SR ONBOARDING, TRAINING, INDUCTIONS AND VERIFICATION OF COMPETENCY

PURPOSE

The purpose of this system requirement (SR) is to outline the requirements for HSE onboarding, training, inductions and verification of competency at Laing O’Rourke worksites. All HSE training must be carried out as per the requirements of the Workplace Safety Plan, Construction Health and Safety Management Plan (CHSP) and Environmental Management Plan.

TRAINING AND COMPLIANCE RECORDS

Laing O’Rourke uses SuccessFactors Learning and EIFY Systems to record, manage and report on the training and compliance records of our people.

SUCCESSFACTORS LEARNING

SuccessFactors Learning is the Laing O’Rourke online learning management system for self-management and recording of professional development plans, qualifications and training activities of salary staff. SuccessFactors is accessed from the iGate Launchpad.

All salary staff have a course plan in SuccessFactors that shows the foundation competencies (training) required for their position. Should their position change, the course plan is automatically updated to show the competency requirements of the new position. Qualifications, training records, achievements and other evidence of training and development activities for salary staff are to be recorded in SuccessFactors (e.g. attendance sheet, certificate or confirmation of verification). Records must be sent to the Shared Services team at hcadmin@laingorourke.com.au for upload into SuccessFactors.

- For additional information on the use or functionality of SuccessFactors please email hcadmin@laingorourke.com.au

- To view the Laing O’Rourke Foundation Training and Competency Matrix requirements please click on this link

EIFY

EIFY Systems is a web based, modularised Site Access Control system that includes a competency management module to record, manage and report on training and compliance status of all project based personnel, including salary staff, wages personnel and subcontractors.

All records of inductions, high risk work licenses, plant tickets, industry accreditations, qualifications, verifications of competency, training and other relevant competencies are to be recorded in EIFY by nominated project personnel. Additional training gained as identified in the Training Needs Analysis or CHSP should also be uploaded (e.g. statements and certificates of competency).

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Where LORAC Shared Services is engaged to recruit and mobilise staff, workers and subcontractors to site (onboarding), Shared Services will record all pre-qualification competencies such as industry inductions, high risk work licenses, plant tickets, industry accreditations, qualifications and verifications of competency.

Wages personnel, subcontractors and salary staff are to be managed via EIFY at project level. These records are to be archived with the project records on completion of the contract.

The EIFY competency management module can be implemented independently of other system modules and is mandated for all projects. Project records held in the system are accessible by Laing O’Rourke HSE and HC functions, who monitor overall compliance status for all projects.

Non-use of EIFY by a project is managed by exception and a business case must be submitted to the HSE General Manager for consideration and approval. The business case should describe the capabilities or the proposed alternative system.

Any proposed alternative system must, at a minimum:

- Actively report on and alert appropriate project personnel of expiring or expired licences and competencies
- Be capable of providing an overall ‘snap shot’ of the compliance status of the project
- Be directly accessible by HSE and HC Functions for the purpose of statistical reporting
- Be capable of exporting data held in the system to an MS Excel compatible file
- Not be a spreadsheet or other locally stored database

For additional information on the use or functionality of EIFY please email hcadmin@laingorourke.com.au

**TRAINING NEEDS ANALYSIS (TNA)**

Prior to a project commencing, the Project Leader or nominated staff member is to complete a HSE Training Needs Analysis (TNA) (Appended to the CHSP). The TNA is to establish and document all role-related competency requirements and project specific training requirements for staff members and workers on the project so they are able to perform their job function and avoid potential safety and environmental impacts.

Persons performing tasks which have the potential to cause significant environmental impact shall be competent on the basis of appropriate education, training and/or experience. Relevant requirements are to be documented in the HSE Training Needs Analysis.

Any required training should be organised and completed within a suitable timeframe, depending on staff availability and training courses timetables.

The TNA is to be provided to EIFY where it will be used to establish the mandatory role competencies, expiry periods and refresher requirements within the system. Accurate reporting from EIFY is entirely dependent on the accuracy of the TNA provided by the project.

The TNA should be reviewed on a regular basis as part of the CHSP review. The review should take into account:

- Regular reviews of HS Plans, Risk Assessments and Safe Work Methods may identify new or unforeseen activities that require specific HS training
• The Project Risk Assessment (PRA)
• Relevant legislative requirements applicable to the skills and controls nominated in the PRA
• The LORA Training and Competency Matrix

Any additional training required should be organised by the project within a reasonable timeframe of identifying the need. Until system training is completed a mentor or coach that has completed the applicable training may be assigned to oversee the application of the system to ensure it is implemented as intended. The Project Leader or nominated staff member is responsible for completing this action.

COMPLIANCE - PREQUALIFICATION

Various state jurisdictions require licences or certificates for working in various ‘prescribed occupations’. Any requirements at a project or workplace to have these national and state ‘prescribed occupations’ in place must be assessed for the required competencies during the workplace or project risk assessment.

All licences and certificates held by those required perform the tasks must be sighted and copied at Induction, and held by the operator during all activities wherever practicable. A legible and colour copy of current and relevant licences, certificates and accreditations must be recorded within EIFY.

HIGH RISK WORK LICENCES

Certain plant and equipment requires regulatory certificates and /or licenses to be held prior to any operation. National High Risk Work licences (previously National Certificate of Competency) are required for occupations listed in the regulations and in the National Standard for High Risk Work. A list of these licence classes is available. Various state jurisdictions require licences or certificates for other occupations. Any requirements at a project or workplace to have these national and state ‘prescribed occupations’ in place must be assessed for the required competencies during the workplace or project risk assessment. All licences and certificates held by those required to perform the tasks must be sighted during Induction, held by the operator during all activities wherever practicable and copies of these records should be recorded on EIFY.

LOAD SHIFTING EQUIPMENT COMPETENCIES

Load Shifting Certificates of Competency are no longer issued by regulators. The following load shifting equipment has a minimum requirement for operator competency on Laing O’Rourke Australia (LORA) projects:

• Front end loader (LL)
• Front end loader/backhoe (LB)
• Front end loader of the skid steer type (LS)
• Excavator (LE)

The minimum level of competency an operator shall hold for the operation of the above mentioned plant is:

• A previous National Certificate of Competency (NOC) issued by a regulator; or
- A statement of attainment or other nationally recognised qualification for the type of plant they will be operating; and
- A competency card from an industry training school for the relevant item of plant issued by a Registered Training Organisation (RTO).

Load Shifting equipment must not be operated at a LOR workplace without proof of this minimum standard of competency. In addition, operators must undergo a verification of competency as set out below.

**VERIFICATION OF COMPETENCY (VOC)**

A person must be assessed for competency (i.e. verification of competency (VOC)) prior to carrying out work that requires:
- A High Risk Work licence
- Operating any powered mobile plant
- Operating other equipment as determined by risk assessment at the project or workplace

A licence or qualification on its own is not proof of an operator’s competence. The verification of competency must be conducted by an assessor with:
- TAE40110 Certificate IV Training and assessing qualification, and also
- Holds the relevant High risk work licence, or
- In conjunction with a person who holds the relevant High Risk Work licence

Competency means the ability to perform the activities within an occupation or function to the standard expected in employment. Competent use and operation of industrial equipment is defined in terms of core knowledge and skills associated with the use and operation of different classes of equipment.

**TOOLBOX TALKS**

Tool Box Talks are considered a form of training and should always be recorded as such. E-T-8-0913 Tool Box Meeting Record is used to register the topics and attendees.

Project specific environmental requirements and issues must be discussed regularly via team meetings and "Tool Box" Talks with relevant site personnel. The agenda for Tool Box Talks may include significant environmental aspects and impacts, client requirements, local legislation and HSE site instructions and safety alerts.

**INDUCTIONS**

**GENERAL INDUCTIONS – CONSTRUCTION AND RAIL**

All workers who carry out construction work must complete General Construction Induction Training relevant to the jurisdiction of the worksite, and hold the Induction Training Card relevant to that training. This training must be delivered by a Registered Training Organisation. Workers on Rail projects are required to complete the network owner’s induction and competency criteria prior to engagement on site. Renewal periods apply to induction training in some cases. Workers in Victoria are required to be registered for construction work.

SafetyLaw has current regulatory requirements for each Australian jurisdiction.

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SITE INDUCTIONS

All workers, subcontractors and visitors are required to undergo a HSE Induction for every workplace or project site they attend. The induction must cover and communicate the relevant Health, Safety, Welfare and Emergency information relevant to the work or location they will be working in or visiting. The Risk Assessment process will identify the key health and safety risks that will need to be covered in the Induction.

The induction must cover all environmental information relevant to the environmental aspects and impacts associated with the site and operation. The Risk and Opportunity Assessment will identify the key risks that will need to be covered in the induction and this will be documented in the Environmental Management Plan.

The environmental issues to be addressed in the Project/workplace Induction will include the following:

- Environmental Policy
- Site environmental objectives and strategies
- Environmental risks and opportunities including environmentally sensitive areas
- Understanding individual authorities and responsibilities & site environmental requirements
- Potential consequences of non-compliance with compliance obligations
- Emergency procedure and response (e.g. Spill clean-up)
- Basic understanding of their legal obligations

Project specific induction should be made site specific using the PROJECT INDUCTION TEMPLATE on iGATE or a suitable video format and must be regularly reviewed and maintained on site.

Prior to starting work on site, for the first time and additionally when deemed necessary by LORAC’s Project Leader (e.g. retraining after accident), all persons must attend a Site Specific Induction.

On project site’s E-T-8-0949 Site Induction Record for Employees and Subcontract workers is to be completed by the inducted person providing details of qualifications and ailments that could affect first aid or medical treatment. The copies of qualifications and certificates of competency must be filed with the induction record and record the details on EIFY.

VISITOR INDUCTIONS

Visitors are required to go through a Visitors Induction prior to entering a workplace. Visitors are to be escorted by an Inducted person at all times whilst on site or in the construction zone. The form E-T-8-1382 Visitors Logbook is to be retained in the Site/Office reception and signed by all visitors logging entry and exit times.

DELIVERY DRIVER INDUCTIONS

All persons involved in making deliveries or pick-ups at Laing O’Rourke project worksites are required to complete a Delivery Drivers Induction as a minimum. This includes the driver’s offisers and passengers. Details are to be recorded on E-T-8-0949b Site Induction Record for Delivery Drivers.

Projects and workplaces are required to establish to what extent a person is to be inducted into the processes involved in loading & offloading of vehicles, and document the procedure in the Construction Health and Safety Plan. The following is a guideline:

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• Delivery to the Site Office (i.e. mail / parcel deliveries) as documented in Project / workplace Risk Assessment and requirements communicated
• One off delivery onto site (Delivery Drivers Induction)
• Regular Deliveries onto site (Delivery Drivers Induction or full Site Specific Induction) as determined by Project/workplace Risk Assessment

TRAINING EVALUATION
Training programs are evaluated for effectiveness and educational value by staff completing a ‘Course Feedback Form’. The form should be sent to hcadmin@laingorourke.com.au. This information will assist the People Development team improve the design and delivery of LOR’s staff development program. Training evaluation will be conducted as per iGATE Human Capital procedures.

REGULATIONS AND CODES
Work Health & Safety Regulation 2011 (QLD, ACT), 2012 (SA) and 2017 (NSW, NT) Part 6.5 General construction induction training, and clause 763 General induction card.
Occupational Safety and Health Regulations 1996 (WA) Division 11 — Construction industry induction training
Occupational Health and Safety Regulations 2017 (Vic) 5.1.19 - 5.1.25, and 6.2.15 – 6.2.21
NSW: Construction work: Code of practice
SWA: Construction work Code of Practice

FORMS AND TEMPLATES
E-T-8-0949 Site Induction Record for Employees and Subcontract Workers
E-T-8-0949b Site Induction Record for Delivery Drivers
E-T-8-0913 Tool Box Meeting Record
E-T-8-0913b Training Attendance Record
E-T-8-0907 Certificate Holders Register
E-T-8-0983 Site Induction Register
E-T-8-1382 Visitors Logbook
E-T-8-0982 Visitors Induction
E-G-8-0907 High Risk Work Licences
Project Induction Template
LORA Training and Competency Matrix
Course Feedback Form
EIFY FAQ - General User v0

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