Where it is expected a visitor will only visit TasNetworks once, and they will be accompanied by a TasNetworks team members at all times, they are not required to complete an online induction. For example, this includes people attending a single meeting or couriers delivering a parcel.

Where visitors are working for or on behalf of TasNetworks for a period of time and will not be accompanied by a TasNetworks team member at all times, they must complete an online induction before commencing work and be provided with a site specific induction. Induction must include all criteria requirements as set out in Appendix B.

Social visitors are people visiting TasNetworks for unofficial business, for example, family members of staff. Social visitors must be accompanied at all times while on site and are not required to complete an online induction.

# 3. Training and competency

## 3.1 Determining when training is required

Where the business identifies risks or compliance obligations that require a person to be competent, licensed and/or qualified in specific HSEQ activities, an appropriate training solution must be identified and implemented.

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Where the training solution is internal to TasNetworks, it must be developed and controlled in accordance with the following documents:

- Managing HSE Change Procedure; and
- Record Management Procedure.

## 3.2 Training needs analysis

During discussions about performance development, managers/team leaders and Team Members are to perform a gap analysis between current work activities and competencies to identify if HSEQ training and competency requirements for their role and future development. Managers and team leaders need to promote personal development by encouraging Team Members to contribute to their future training requirements.

The online HSE induction provides all employees, contractors and subcontractors with an overview of their HSE responsibilities and expectations. In addition to these expectations, leaders need to coach and support team members to demonstrate competency. The competencies required of certain leadership roles and how these competencies are achieved, is provided in the [HSE competencies for leaders matrix](#).

### Special Training Needs

Consideration must be given to Team Members who may experience barriers to learning, such as language barriers, literacy skills or particular learning styles. Prior to the commencement of any induction or training program, worker must be consulted as to whether they have any requirements for their learning needs.

If a worker advises of a barrier to learning, the team leader or manager must consult the worker to agree on how training resources can be modified to suit their needs.

## 3.3 Training assessment

Each training course listed in the HSEQ Competency Matrix must include an assessment to ensure understanding of the specific requirements.

## 3.4 Training records

Divisions are to maintain accurate and up to date records of training and competencies for each individual worker.

# 4. Responsibilities

## 4.1 General Managers

- Ensure resources to support induction, training and competency are developed and implemented.
- Ensure Team Members can access quality resources, such as procedures and training course, for induction, training and competency to be achieved.

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- Plan and allocate time for Team Members to undergo induction and training and build competency.

## 4.2 Leaders

- Consult with other businesses to ensure TasNetworks Team Members being contracted or subcontracted by them undergo any necessary site-specific or work-specific induction prior to commencing work. This involves clearly defining shared responsibilities and accountabilities in contracts or written agreements.
- Ensure Team Members have (in conjunction with the Competency Framework) obtained qualifications in line with their specific position description within the required time frames.
- Ensure contractors have the qualifications and competencies in relevant fields as required under their work instruction and that those competencies are current.
- Consult, coordinate and cooperate with contractors to ensure any subcontractors employed by TasNetworks also have the relevant qualifications and competencies.
- Identify the training needs of all Team Members to achieve zero harm objectives.
- Ensure delivery of training plans for Team Members remain on schedule.
- Consider nominating an Induction Representative and Deputy to carry out inductions at offices and depot yards.

## 4.3 Contractors and subcontractors

- Must provide current certificates of qualifications and/or licences on request.
- Must complete an appropriate induction program prior to commencing any work for or on behalf of TasNetworks.
- Ensure all Team Members and/or Team Members of subcontractors conducting any work for TasNetworks have completed the relevant TasNetworks induction program.

## 4.4 Team members

- Attend and participate in induction and training programs in order to gain understanding of TasNetworks governing principals and expectations.
- Arrive at any training program on time and with any required materials and/or tools necessary to participate.
- Carry evidence of licences, qualifications and/or competence where required (for example, driving licence, high risk work licence, electrical supply industry skills passport, etc.).
- Ensure Team Members and visitors have completed relevant induction programs (employee or non-employee) and have successfully been assessed against the criteria prior to commencing work.

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## 4.5 HSE Leader

- Ensure changes to relevant Work, Health and Safety (WHS) legislation and Codes of Practice are included in documentation and communicated through induction and training programs.
- Provide support to Team Members and management with WHS training needs.
- Apply continuous improvement methodology to WHS training and competency requirements.
- Ensure changes to relevant environmental legislation are included in documentation and communicated through induction and training programs.
- Ensure TasNetworks environmental policies and procedures are updated and communicated as required to reflect changes.
- Assist in continuous improvement of environmental training and competency requirements.
- Ensure changes to relevant health and rehabilitation legislation are included in documentation and communicated through induction and training programs.
- Ensure TasNetworks Team Members compensation and rehabilitation policies and procedures are updated and communicated as required to reflect any changes.
- Provide support to Team Members and management with WHS training needs.

## 4.6 HSE & TC Group Leader

- Approve HSEQ related internal training tools including those in the HSEQ Competency Framework.

## 5. References

The following documents were reviewed as part of developing this procedure:

Legislation
<i>Work Health and Safety Act and Regulations 2012</i> <i>Occupational Licensing Act 2005</i>
Codes of Practice, Industry Codes, etc.
Work Health and Safety Consultation Cooperation and Coordination, Code of Practice

## 6. Glossary

**Competency** – Demonstrated ability to apply knowledge and skills

**Consultation Process** – Method of communication between Management, Staff, Contractors and Subcontractors

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**Employee** – Person employed by TasNetworks in accordance with the TasNetworks Energy Agreement 2011

**HSR** – Health and Safety Representative

**HSEQ** – Health Safety Environment and Quality

**HR** – Human Resources

**JRA** – Job Risk Analysis

**Officer** – An Officer is defined by the Corporations Act 2011. It includes, TasNetworks board of directors and company secretary

**Others** – Includes clients, customers and visitors

**PPE** – Personal Protective Equipment

**WHS** – Work Health and Safety

**Team Member** – A worker is someone who carries out work for TasNetworks. It includes employees, out Team Members, apprentices, trainees, students gaining work experience, volunteers, contractors or subcontractors and their employees.

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## Appendix A: Worker inductions contents

### 1<sup>ST</sup> Step - Online HSE Induction

- |   |                                 |
|---|---------------------------------|
| • Introduction to TasNetworks HSETC         | • Emergency Evacuation overview |
| • TasNetworks HSEQ Policy Statement         | • Drug Alcohol Policy           |
| • Responsibilities Overview                 | • First Aid Arrangements        |
| • Consultation arrangements overview        | • Environmental Sustainability  |
| • Introduction to the HSE Management System | • Workers Compensation Overview |
| • Incident and Near Hit Reporting overview  | • Employee Assistance Program   |

### 2<sup>ND</sup> Step - Site Specific and Task Specific Inductions

- |  |   |
|--|---|
| • Site Specific Roles and Responsibilities   | • PPE requirements, fitting, use and storage        |
| • HSE Systems  | • Risks and controls associated with role           |
| • Incident, Near Hit and LifeSafe Reporting  | • Location of safety equipment                      |
| • Managing Incidents   | • Location of emergency equipment                   |
| • Emergency Evacuation   | • Location of emergency evacuation alarm switches   |
| • Emergency contacts   | • Site traffic management                           |
| • First aid officers   | • Assessing task and site specific risks (PTW, JRA) |
| • Training requirements – ensuring licensing and competencies are in place for work                        |   |
| • Provide training for tasks – i.e. using equipment that does not require accredited training or licensing |   |

### 3<sup>RD</sup> Step - Refresher Induction (online only)

The refresher induction covers the same content as the online HSE induction

Provide training for tasks – i.e. using equipment that does not require accredited training or licensing

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## Appendix B: Visitor and emergency inductions

### Emergency Induction

- HSEQ Policy Statement
- Fit for Work
- Incident Reporting
- Hazard Awareness and Reporting
- Worker Responsibilities
- First Aid Procedure
- Applicable HR Policies and Procedures
- Documenting task specific information (PTW, JRA)

### Visitor Induction

- Visitors who will be unescorted need to complete the online induction prior to commencing work
- Site Specific Roles and Responsibilities
- Incident and Near Hit Reporting
- Emergency Evacuation
- PPE requirements, fitting, use and storage
- Risks and controls associated with visit
- Location of safety equipment
- Location of emergency equipment
- Location of emergency evacuation alarm switches
- Site traffic management
- Documenting task specific information (PTW, JRA)

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