

GUIDANCE FROM THE HEALTH & SAFETY COMMITTEE

Guidance for carrying out Internal Training

We recently conducted a Training Survey amongst NASS members about the type of training methods they used, from which it emerged that a commonly used method in the industry was Internal / Grandad training.

As the percentage of companies using this type of training is so high, NASS' Health & Safety Committee has prepared the following guidance on areas that should be covered within any internal training you may provide to your employees. The Committee thanks everyone who took the time to complete and return information to NASS.

Supervision

At all times, your employees must have suitable and sufficient supervision, especially if they are undertaking training and/or learning new tasks and procedures.

Competence of Trainer

Your designated trainer must be competent in the use of equipment. Competence is defined as: having the Skills, Experience and Knowledge.

Your designated trainer must be able to pass on (communicate) the information to the trainee and have equally good listening skills to assess that the training and instructions have been understood.

Prior Knowledge of Trainee

It is important to enquire about the trainee's prior knowledge. It will give you information about the trainee and the amount of information you will need to deliver. If you are training a group it will give you a guide to the speed you can deliver the required information.

Methods of Communicating Information

There are several methods, which can be used in training employees. The methods used will depend on some of the following factors:

- 1) Numbers involved
 - a) One to One
 - b) Small group
 - c) Large numbers (in small groups)

- 2) Facilities available
 - a) Training room (size, availability)
 - b) Equipment
 - c) Location

- 3) The type of training to be undertaken

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The information can be delivered in several ways:

Demonstration/	Excellent way of training employees who are required to learn practical skills.
Repeating:	The skills are demonstrated to the employee and then the employee is asked to repeat the skill whilst explaining what he is doing. Corrections can be made immediately and learning assessed.
Visual:	There are many types of visual training aids which are good for conveying theoretical information in written, data and graphical forms. They can be used to test learning, gather feedback and used as any interactive tool. Examples are: Video, OHP (over head Projector), Wipeboards and chalkboards, Flip charts and PC based presentation with VDU screens or projectors.
PC CD-ROM:	Training packages which use the latest training media - the PC. CD-ROMs carry the full training information set out in a structured way, which test learning at set stages of the training. The learning is interactive and generally one to one and can be carried out at a speed which is suitable to the trainee's learning ability.

Preparation, Training and Structure

The preparation of the training is equally as important as the training itself. Check that:

Room (if required):	Has it been pre-booked, how is it set out, temperature, lighting etc.
Visual Aids:	Are they all available and working, have you got all the necessary writing materials, flip charts, videos, leaflets, etc.
Demonstration:	Ensure that if demonstrating, all equipment/tools/machinery are in good working order and are 'Fit for Purpose'.

Before commencing the training, the trainer should:

- Set the aims and objectives of the intended training.
- Produce a training/lesson plan.
- Break the identified training into 'Bite Sized Chunks' and tie in with the lesson plan.
- Prepare yourself - 'Know your Subject'.

The course content will vary because of the type of training to be undertaken but the following is a typical example:

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Course content to cover the following areas:

- Legislation / Regulations
- Health and Safety Issues – General
- Pre-inspection Routines
- General Operating Instructions
- Operating Health and Safety Points
- Post Inspection Routines
- Maintenance and Health and Safety Issues
- Feedback and Reporting Procedures (including breakdown, failure and emergency procedures)

Check Understanding

It is important to check, and assess that the information given has been correctly understood. Testing the understanding can be achieved in many ways, such as examinations and multiple-choice questions, question and answer sessions, repetition of tasks to an acceptable level, etc.

The testing should be undertaken at each stage of the training to ensure that critical information has not been missed or misinterpreted.

Record Training

Once the training has been completed, record it on the employee's training record file with information on, dates, type of training received, training provider (who carried out the training). Ensure that the trainee signs the record as acknowledgement of training and also get a signature from the trainer or senior manager.

Gather Feedback

As with all courses, they can always be improved.

Gather information about the course from the trainees. Find out as much as possible on:

- the content and material.
- the presentation and delivery of the trainer.
- was the course/training too long/short.
- did they feel that the aims and objectives of the course had been met.

All this information can be used to restructure the course and improve the outcomes and results, and to ensure that everybody leaves the training event with the skills and knowledge they expected to receive.

Further guidance and a listing of helpful reference material can be obtained from your copy of "Safety Guidelines" - one copy of which was sent, free of charge, to all NASS members during 2006. Further copies are available from NASS at a nominal charge of £50.