



Couple of takeaways

- The **Hydro Tasmania group** must ensure all workers under their control are provided with adequate training and are suitably competent to perform their jobs safely. This is a moral, ethical and legal responsibility.
- The Standard *ISO 45001 OHS Management Systems - Requirements* provides a framework for ensuring workers are made aware of the hazards of their activities, trained so they implement the controls to minimise the risks to health and safety correctly, and become competent to perform the work safely and not endanger anyone else.
- This procedure describes how the **Hydro Tasmania group** provide awareness, training and ensures competence and compliance with the ISO 45001 framework.

? What is this procedure for?

In order to be competent to perform some tasks safely and work in some environments, we need to provide training. Employees also need to be fully aware of the hazards associated with those tasks and how to deal with them. To achieve this, the **Hydro Tasmania group**:

- Identify and communicate the competency requirements for employees and contractors

- Organise/provide the training to achieve those competencies for employees
- Ensure employees and contractors are licenced to perform high risk work and hold competencies relevant to specific tasks
- Ensure employees and contractors can demonstrate an understanding of high-risk tasks they perform through the Demonstration of Understanding (DOU) process
- Develop, maintain and provide training and awareness programs
- Ensure training and competency records are maintained.



How do we ensure people are aware and competent?

Line Managers, Project Managers and other people leaders with control or management of a workplace need to ensure the standards in the WHS Course Training Matrix and training registers for Entura and Assets & Infrastructure are being applied to our employees and/or contractors, considering:

- Activities to be conducted or managed by the employees or contractors
- WHS risks in their area (as identified by the hazards, risks and opportunities procedure) and any changes to work activities, equipment or processes, identified via the Management of Change Procedure.
- Any national competency standards relevant to the activity or role
- Skills needed to effectively fulfil a person's role.

WHS Training, Awareness and Competency

Line Managers, Project Managers and other people leaders with control or management of a workplace are responsible for:

- Informing the WHS Team where additional competencies are required to be included in the WHS Course Training Matrix for their area
- Establishing, reviewing and updating role descriptions and requirements, in consultation with People Enablement.
- Communicating competency requirements to employees and contractors
- Allocating resources and budget for training and enabling employees to attend training.
- Ensuring all employees and contractors are competent and (as necessary) licensed to perform the work they are assigned.

Workers (employees and contractors) are responsible for:

- Ensuring they maintain competencies for all activities required for their role.
- Attending all assigned training
- Maintaining the validity and currency of their licenses
- Speaking up if they are not confident of their competency and request further training

The WHS Team develop and maintain **Workplace Health and Safety Course Outlines** for training provided by the WHS team. The course outlines provide an overview of the training content, learning outcomes and resources required to deliver the training.

The **WHS Course Training Matrix** is developed and maintained by the **WHS Team** in conjunction with all business units. **Business Units** are responsible for ensuring the WHS Course Training Matrix is applied to their business unit, taking into account their specific risks and training needs.

In accordance with the **WHS Course Training Matrix and L&D Training Strategy**, the WHS Team:

- Maintain, develop, and where applicable, deliver in-house WHS training as required
- Periodically review the effectiveness of all safety training/competency programs, based on the outcomes of the training.

People Enablement and the Business Unit performing the work notify employees of training requirements and maintain records of all WHS training. These include copies of licences, certificates, competency assessments and verifications for:

- Employees (in Success Factors)
- Contractors by the Business units/Projects.

As a minimum, all employees and contractors receive the following WHS training:

- An HSE induction, that includes an introduction to the WHS system and the **Hydro Tasmania group** specific hazards and risks
- A site induction for workers requiring unaccompanied access to a specific site (focussed on the specific site, hazards, risks, amenities & emergency response plans).

WHS Training, Awareness and Competency

HSE Induction

- Conducted either online or face-to-face depending upon availability of trainer and access limits of the online training module.
- **Contractors** are responsible for ensuring their workers are inducted prior to conducting work on a **Hydro Tasmania group** site by arranging through WHS.Externalmailbox@hydro.com.au or their Hydro Works Manager.
- An assessment is undertaken for both online and face-to-face inductions to ensure competency.
- The person conducting face-to-face training is responsible for reviewing the HSE induction assessment results and discussing and rectifying any errors with the worker.
- **Training records** are maintained either through Success factors (employees) or are available to contractors via the external HSE contractor portal.

Site Induction

- Site inductions are to occur prior to a person being able to work unaccompanied at the relevant site.
- Site inductions are to be conducted by a person who has previously been inducted to the site.
- Hydro Tasmania group personnel are preferred as inductors. However, if a contractor or external party is required to perform this role, they must first discuss with a Hydro Tasmania group employee and obtain verbal approval.

Refresher Training

Refresher training for activities identified in the WHS Training Course Matrix, supporting business unit training and competency registers and high risk licenses are to be coordinated **by the business unit conducting the work**. Refresher periods and other training requirements are outlined in the WHS Training Course Matrix and, where available, business unit training and competency registers.

- **Relevant business units** are to arrange a relevant training organisation and schedule training to ensure training requirements are maintained.

Demonstration of Understanding (DOU)

The Demonstration of Understanding (DOU) is a process used to verify a workers' understanding to perform a task or operate/use equipment in accordance with **Hydro Tasmania group's** processes and standards. This is in addition to any licenses or training they may have completed previously.

DOU's assessments, as a minimum, are to be undertaken when the following events occur:

- The first time a worker is performing the activity on site
- At 5 yearly intervals
- At any time a person's competency or ability comes under question.

DOU assessments may be conducted at times that are above these minimum requirements where documented in works delivery processes.

WHS Training, Awareness and Competency

Refresher training or other equivalent process (e.g., a verification of competency (VOC)) which includes performing the task in practice can be considered as having completed a DOU.

Contractors may submit evidence of having completed their own DOU, VOC or other equivalent process, where it exists, which will satisfy the intent of the Hydro Tasmania group's DOU. The following will also be accepted as evidence of having satisfied the intent of the DOU process:

- Documented evidence can be provided of another form of training that verifies competency and conducting the task in practice within the last 5 years
- A person has completed a VOC/DOU with a 3rd party company within the last 5 years, and if the 3rd party company is certified to ISO 45001.

DOU assessments may be developed for any task. However, they should primarily be used for activities that require a High-Risk Work License or have otherwise been identified by the **Hydro Tasmania group** as high-risk work.

DOU assessments are to be applicable to similar types of equipment or activities (e.g all excavator types and sizes) unless a significant difference in operation or risk exists. The WHS team are to be consulted and a Systems Change Request Form submitted for any proposed changes or additions to the DOU forms.

For tasks that the **Hydro Tasmania group** has developed a DOU assessment for (See the DOU page), the business unit responsible for the work may conduct a DOU according to the following guidelines:

- The DOU assessment should be conducted by a person familiar with the relevant procedures and processes and capable of carrying out the DOU in an appropriate manner. Where possible, the person should be competent in the equipment being assessed or seek assistance from a subject matter expert. Roles recommended to carry out this assessment are:
 - Hydro Tasmania Group Job Manager
 - Project/Site Manager
 - Asset Owner (AO)
 - Authorised Issuing Officer (AIO)
 - Person in Charge (PIC)
 - Supervisor
 - Contractors appointed to one of the above roles