

INFORMATION, INSTRUCTION AND TRAINING



Health and Safety Guidance Note



NFU Mutual
RISK MANAGEMENT SERVICES

INTRODUCTION

Under the Health and Safety at Work etc. Act 1974 [Health and Safety at Work (Northern Ireland) Order 1978] and the Management of Health and Safety at Work Regulations 1999 [Management of Health and Safety at Work Regulations (Northern Ireland) 2000], you are required to provide your workers with clear information, instruction and adequate training to be able to carry out their work safely and without risks to health. You also need to provide relevant information to others, including your contractors, any self-employed people doing work for you and your visitors (e.g. customers, the public etc.).

PLANNING FOR TRAINING

Training doesn't always need to be a formal classroom course, it can mean helping people to learn how to do something so they know what they should and shouldn't do and may be as simple as giving information and issuing instructions where appropriate. The training you provide must be in appropriate formats and where necessary be translated for workers who are not able to speak or read English. You may also need to provide specific support for any employees who have a disability - where this is the case obtain additional advice (See Further Guidance below).

When planning for training you must first decide if training is necessary. Think about the job, the person who carries it out and the processes and equipment required. Ensure there is a system in place to identify training needs during recruitment and when there are changes of staff, plant, processes, substances or technology. You must also find out which specific training you must provide by law, such as for operating forklift trucks.

Once you have identified the training needs you must prioritise them and decide which format the training needs to take, for example:

- Formal course coaching
- Informal, 'on the job' training
- Written instructions
- Online information
- Simply telling someone what to do.

Putting in place a system, such as a training plan or matrix, will help you to monitor the implementation of all the training needs you have identified. An example training matrix is provided at the end of this guidance document.

HEALTH AND SAFETY INFORMATION

Health and safety information should be included in the initial induction training for employees and through ongoing training and communication updates. Relevant health and safety information must also be shared with contractors who work on the business's site(s) and with any self-employed people who may be working under the control or direction of the business.

You can provide health and safety information in a variety of ways, including:

- Bringing your health and safety policy and risk assessments to their attention;
- Displaying the Statutory health and safety law Poster, or providing the leaflet;
- Displaying and distributing clear emergency procedures;
- Providing safety signage to warn of hazards or mandatory requirements;
- Providing signage regarding first aid facilities and contact details of first aiders;
- Providing specific details of hazards to relevant parties (e.g. asbestos surveys, maps showing the location of overhead or underground cables etc.);

- Distribution of newsletters, bulletins, safety briefings or the minutes of meetings;
- Use of health and safety noticeboards in key positions (e.g. staff canteen, mess room etc.).

The information provided should be current and communicated in appropriate formats/languages with a record kept.

HEALTH AND SAFETY INSTRUCTIONS

Health and safety instructions are important as they direct employees, contractors and any self-employed workers to carry out their work in a specific way in order to reduce risks to their health and safety.

Common examples include:

- Verbal instructions;
- Safe working procedures/safe systems of work;
- Method statements;
- Accident reporting procedures;
- Emergency procedures (e.g. fire action plans);
- Permit to work systems;
- Manufacturers' operating/maintenance instructions or handbooks for machinery and equipment;
- Contractors site rules/instructions.

Instructions must be documented wherever possible and communicated in appropriate formats/languages for those that need to follow them. Enforcing authorities (e.g. the Health & Safety Executive or Local Authority Environmental Health Departments) or insurance companies may request sight of these instructions to confirm the actions you have taken to ensure safe systems of work, particularly in the event of an incident.

IMMIGRANT AND MIGRANT WORKERS

Whilst there may be no evidence to suggest that immigrant or migrant workers are more prone to accidents than any other group of employees, they are often employed in higher risk industries, which may have a higher than average accident rate.

To reduce the risk of injury to immigrant and migrant workers, training, language and cultural factors must be taken into account. This can be done in a number of ways:

- Encourage employees to express their views in their preferred language by using interpreters, a work colleague etc.;
- Safety instructions may have to be prepared in the language of the worker concerned. Many translated guidance is available on the HSE website: www.hse.gov.uk/migrantworkers/;
- Safety signs, pictures/photo's and DVD's (which should require minimal translation) should be used indicate the hazards and precautions to be taken;
- Where information has to be in English, use clear and simple materials, and allow more time for staff to digest the content.

HEALTH AND SAFETY TRAINING

You must ensure that appropriate training is given to your workers in the following circumstances:

- Upon recruitment (i.e. induction training);
- When they change jobs or responsibilities within the business;
- When they are asked to use new or significantly modified equipment or technology;
- When any system of work changes;
- Following an accident/incident;
- Where there is a legal requirement for formal training certification (e.g. chainsaw use, application of pesticides, use of lift trucks etc.).

INDUCTION TRAINING

Induction training is absolutely vital for ALL new starters, including temporary and seasonal workers. Providing good induction training ensures new starters are assimilated in to your business, quickly making them a safe and productive member of the workforce. Induction training is more than skills training – it also needs to cover the basics that long term employees take for granted (e.g. shift patterns, locations of notice-boards / toilet facilities etc., routines for holidays and sickness, the business’ mission, vision and values and of course, the health and safety policies and procedures). The training should include details on first aid provision, fire and emergency procedures including escape routes, alarms and assembly points, what personal protective equipment to wear and how to obtain and look after it, expected health and safety behaviours and housekeeping, and how/when to report accidents or ‘near-misses’.

An example employee health and safety induction checklist and training template is included at the end of this guidance document.

ACTIVITIES REQUIRING FORMAL TRAINING CERTIFICATION

Some activities must only be undertaken by employees or contractors/self-employed workers who have successfully completed a specific training course due to the hazardous nature of the task, and/or because it is required by law. Such activities include, but are not limited to:

- Operating fork-lift trucks/telescopic handlers;
- Selecting, mounting or changing abrasive wheels;
- Operating tracked vehicles on public highway;
- Operating an all-terrain vehicle (ATV) (e.g. a quad bike or mule);
- Use of a chain saw;
- Handling and applying pesticides;
- Working with asbestos.

You must also ensure that employees hold the appropriate class of licence for the business vehicles they drive (e.g. car, HGV, minibus etc.) and inspect the licences/training certificates at regular intervals.

SAFETY AWARENESS TRAINING FOR MANAGERS AND SUPERVISORS

In order to ensure effective and efficient management of health and safety within your business it is important that management (e.g. Partners, Directors etc.) and supervisors, foremen and others in a position of responsibility understand their roles, duties and what they are responsible for – in some cases this will be necessary to comply with health and safety law. Appropriate safety awareness training should therefore be given to those in your business covering relevant legislation, codes of practice, internal policies, safe working procedures etc.

REFRESHER TRAINING

It is important to check that training has been understood, by supervising and monitoring the actual work being done to check that it is being put into practice. Training should be repeated periodically, to avoid complacency, creation of bad habits and a decline in your employees' skills. This will not usually involve repeating whole training programmes, but should focus on key areas where employees are likely to develop bad practices through habit or complacency, or where lessons have been learned from incidents, near misses or other worker feedback. Review training material regularly to ensure that it remains current.

Certain activities requiring formal certification (as mentioned above) will also require periodic refresher training to retain the certification.

TRAINING RECORDS

It is important that you document any training provided to your workers and retain copies of certificates. This will help you to keep track of the need for refresher training and updates, and also to demonstrate that you and your employees are appropriately trained if asked by an enforcing authority, insurance company etc.

Example health and safety training records are included at the end of this guidance document.

MONITORING TRAINING EFFECTIVENESS

Simply conducting training and providing instruction is not sufficient to keep your staff and others affected by your business from harm. You must make sure that the training has been effective and that your employees are competent in carrying out their tasks.

You can make sure that you provide effective training by:

- Ensuring that training material or information comes from a reliable source and that the person carrying out the training is competent to do so. If training is outsourced, make sure the trainer has a good understanding of your organisation and its requirements;
- Deciding whether the training has delivered its objectives. Consider whether there have been any improvements following the training – if not, initiate changes;
- Considering remedial training if lack of competence is identified as the cause of an incident
- Remembering that competence levels will drop if skills are not used on a regular basis – schedule refresher training at regular intervals;
- Conducting simulation exercises and drills for some high-risk activities, e.g. emergency procedures;
- Not assuming that workers will be competent following a course or instruction – check that they are by observing how they conduct their work;
- Reviewing your employees' capabilities and providing additional or refresher training if needed.

FURTHER GUIDANCE

- HSE Protecting Migrant Workers
www.hse.gov.uk/migrantworkers/employer/protecting.pdf
- HSE Publications in other languages
www.hse.gov.uk/languages/index.htm
- HSE Toolbox – Providing training and information
www.hse.gov.uk/toolbox/managing/providing.htm
- Health and Safety Law Poster and leaflets www.hse.gov.uk/pubns/books/lawposter.htm
- Health and Safety of Migrant Workers:
www.hse.gov.uk/migrantworkers/
- Health and Safety Training: A brief guide (INDG345):
www.hse.gov.uk/pubns/indg345.pdf
- Involving your Workforce in Health and Safety: Good practice for all workplaces (HSG263):
www.hse.gov.uk/pubns/priced/hsg263.pdf
- Leading health and safety at work – Actions for directors, board members, business owners and organisations of all sizes:
www.hse.gov.uk/pubns/indg417.pdf

The HSE documents are available to download free of charge from www.hse.gov.uk/pubns/books/

EXAMPLE HEALTH AND SAFETY TRAINING RECORD FORM

Training Covered												
Worker Name	Induction		Personal Protective Equipment (PPE) Use & Maintenance		Machinery Safety Handling		Manual Handling		Fire, First Aid & Emergencies		Hazardous Substances	
		Date		Date		Date		Date		Date		Date
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EXAMPLE HEALTH AND SAFETY INDUCTION CHECKLIST

SIGN OFF RECORD

Employee name

Induction Training Content	Signature of Attendee	Print Name
General job description, hours of work and general expectations		
Health and safety policy and risk assessments for site		
Site tour and introduction to work equipment used		
Welfare facilities (canteen, toilets, hand wash facilities, smoking, eating, PPE locker etc.)		
Fire procedures and location of fire extinguishers		
First aid procedures and location of first aid equipment		
Emergency procedures (gas/fuel leak, loss of electricity, power line strike, spillage of chemical etc.)		
PPE issue and maintenance		
Manual handling and lifting		
Hazardous substances in use		
Safe systems of work (agreed ways of working)		
Identification of significant or special risks		
Discussion over equipment they are authorised to use and key tasks undertaken		

EXAMPLE HEALTH AND SAFETY INDUCTION TRAINING PROGRAMME

Please note this is only a suggested basic framework and MUST be modified for various circumstances.

Before you commence ensure you have:

- An induction checklist with employees' names inserted at the column head;
- A supply of health and safety handbooks/safe working procedures.

1. Introduction

1.1 Welcome to [redacted] (provide details of the operation)

1.2 My name is [redacted] and I am the (Manager/Supervisor) responsible for you whilst you are on site. The Manager is [redacted]. This is [redacted] who is one of our permanent staff who will be working with you.

We have produced a handbook for you to take away which covers the points we are going to talk about today. (Distribute handbooks.)

2. Health and Safety

2.1 The workplace can be a hazardous place. We take our responsibility for your health and safety very seriously. The most important points which you need to remember are shown in your handbook. Let us take a couple of minutes to go through it. (Summarise the points in the handbook.)

2.2 If you fail to obey safety instructions, or misuse equipment, you can be dismissed and even taken to court and fined.

2.3 You see we have stressed the importance of reporting accidents promptly, no matter how minor. If you have an accident, or witness another employee have an accident, you must report it to [redacted] so it can be recorded in the accident book, which we must do by law.

2.4 We have trained first aiders on site. If first aid attention is needed, please tell [redacted] as quickly as possible. First aid materials are located in [redacted] and they will be pointed out to you shortly.

2.5 We have a comprehensive safety policy which is displayed at [redacted] (refer to any safety factors specific to the business).

2.6 If you are in any doubt about any health and safety matter consult (myself/Manager).

2.7 (Refer to any protective clothing or equipment issued, demonstrate its use and stress the importance of using it. Refer to maintenance/storage of PPE.)

Ask me now if there are any questions about health and safety.

3. Hygiene

3.1 (Point out changing, washing and toilet facilities where applicable).

3.2 Our products will eventually be consumed by members of the public. We want to produce a safe, clean product. Hygiene is important, so [redacted].
(detail specific measures to avoid contamination).

3.3 You can take your meal breaks in [redacted] (if hand wash facilities are available, advise to wash hands before eating).

4. Important Locations

So that you know where the most important places on the site are:

4.1 The manager's office is [redacted].

4.2 The accident book is [redacted].

4.3 First aid facilities are located at [redacted].

4.4 Special danger areas on the premises are: [redacted].

Make sure you only enter restricted areas when it is a specific part of your job and always obey safety signs.

5. Duties

5.1 (Describe the task to be done).

5.2 (Emphasise any special safety points).

5.3 (The safest system of working).

(Note: This may be most appropriately done as a group or individually in the workplace, according to circumstance.)

5.4 A safe workplace is a tidy workplace. We pride ourselves on our housekeeping. Please help us by not leaving litter, empty bags, etc. and working in a tidy manner.

6. Summary

6.1 I know I have told you rather a lot, but that's about it now. Are there any final questions?

6.2 We have to keep to a record of this. Would you please sign your name just here (in the relevant column on the Induction Checklist) to confirm you have had a leaflet and understood what I have had to say.

N.B. Provide opportunities for questions at intervals during the induction.

TRAINING MATRIX

Job Title									
Training Intervention									
Induction									
Health and Safety Policy									
Risk Assessment									
Manual Handling									
Management Training									
First Aid									
Fire Awareness									
Hazardous Substances									

▲ = compulsory ◇ = recommended

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