

GUIDE SHEET

Training and supervision

Talk to a cross section of managers/supervisors/workers and review induction training records to determine whether:

<p>14</p>	<p>How would you assess worker induction? (This includes information on the PCBU's bullying prevention policy and associated procedures)</p>	<p>■ If information, instruction or training is consistently provided to all new workers during their induction, tick the green box.</p>	<p>■ If information, instruction or training is sometimes provided to new workers during their induction, tick the orange box.</p>	<p>■ If no information, instruction or training is provided to new workers during their induction, tick the red box.</p>
<ul style="list-style-type: none"> The bullets points under each response list examples to help inform your selection. Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples. 		<ul style="list-style-type: none"> All new workers receive information, instruction or training on the workplace bullying prevention policy and procedures during their induction. Induction training records (eg e-learning, workshops, code of conduct, complaint handling) show that the induction training includes information, instruction or training on the workplace bullying prevention policy and procedures and that this training is consistently provided to new workers. 	<ul style="list-style-type: none"> Information, instruction or training on the workplace bullying prevention policy and procedures is sometimes provided to workers during their induction. Induction training records show that the induction training sometimes includes information, instruction or training on the workplace bullying prevention policy and procedures. 	<ul style="list-style-type: none"> No information, instruction or training on the workplace bullying prevention policy and procedures is provided to new workers during their induction. No record of information, instruction or training being provided on the workplace bullying prevention policy and procedures to workers during their induction.

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Talk to a cross section of managers/supervisors/workers and review training records to determine whether:

<p>15 Have all workers been trained in the PCBU's bullying prevention policy and associated procedures?</p>	<p>■ If information instruction and training is consistently provided to all workers, and training records are consistent, tick the green box.</p>	<p>■ If information instruction and training is consistently provided to all workers, and training records are consistent, tick the orange box.</p>	<p>■ If no Information instruction or training is provided to workers, tick the red box.</p>
<ul style="list-style-type: none"> The bullets points under each response list examples to help inform your selection. Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples. 	<ul style="list-style-type: none"> All workers/receive information, instruction and training on the workplace bullying prevention policy and procedures. Training records (eg e-learning, workshops, code of conduct, complaint handling, equal opportunity training) show that training on the workplace bullying prevention policy and procedures is consistently provided to all workers in the workplace. 	<ul style="list-style-type: none"> Information instruction and training on workplace bullying prevention policy and procedures /is provided to workers sometimes. Training records show information, instruction and training on the workplace bullying prevention policy and procedures is provided sometimes. 	<ul style="list-style-type: none"> No information instruction or training on the workplace bullying prevention policy and procedures is provided to workers. There is no record of information, instruction or training on the workplace bullying prevention policy and procedures being provided to workers.

Talk to a cross section of workers to determine whether:

<p>16 How would you assess worker understanding and awareness of the PCBU's bullying prevention policy and procedures?</p>	<p>■ If all Workers understand and demonstrate knowledge of the bullying prevention policy and associated procedures, tick the green box.</p>	<p>■ If some workers understand and demonstrate knowledge of the bullying prevention policy and associated procedures, tick the orange box.</p>	<p>■ If no workers understand or demonstrate knowledge of the bullying prevention policy and associated procedures, tick the red box.</p>
<ul style="list-style-type: none"> The bullets points under each response list examples to help inform your selection. Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples. 	<ul style="list-style-type: none"> All workers know where to access the bullying prevention policy and procedures (eg via intranet, hard copy manuals, code of conduct). All workers know what appropriate and inappropriate behaviour is and can provide examples of what constitutes bullying behaviour. All workers who have a role in the workplace procedures concerning bullying have been trained to perform their roles (eg conflict management, investigations training, contact officer training, HSR/HSC training, specific bullying prevention training). 	<ul style="list-style-type: none"> Some workers know where to access the bullying prevention policy and procedures (eg via intranet, hard copy manuals, code of conduct). Some workers know what appropriate and inappropriate behaviour is and can provide examples of what constitutes bullying behaviour. Some workers with a role in the workplace procedures concerning bullying have been trained to perform their roles (eg conflict management, investigations training, contact officer training, HSR/HSC training, specific bullying prevention training). 	<ul style="list-style-type: none"> No workers are aware of any bullying prevention policy or procedures in their workplace. No workers have been informed about what constitutes appropriate and inappropriate behaviour in their workplace. No workers have designated roles in the workplace for preventing and responding to bullying in the workplace.

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Talk to a cross section of managers/supervisors/workers and review training records to determine whether:

<p>17</p>	<p>Are all workers supervised to ensure they follow the bullying policy and procedures?</p>	<p>■ If all managers/supervisors are trained in complaint handling procedures and all workers are supervised to ensure that they follow the bullying policy and procedures, tick the green box.</p>	<p>■ If some managers/supervisors are trained in complaint handling procedures and some workers are supervised to ensure that they follow the bullying policy and procedures, tick the orange box.</p>	<p>■ If no managers/supervisors are trained in complaint handling procedures and workers are never supervised, tick the red box.</p>
<ul style="list-style-type: none"> • The bullets points under each response list examples to help inform your selection. • Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples. 	<ul style="list-style-type: none"> • Managers/supervisors have been trained in conflict management/ complaint handling procedures and know how to respond to bullying behaviour if they see it in their workplace. • Managers/supervisors consider the age of workers, their experience and competence, the requirements of those with disabilities, cultural differences and/or language problems when considering the risk of bullying in their workplace. • Managers/supervisors periodically review training to ensure that it is up to date and effective. • All workers have been informed/instructed about the potential risks from bullying know how to follow the procedures, and know how to report bullying if it happens to them (eg manager, supervisor, HR representative, HRS, union representative, EAP, designated contact person). • All workers know what measures the PCBU has in place to respond to bullying (eg complaint handling procedures that include informal and formal responses to bullying). 	<ul style="list-style-type: none"> • Some managers/supervisors have been trained in conflict management/complaint handling procedures and know how to respond to bullying behaviour if they see it in their workplace. • Some managers/supervisors consider the age of workers, their experience and competence, the requirements of those with disabilities, cultural differences and/or language problems when considering the risk of bullying in the workplace. • Some managers/supervisors periodically review training to ensure that it is up to date and effective. • Some workers have been informed/instructed about the potential risks from bullying, know how to follow the procedures, and know how to report bullying if it happens to them and who they can approach to make a report (eg manager, supervisor, HR representative, HSR, union representative, EAP, designated contact person). • Some workers know what measures the organisation has in place to respond to bullying (eg complaint handling procedures that include informal and formal responses to bullying). 	<ul style="list-style-type: none"> • No managers/supervisors have been trained in conflict management/complaint handling procedures and do not know how to respond to bullying behaviour if they see it in their workplace. • No managers/supervisors consider the risk of bullying in their workplace or consider the age of workers, their' experience and competence, or the requirements of those with disabilities, cultural differences or language problems. • No managers/supervisors periodically review training to ensure that it is up to date and effective. • No workers have been informed about the potential risks from bullying, or know how to follow the procedures, or how to report bullying if it happens to them. • No workers know about any measures the PCBU may have in place to respond to bullying. 	

Disclaimer

This publication may contain occupational health and safety and workers compensation information. It may include some of your obligations under the various legislations that WorkCover NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website (www.legislation.nsw.gov.au).

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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