

ADVICE SHEET 4

Training and supervision

Why is training and supervision important?

Training is one of the best ways to ensure that a PCBU's workers are safe while at work. By providing them with effective training and adequate supervision, they will become aware of safety issues and will be better able to perform their jobs competently, consistently and safely.

Workplace legislation requires employers to provide their workers with any information, instruction, training and supervision necessary to ensure their health and safety at work.

Training will ensure that workers know about issues that will affect their health and safety and will provide them with information about potential risks associated with their work. Training will enable them to understand the bullying prevention policy and associated procedures that the employer has in place, how to respect colleagues and how to respond to alleged bullying incidents.

Where the red zone is ticked...

Workers are unlikely to have received the necessary training or supervision and information to ensure that they can recognise bullying behaviour and how to respond to it.

Ticks in the **red** zone indicate that the PCBU needs to take immediate action to provide workers with the safety information, training and supervision they require to identify and report bullying in the workplace.

A documented bullying prevention strategy and complaint handling process is an ideal training tool.

Establish a safety induction process.

When a new worker is employed, they should be trained in the policy and procedures established to prevent and respond to bullying in the workplace. The PCBU's induction training should include information about:

- zero tolerance of bullying in the workplace
- workers' health and safety responsibilities and managers' and supervisors' responsibilities
- policy and guidelines relating to acceptable behaviour in the workplace
- how to report incidents of bullying
- consulting with workers about bullying issues
- reporting psychological and physical injuries caused by bullying behaviour
- the organisation's Return to Work Programme
- training requirements for recognising bullying behaviour.

Training information should be reviewed periodically to ensure it is up-to-date and effective. Where appropriate, the information can be provided in a training manual and distributed to workers.

<p>For special training needs, such as translation services, resources are available from SBS television, industry associations, unions and educational institutions, such as TAFE.</p>	<ul style="list-style-type: none"> • Provide task-specific training. • Bullying in the workplace poses a risk to the health and safety of workers. An employer should ensure that appropriate policy and procedures are prepared to prevent bullying before it happens. The policy and procedures need to be thoroughly understood by everyone working in the workplace. • Workers need to be informed about the risks from bullying and what to do if bullying occurs. The employer should ensure that each worker is aware of the consequences of bullying and aware of counselling services.
<p>A worker's signature on a bullying prevention policy is not a confirmation of their understanding of respectful workplace behaviour. Their understanding can only be measured by direct observation and assessment by an experienced supervisor.</p>	<p>Provide adequate supervision.</p> <p>Workplace legislation requires employers to provide adequate supervision to ensure the health and safety of their workers.</p> <p>When determining adequate supervision, the level of risk in the job, the age of the worker, their experience and their competence should be considered. The requirements of those with disabilities, cultural differences or language problems should also be considered.</p> <p>Ensure procedures are followed.</p> <p>When a worker or manager fails to follow the workplace bullying prevention policy or associated procedures by bullying others, it should be treated like any other breach of policy. In the first instance, this may require counselling and further training.</p> <p>Procedures should incorporate informal and formal ways of responding to bullying behaviours. Procedures should outline how reports of bullying will be dealt with and set out broad principles to ensure that the complaints process is objective, fair and transparent.</p> <p>Keep training records.</p> <p>Workplace legislation requires employers to keep training records for certain tasks, such as working in confined spaces and working with hazardous substances.</p> <p>PCBUs might also consider maintaining training records for the induction of new workers on workplace bullying prevention strategies.</p> <p>Training records enable employers to keep track of who has been trained, how they performed, and what further training is required.</p>

<p>Where the orange zone is ticked...</p>	<p>Workers are being trained and supervised but the PCBU needs to ensure this is done more consistently and effectively.</p> <p>Ticks in the orange zone generally indicate that there are areas in training and supervision that may not be fully addressed.</p>
<p>A highly competent worker does not necessarily make an effective trainer. Be sure that supervisors understand their responsibilities regarding the prevention of bullying in the workplace and their supervision of other staff. They must also be appropriately skilled in identifying bullying behaviour and, when bullying occurs, respond accordingly.</p>	<p>Identify any areas where there are gaps in training and supervision.</p> <ul style="list-style-type: none"> • Have casual, part-time workers, contractors, maintenance workers and labour hire workers (and their agency) been informed of the potential risks of bullying behaviour, its recognition and the appropriate actions to be taken? • Inappropriate workplace behaviours shown by workers may indicate that training, assessment and supervision requirements need improving. Was training in respectful behaviours completed successfully? Do supervisors understand their responsibilities regarding training and supervision? Are they appropriately skilled to undertake training and supervision? Are workers following bullying prevention policies and procedures? • Retrain workers when appropriate and provide adequate supervision to ensure appropriate workplace behaviours. Ensure that the training records have a sign-off date to indicate that the training was completed. • To ensure that workers follow the policies and procedures and that they perform consistently, it is important that PCBUs are clear about their expectations and commitment to a bullying free workplace. • Ensure that any inappropriate behaviours are addressed in a timely, transparent and consistent manner, in line with appropriate procedures.
<p>Where the green zone is ticked...</p>	<p>The PCBU is ensuring that workers are trained, assessed and supervised to be safe at work.</p> <p>Ticks in the green zone indicate that the PCBU has the correct processes in place. To ensure they remain effective, review them – and don't stop there.</p> <p>Consider how training methods can be improved and how the consultative arrangements between workers and supervisors can be enhanced. Consideration should be given to broader training in respectful behaviours to ensure a safe workplace free from bullying.</p>

