

## Competency

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### Obligations

Employers and supervisors are responsible for ensuring operators are qualified or licensed and competent to operate vehicles and perform work.

### Evidence

The first step for a supervisor is to maintain records (evidence) as to what qualification, license or competency is held by each operator. Most importantly, supervisors need to know when a licence expires or when a competency needs to be re-assessed or refreshed.

### Competence

Just because a person holds a qualification or a licence, does not mean that person is competent. Conversely, a person may have experience that enables them to demonstrate competence, even if unlicensed. It is critically important to ensure that every operator is both licensed and competent to operate each piece of equipment in the actual conditions expected.

Although many training programs and documentation describe a person as either 'competent' or 'not-yet-competent', the reality is that competence varies. A new starter may have some basic awareness, but not enough to work (drive) unsupervised. At the other end of the scale is the expert. Experts should be consulted when formulating policy, procedure and work instructions.

Experts can also be involved in training, coaching, mentoring, competency validations and incident investigation.

### Training Plan

A training plan is a simple document that sets out an individual's training activities over a twelve month period.

Starting with safety training, the plan sets out when the training will happen, who will conduct the training and where it will take place. How assessments will be performed and what success looks like need to be negotiated and agreed.

It's important for a training plan to be communicated to key stakeholders so training can be budgeted, arranged, scheduled and evaluated.

### Competency Verifications

It's important for supervisors to perform (or arrange an expert to perform) a competency verification before new starters are permitted to work unsupervised.

Fast  
Start  
Street

