

Overview.

This is an overview of the work site supervisor development training we have been delivering for many years for larger employers. The program is tailored to:

- The individual attendees work operations – utility arb or forestry
- The specific contract and client requirements
- The specific employer requirements

Any additional specific aims and objectives are agreed at the course planning stage.

Please note - this is not a turn up, complete the training and obtain a competence certificate, type of program. Development is completed over an agreed period based on existing competence levels and only attendees who successfully demonstrate / evidence their ability, in line with the skills and knowledge criteria, will be certificated.

Although this training would benefit all attendees and their organisations, some individuals may not have the personal skills / abilities to successfully complete the end assessment. It is also likely that employers will need to provide further internal support and development opportunities for individuals. This is not meant to be harsh or restrictive, however it is understood through experience, that some individuals will require more development than others for leadership / supervisory work, and some may not retain the necessary skills or knowledge covered during two days of training.

- The course is delivered over a minimum of 2 days.
- The specific employer organisation site documentation, internal policies and procedures and their specific contract standards, are used.
- Attendees are appraised by the instructor throughout the training, and individual feedback, with any development recommendations, made.
- A follow up onsite coaching and assessment event is recommended to be completed after the attendees practice / consolidate their skills and knowledge. This is not mandatory.

Attendees will receive a training attendance certificate after the training. A graded competence assessment certificate is available, see options 1 & 2 on page 4.

Attendee numbers.

The recommended attendee group size for the indoor sessions is 8 people however where justified by the attendee's manager / employer, larger or smaller groups are possible. It may also be appropriate or advantageous to deliver employer / business specific courses however mixed courses are possible (attendees from more than one business could attend). Larger groups may reduce costs however, due to less "one to one" time, the training may be less effective, depending on attendees existing skills, knowledge, experience.

Refresher training / reassessment.

Refresher training requirements and reassessment of competence are for the employer and individuals to identify, as per current UK legislation and good practice guidance, however five yearly intervals are recommended. The instructor will make specific recommendations at the end of the initial training, based on each attendee's performance. Based on experience and attendee feedback, following this development, the attendees are able to identify areas for personal development for themselves and their work teams.

Objectives.

The aim of this development program is to enable attendees to assist the employer business, in managing work site operations to ensure:

- Ongoing workforce competence
- Industry good practice and legal compliance
- Operational efficiency
- High-quality work to client specification requirements



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- Customer satisfaction

When supervisors put into practice the skills and techniques covered on this training, they will contribute to the business's profitability and sustainability, by ensuring work is completed to the standards set by the specific employer, their clients, customers and current industry agreed good practice.

Following this development program, successful and competent supervisors, will be able to assist competent Contract Managers by proactively monitoring day to day contract operations. They will be able to identify the indicators of poor safety culture and attitude amongst staff and contractors, and help reduce accidents and incidents and provide constructive feedback. They will be able to encourage, enhance and develop these areas within the workforce they interact with.

Pre-program planning stage.

During discussions with employers, specific topics and industry sectors (rail, highway, electrical, waterways, forestry, timber harvesting, horticulture, landscaping, telecommunication etc) can be selected as the basis for this training. This ensures the areas of operational activities to be supervised by the individuals, are covered.

An appraisal / evaluation of individual supervisor work history, existing qualifications, safety attitude and experience, is recommended as part of the planning process ahead of the development program delivery. This is to assist in tailoring the sessions to the employer, individual and group requirements, and maximising the cost benefits of the training.

Specific employer organisation or main client documentation (policies, procedures, management systems) are included, as relevant to the work operations, industry sectors, and role of the supervisor.

Training overview.

This is an indoor group event, delivered over 2 consecutive days. An ongoing appraisal of each attendee's existing knowledge level and abilities is conducted as the training continues, and the sessions are adapted / tailored as required.

The topics covered include, but are not limited to the following:

Knowledge development*

- Overview of related health and safety and welfare requirements and background legislation.
- Industry accident stats, HSE guidance on benefits of proactive management.
- Role and responsibilities applicable to the specific employer / business.
- Understanding the importance of their role in business profitability and sustainability and customer care.
- Existing industry standards documentation (FISA, AA, HSE, and sector specific standards where applicable e.g. ENA G55, BSI 3998, AA Technical Guides, RSSB standards).
- Risk assessment including format, hazard and risk evaluation, hierarchy of control. Generic, site specific, point of work, applicable to the specific business.
- See links with other training such as IOSH Managing Safety.

Soft skills.

- Behavioural safety, awareness, objectives and importance on communication and personal standards and attitudes. Identification of trends and indicators and methods of encouragement, error correction and attitude development and involvement.
- Team monitoring and error correction, rewarding behaviours, safe and unsafe acts (SUSA).
- Communication skills, individual and group worker engagement, and constructive feedback, linked to previous behavioural safety sessions.



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- Delivery of team briefings / toolbox talks / safety bulletins and alerts.
- Encouraging team efficiency, performance, communication and involvement in work site quality monitoring.
- Customer care awareness.
- The importance of time management and completion of related company documentation and management evidence.
- Completion of employer organisation and/or client specific documentation in line with their role (site specific risk assessments, site inspection and operator competence monitoring reports, near miss reporting etc).
- Incident and accident management and emergency planning.

Equipment and industry operational good practice awareness*

Example: The commonly requested topics covered relating to utility arboricultural operations are:

- Arboricultural good practice and knowledge refresher / updating (AA ICOP and TG1-5).
- Chainsaw - ground based – felling, stump analysis and general operation standards (manufacturers and FISA guidance).
- Aerial operations – chainsaw use – hand tools - climbing good practice – 2 rope / 2 anchor point systems - pruning, sectional dismantling and rigging - rope access.
- Electrical safety refresher – site safety G55/3, GS6, HSG47, CAT & Genny – Red zone working.
- LOLER, PUWER and ESQCR requirements.
- Awareness, traffic management (NRSWA) and warning signage.
- Tracked chipper operations – draft European standard – transport – manoeuvring – positioning - maintenance.
- Tree shears, grapple saw, flail machine operations - MEWP's - Stump grinding.
- Machine risk zones - operator protection ROPS, FOPS, TOPS, OPS.
- Powered hand tools – hedge cutters - brush cutters - clearing saw – blowers - drills.
- PPE standards - Welfare requirements.
- Site specific / generic risk assessment production.
- Emergency planning (machine and personnel) and rescue.
- Wildlife and environmental assessment – biosecurity - pollution control – spill kit use.
- Common operational non-compliance and poor practice relating to the above points. Tips / methods for monitoring, gaining team and individual involvement and compliance, and methods / techniques for error correction.

*Accreditation for Prior Learning may be relevant.

At the end of the training.

Individual performance is appraised during development sessions and reported to their line manager for internal monitoring and support where required. This is initially via verbal discussions between the course instructor and the line manager. A formal training report / feedback note is sent to the Manager / Employer.

Following this two-day course.

Individuals are asked to put into practice the knowledge and skills gained or refreshed, during their normal work operations over the following month (or as agreed during planning discussions and based on an individual's ability and employer requirements), and to record their actions / findings / opportunities for development. This usually take the form of the business inhouse site inspections and monitoring systems, reviewed by their manager. A training certificate can be issued.

Individual coaching / support.

Following the training the individual practices and develops their competence with support from their Employer / Line Manager. We can provide further coaching (where necessary) if internal employer support is not practicable. This is priced separately. See option 2 below.

Individual appraisal / competence assessment (optional but recommended).

An appraisal or assessment of the attendees' skills, knowledge and ability (competency) can be completed in one of two methods.

Option 1.

A selection of completed site monitoring / inspection records can be sent to the instructor for review. Such evidence can be recorded using specific employer or customer / client documentation or industry sector recognised documentation such as AA / FISA guidance, or similar. This could include video evidence of error correction / identification.

This is intended to evidence the individual's performance in live work environments to support / justify the issue of a Supervisor Competency Certificate.

Option 2 (strongly recommended).

An assessment of performance during witnessed events (shadowing and coaching on live work site visits) during the individuals' normal work operations supervising an active work team.

We believe this is the most appropriate method to fully assess operational competence and would be priced separately.

Notice is required for site based coaching events and one or more attendee can be involved in site-based coaching events to reduce costs and increase effectiveness. The instructor / assessor would travel to the work site for this coaching / assessment.

Please note:

More than on site visit / assessment may be required should the individual not meet the expected standard. It should be understood that these individuals will need to demonstrate their skills and knowledge to a high standard to be successful. Not all attendees will have the personal ability to complete this development easily and must be prepared to undertake personal development in addition to this formal training program.

Additional industry specific training.

Additional training can be incorporated or closely linked to this development training such as IOSH Managing Safety, risk assessment, manual handling and ROLO, or other technical training such as brush cutter, chipper, assisted felling etc.

Further information.

Please contact Martin Lennon if you wish to discuss this further or need more details.