

Training means coaching someone towards a mode of behaviour or performance and can involve telling, showing, passing on information, assessing, correcting, monitoring, etc. Competence is achieved when the trainee is able to perform the task to a pre-determined minimum standard.

Whilst formal 'classroom' training is useful, on-the-job training is generally regarded as being the most beneficial due to it being practical, task-based and specific to the recipient's working environment, although the recording of this training can be a significant weakness.

A common allegation in civil negligence claims is that the claimant was not aware of the hazards or controls for a particular task and/or was not properly trained or competent. This can be a difficult point to defend if training records are lacking, as is often the case with on-the-job training.

Employers should identify the competencies required for an individual to undertake a specific task. Training records should then articulate precisely what training has been provided and evidence that the individual understands what is required of him/her and can demonstrate the required behaviour, procedure or technique.

## Best practice standards

Training records should: (see appendix 1 for model)

✓	Evidence that the task's specific risk assessment has been incorporated into the training.
✓	Evidence that relevant Safe Working Procedures are understood by the trainee.
✓	Stipulate and enforce PPE requirements.
✓	Stipulate refresher training requirements e.g. time-based, post-incident, process change.
✓	Cross reference information sources, tool box talks, etc.
✓	Stipulate the organisation's policy for non-compliance.
✓	Date and record the trainer and trainee's signatures that competence has been achieved.
✓	Be systematically archived in a readily retrievable format for a minimum of 5 years after the trainee has left the company.

## Legal requirements

The Health and Safety at Work etc Act 1974 sets out employers' general responsibilities to provide employees with information, instruction and training. The Management of Health and Safety at Work Regulations 1999 prescribes situations where health and safety training is particularly important e.g. when people start work, on exposure to new or increased risks and where existing skills may need refreshing.

The Safety Representatives and Safety Committees Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996 require employers to consult with employees, or their representatives, on health and safety issues. The Health and Safety (Training for Employment) Regulations 1990 covers those on work experience. Other Regulations stipulate specific training requirements and competencies e.g. asbestos, working with electricity, etc.

## Further information

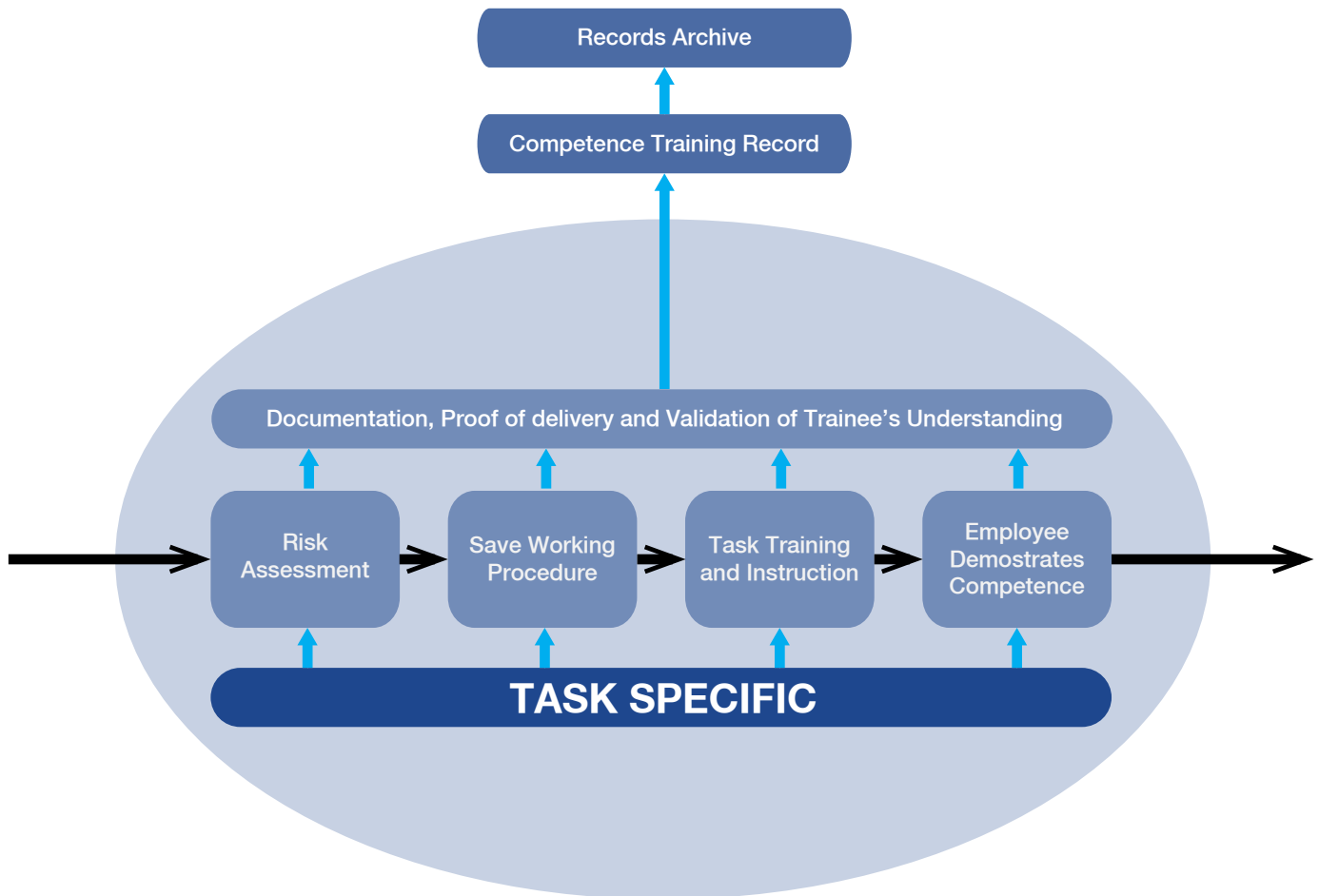
For more information please visit: [www.QBEurope.com/rs](http://www.QBEurope.com/rs) or email us on [RS@uk.qbe.com](mailto:RS@uk.qbe.com)

## Guidance and useful information

- HSE Website: Business homepage: [www.hse.gov.uk/business/](http://www.hse.gov.uk/business/)
- Health and Safety Training: What you need to know (INDG345). [www.hse.gov.uk/pubns/indg345.pdf](http://www.hse.gov.uk/pubns/indg345.pdf)

## Appendix 1

### Competence Validation Model



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- Cross reference information sources, tool box talks, etc
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