


Training and supervision

For small businesses





Staff undertaking tasks where they have not been adequately trained can cause serious injuries or even death.

- Inform and train all staff in health and safety issues in your workplace.
- Make sure staff have specific knowledge about hazards they are exposed to at work.
- Supervise staff (especially new and less skilled staff) to make sure they work safely.

Why should you bother with training and supervision?

- Keeping a small business afloat can be difficult. One thing that can make it even more difficult is work-related injury or disease, which results in unexpected costs or the loss of a valued staff member.
- Fewer injuries mean lower cost to your business. This becomes more apparent with the introduction of experience rating. Under experience rating, eligible businesses and self-employed people, who have lower-than-average injury rates, with better-than-average return-to-work rates, may get a discount on their levies. Those with worse-than-average claims experience may get a loading on their levy.

Experience rating recognises and rewards those business owners with good claims experience. It also encourages businesses to prevent injuries in the workplace and when accidents do happen, help injured staff return to work as safely and quickly as possible.

For more detailed information about experience rating please go to www.acc.co.nz/er

- As a business owner/manager the law says that you have to look after the safety and welfare of people in your workplace. You must also involve staff and their health and safety representatives on an ongoing basis.
- Research in New Zealand shows that when staff are directly involved in their own health and safety, injury and illness rates improve.
- This training and supervision booklet for small businesses is the first step in improving your workplace health and safety. Employers, staff and health and safety representatives have additional responsibilities under the Health and Safety in Employment Act 1992. For more information on this Act visit www.business.govt.nz/worksafe or contact WorkSafe New Zealand.

How well are you training and supervising your staff?

To see how well you train and supervise staff in health and safety, ask yourself and your staff the following questions.

	Yes	No	N/A
Do you discuss health and safety with staff and health and safety representatives, listen to their concerns and keep formal records of discussions?			
Have you informed staff about hazards (and their controls) in the workplace?			
Have you trained staff in safe work procedures?			
Have you trained staff in emergency procedures?			
Do staff know how to use and maintain personal protective equipment?			
Do you and your staff have up-to-date certificates and licences to use plant and equipment (current licence for driving a forklift, current first aid certificate)?			
Are new staff introduced to the workplace via an induction or orientation that includes health and safety?			
Do you have a training plan to keep track of what health and safety training your staff require and do you keep records of training that has been completed?			
Are new and less skilled staff supervised while they perform tasks until they can demonstrate they are competent?			

If you could not answer **Yes** to all these questions, note down below the action you and your staff need to take.

What do you need to improve?

	Who	When

Hints for introducing (inducting) new staff into your workplace

Introduce (or induct) new staff to your workplace to help them feel comfortable and be safe and more productive.

- Involve key people in the induction – supervisors and other staff.
- Pace the induction so the staff member doesn't get too much information at once.
- Show (as well as tell) the staff member how to perform work tasks.
- Encourage the staff member to ask questions.
- Consider the language, culture and literacy needs of the staff member.
- Go over things that may seem common sense to you. You can't assume that prior knowledge, training or experience is enough because your workplace, equipment, tools and work practices may be different.
- Ensure that the new staff member is supervised while they perform new tasks, until they demonstrate that they are competent.
- Check that the staff member understands what they have been told or shown.
- Follow up with visits, demonstrations and training sessions as needed throughout the staff member's first year of work.

Workplace introduction checklist

Company name: _____

Staff member
name: _____

Employment
start date: _____

Position/job title: _____

Supervisor/
manager: _____

Workplace introduction

This workplace

I have been shown/introduced to:

- ☐ my supervisor/manager
- ☐ other staff
- ☐ key jobs, tasks and responsibilities
- ☐ work area, toilets, eating and drinking facilities
- ☐ where to make phone calls and collect messages.

Employment conditions

- ☐ work times and meal breaks
- ☐ rates of pay and how payment is made
- ☐ leave entitlement
- ☐ sick leave and who to call if sick
- ☐ how to use and maintain personal protective equipment.

Health and safety

Health and safety

I have been shown:

- ☐ how to do my job safely, including the use of guards and other safety equipment
- ☐ the safety signs and what they mean
- ☐ how to safely use/store and maintain safety equipment
- ☐ how to safely use/store and maintain equipment, machinery, tools and hazardous substances.

I know:

- ☐ my responsibilities as a staff member
- ☐ when health and safety meetings are
- ☐ where health and safety information is kept.

Hazards

I know:

- ☐ the hazards in my workplace
- ☐ the controls for these hazards
- ☐ how to report hazards
- ☐ where records of hazards are kept
- ☐ safe work procedures
- ☐ that I will receive the results of personal health monitoring.

Emergencies

I am familiar with:

- ☐ the emergency exits
- ☐ the fire extinguishers and their location
- ☐ the evacuation procedure
- ☐ the first aid kit and its location
- ☐ the first aiders (if applicable)
- ☐ my assembly area is: _____

Incidents and injuries

I know how to report:

- ☐ incidents and accidents
- ☐ near hits/near misses
- ☐ early signs of discomfort
- ☐ where accident forms are kept

☐ I report to: _____

- ☐ I know reports will be investigated and I will be kept informed of the results.

Staff member's signature: _____

Date: _____

Manager's signature: _____

Date: _____

Training plan

Keep this form when it is completed to use as a training record.

[illegible]

Example training plan

Keep this form when it is completed to use as a training record.

[illegible]

Record of safety discussions

It is a good idea to note down informal and formal workplace health and safety discussions.

Workplace name:			Date of discussion:	
People present				
Comments and issues				
Action	Who	When	Completed (sign and date)	

Further resources for small businesses

ACC brochures for small businesses:

- How to manage health and safety.
- How to manage hazards.
- Emergencies and incident investigation.

Visit www.acc.co.nz/preventing-injuries or call 0800 844 657.





Te Kaporethana Āwhina Hunga Whara

www.acc.co.nz

0800 844 657