WHSMP06: Training and Competency

Section 1 - Purpose and Scope

(1) The purpose of this procedure is to ensure the management of requirements when undertaking inductions, training, and verifying competencies of employees and others at Southern Cross University (SCU) are appropriately managed and controlled.

(2) The purpose of this procedure is to ensure Southern Cross University's management, employees, contractors, students, visitors and others are aware of the requirements when undertaking inductions, training, and verifying competencies of employees and others in the workplace, management strategies and to provide advice on appropriate controls.

(3) All employees, students and others, including both independent contractors and contractors under SCU control are to be made aware of and follow this procedure.

(4) This Procedure applies to all SCU Work Units and sites. The procedure aligns with WHS legislation in the relevant jurisdictions SCU operates in.

Section 2 - Definitions

Assessment	The process of collecting evidence on whether competency has been achieved to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or an approved University policy or procedure.
Assessor	A person who assesses an individual to determine their level of competence.
Awareness Training	Broad-based training provided to increase awareness of WHS issues. Content of awareness training may include items covered in induction training, specific training, toolbox talks or any other WHS issues.
Competency	The specifications of knowledge and skill and the application of that knowledge and skill to the standards of performance required in the workplace, as specified in a training package or approved University policy and procedure or legislation.
Training Needs Analysis (TNA)	The process of identifying the training requirements of an individual or organisation.
Training Plan	A detailed document that guides the planning and delivery of training.
WHSMS	Workplace Health and Safety Management System

Section 3 - General Principles

Training Records

(5) SCU utilises the SCOUT Learning Management System as the primary preferred method to assign, manage, record and report on the WHS training requirements of SCU employees. The development of the training need analysis matrix will be supported by the Workplace Health and Safety (WHS) team together with relevant Heads of Work Unit and

senior managers.

Mandatory WHS Training Records

(6) WHS is responsible for maintaining all WHS Mandatory Training Records. All employees must complete the mandatory WHS training as outlined in Appendix 1.

Work Unit WHS Training Records

(7) Work Units are required to implement a system or process that allows for the effective management, recording, and review of employees training and compliance information. The system must be able to adequately manage the capturing of:

a. Site specific induction records

b. High-risk work licences

c. Plant tickets

d. Industry accreditations

e. Qualifications

f. Verifications of competencies

g. Training records to meet those aspects required in the TNA

(8) The system and process must at minimum be capable of:

a. Actively reporting in and alerting appointed managers of expiring or expired licences and competencies to follow up with new records

b. Be capable of providing a snapshot of the compliance status of the Work Unit

c. Responsibility remains with the supervisors to verify that all relevant tickets and verifications of competency (VOC) are undertaken before allowing employees to commence a task that has prerequisites.

WHS Induction including site-specific inductions

(9) All employees, students and others shall participate in a Work Unit WHS Induction before commencing work or study at the University. The induction shall communicate the WHS content including emergency information relevant to the campus. The induction is conducted in person by the supervisor, electronically, or online and a copy of WHSMP06 - FOR - 02 - WHS Induction Checklist is retained with the work unit and a copy provided to the employee and HR. The following WHS elements are communicated in the WHS induction:

a. SCU WHS Policy

b. University organisation structure and key personnel

c. Relevant interested parties

d. WHS objectives and targets

e. WHS risks and opportunities management processes.

f. WHS critical safety risks and critical controls

g. WHS incident management processes

h. Injury management processes

i. Emergency Response plan and processes

j. Basic legal obligations

k. Communication and consultation methods employed by SCU

l. Work Unit and Site-Specific Inductions

(10) In addition to the SCU WHS induction training, managers must ensure that all employees and students under their supervision are provided with site-specific inductions (e.g. online, videos, quizzes) if relevant. This could include, but are not limited to:

    a. SCU laboratories.
    b. SCU workshops.

(11) Managers must also identify hazardous and high-risk work areas and activities and provide a site-specific induction before anyone under their supervision commences work on that activity or in that area.

Visitor Inductions

(12) Where a person is under competent supervision while visiting an area of low risk, an induction may not be required (for example a meeting on campus). However, in areas where there is inherent risk, employees who are hosting visitors must inform the visitors about local hazards, risks and emergency procedures specific to the site or campus.

(13) SCU event organisers must make information about WHS available to anyone attending SCU approved events when relevant. The information should include emergency procedures and any other hazard-related information specific to that event. The SCU event contractors supplying services must go through the Visitor Induction via Property Services.

Training

Training Needs Analysis

(14) WHS competencies can be identified by completing a Training Needs Analysis (TNA). A TNA is the process of identifying and assessing the training requirements of an individual within an organisation.

(15) The WHSMP06 – FOR - 01 Training Needs Analysis (TNA) Matrix outlines all the relevant role requirements and specific training requirements for all employees, students and others to ensure they can undertake their required tasks in compliance with SCU and legislative WHS requirements to limit the potential for safety incidents. Any training required to be provided shall be done so within suitable timeframes based on the risk profile.

(16) The TNA shall be reviewed biannually as part of the [WHSMP15: Audit and Assurance](#), after changes to legislation, changes to Faculty scope or risk register, addition of new roles required, or after significant events on a SCU site. Records of revisions shall be archived and maintained online as evidence of compliance.

Completing the Training Needs Analysis

(17) Following induction, the Work Unit Manager or HDR supervisor will conduct the WHS training needs analysis in consultation with the employee, student or HDR student to determine the gap between current knowledge, skills and any required competencies for their position. To determine the training needs of an employee or HDR student, the Training Needs Analysis shall be used.

(18) When completing a TNA it will be necessary for supervisors to determine the specific training courses that apply to their staff. Position descriptions can be used to identify specific health and safety skill requirements for inclusion in the TNA.

(19) Competency and/or licence requirements for employees are to be reviewed regularly per work task requirements including any information, instruction and/or training relevant to procedures.

(20) Training needs should be translated into an employee training plan as part of the ongoing performance development and management processes established by the University. Managers should refer to the SCOUT to

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access detailed information about available training programs.

Individual Training Plans

(21) An individual training plan, based on the outcomes of the TNA, can be developed and implemented by the Manager. The Manager, in consultation with the employee, should capture any individual training gaps and opportunities for improvements. Individual training plans can be developed and integrated into SCU annual employee performance and development plans.

Delivery of Training

(22) WHS training programs should be developed and delivered by competent people with the relevant knowledge, skills and experience.

(23) All training programs shall have clearly defined learning outcomes.

(24) Training delivery methods can include:

   a. On-the-job training, i.e. experience, coaching, mentoring.
   b. Workplace-delivered training face-to-face or online.
   c. Training delivered by an external provider.
   d. Training through distance education.
   e. The way the training is delivered shall consider employees with learning and/or literacy difficulties, where appropriate.

Training Attendance

(25) All training conducted internally or conducted externally for SCU employees shall be documented via SCOUT. The information on this form shall include:

   a. Training course name
   b. Summary of training course content
   c. Training course venue
   d. Date(s) and time of training course
   e. Duration of the training course
   f. Course presenter/facilitator
   g. Attendee names
   h. Training Records
   i. Up-to-date records of all WHS training and competency shall be maintained online and is accessible by WHS and Heads of Work Unit.
   j. Training records shall be maintained for the duration of employment and 7 years after finalisation of employment.

Health and Safety Representative (HSR) Training

(26) A HSR does not require any experience or special qualifications to accept the role. HSRs appointed in Queensland are required to attend a Workplace Health and Safety Queensland (WHSQ) or equivalent approved training course. HSRs in other jurisdictions are entitled to attend an approved 5-day training course in work health and safety and a 1 day refresher course each year during their term of office.

(27) The University must:

a. Pay the full cost of the training course plus any reasonable costs associated with the HSR's attendance at the training.
b. Provide HSRs paid time off to attend an approved HSR legislative training course.

Competence

(28) Competency is comprised of knowledge and skills and the consistent application of that knowledge and skill to the standard of performance required in the workplace.

(29) If the training session has been designed for awareness then a competency assessment is not required.

(30) Managers and supervisors are responsible for ensuring employees, students and HDR students are competent through ongoing monitoring and review. Where skill deficiencies are identified or when competencies expire, appropriate training, retraining and/or supervision will be provided before work/research commences or continues.

High-Risk Work Licences (HRWL)

(31) Certain types of work can be hazardous and require specific skills, capabilities and licences. Under WHS Regulations high-risk work licenses are required to operate certain items of plant or machinery, the erection of a scaffold, or undertake dogging or rigging work.

(32) High-risk work licences are available to persons over the age of 18, are sourced from a registered training organisation (RTO), are valid for five (5) years, and recognised nationally in most instances. However, some state jurisdictions require specific licences and certificates and therefore the work units should verify the requirements and request the WHS Team add this to [WHSMP03: Legal Obligations and Other Requirements](#) procedure. A list of the current licence classes and the [descriptions](#) is available on the Safework Australia website.

(33) All licences and certificates held by those required to perform tasks must be provided as part of the onboarding process before commencing employment. Details of the licence and certificates for employees will be held online . Contractor HRWL will be retained in the Contractor Management System managed by Property Services.

(34) Prior to undertaking any task that requires a HRWL, the employee shall be verified competent by an authorised Work Unit or WHS team representative.

Section 4 - Roles and Responsibilities

(35) Refer to the [WHSMP13: Responsibility and Accountability Statement](#).

Section 5 - Records of Documentation

(36) All relevant documentation will be recorded online and kept in accordance with WHS Legislation and other legislative obligations including:

a. SCU Mandatory WHS Training Requirements as outlined in Appendix 1.
b. Verification of Competency.
c. High-risk work licenses.
d. Refresher training.
e. Training needs analysis.
f. Consultation regarding training.
g. Audit and reviews regarding training.

Section 6 - Revision and approval history

(37) This procedure will be reviewed as per nominated review dates or because of other events, such as:

    a. Internal and external audit outcomes.

    b. Legislative changes.

    c. Outcomes from management reviews.

    d. Incidents.

Section 7 - References

Work Health and Safety Act (in the applicable jurisdiction that SCU operates)
Work Health and Safety Regulation (in the applicable jurisdiction that SCU operates)

Section 8 - Related Documents

WHSMP15: Audit and Assurance
WHSMP06 - FOR - 02 - WHS Induction Checklist
WHSMP06 – FOR - 01 Training Needs Analysis (TNA)
WHSMP03: Legal Obligations and Other Requirements
WHSMP13: Responsibility and Accountability Statement

Section 9 - Appendix 1. SCU WHS Mandatory WHS Training Requirements

Mandatory Training	Method of Delivery	Timeline for undertaking the training	All employees	Officers	Higher Degree Research Candidates
SCU WHS Induction General WHS Induction for all employees.	Online	Within 1 week of commencement	Every 3 years	Every 3 years	Every 3 years
Emergency Response Training Training for anyone who occupies a building to ensure their safety during an emergency event, including fire and evacuation, bomb threat and natural disasters.	Online	Within 1 week of commencement	Yearly	Yearly	Yearly
SCU RiskWare System use Training for all workers on SCU WHS risk management system, including reporting and managing hazards, incidents, and injuries.	Online	Within 1 week of commencement	Once only	Once only	Once only
Safety Essentials Overview of the SCU WHSMS.	Online	Within 1 week of commencement	Once only	Once only	Once only

Mandatory Training	Method of Delivery	Timeline for undertaking the training	All employees	Officers	Higher Degree Research Candidates
WHS Officer Training Training for SCU WHS Officers to exercise due diligence, complying with their WHS duties and obligations.	Online or F2F	Within 3 months of commencement	NA	Once only	NA
Health and Safety Representative (HSR) Training (Qld only).	F2F	Within 28 days	/	/	/

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Responsible Executive	Kim Franks Vice President (People and Culture)
Head of Work Unit	Brendan Pearce Director, Workplace Relations
Enquiries Contact	Shaun Brown Manager, Workplace Health and Safety Vice President (People and Culture) portfolio