

# Training and Competency

Competence is a great creator of confidence. – Mary Jo Putney

## What it is

Making sure all workers have the necessary knowledge, skills, experience and attitudes to complete required tasks and activities competently, keeping themselves and others safe and well.

## Why do it

Competent workers decrease the likelihood of incidents and ill health.

Effective training ensures that people know how to work safely and without risks to their health. Developing competence also promotes a positive health and safety culture, where safe and healthy working becomes second nature to everyone. Training workers to ensure they are competent to do tasks and activities is also a legal requirement.

## How to do it

- ▶ Identify the skills and knowledge needed for people to do their jobs in a safe and healthy way
- ▶ Assess competence to ensure training has been effective and to identify additional training needs
- ▶ Develop individual training plans with agreed timeframes
- ▶ Provide training specific to the job and the risks associated with it
- ▶ Retrain people if they need it
- ▶ Supervise workers not yet considered to be competent at a task
- ▶ Have enough people so that there is a competent person for each task
- ▶ Keep up-to-date records of each worker's training and experience
- ▶ Keep training materials up-to-date and accessible
- ▶ Provide the resources and time for people to get the training they need.

## Track it

Use the following checklist to track whether your training and competency practices are on track or need action.

In our crew/team, we...	Seldom	Sometimes	Always
Have the knowledge, skills, and experience to work safely			
Are assessed for competency			
Get refresher training			
Review the appropriateness of our training			
	Urgent action required	Action required	On the right track

## Remember...

Before you ask someone to do a job, check they're competent to do it.