

PURPOSE

Spliceteq South Communication Ltd (Hereinafter in this document referred to as the Company) is committed to Quality and to the Health and Safety of all its employees. It is therefore important that adequate training is provided to ensure they are kept up to date with current technical practices and receive regular training on Health and Safety matters.

PROCEDURE

Training can be divided into two categories, one-off training e.g. new techniques and revised Codes of Practice (technology and techniques) and routine training e.g. first aid and lifting and handling etc.

The schedule for routine training is as follows:

Training	Period	
Safety Rules	3 years	All staff
Safety Management System	3 years	All staff
Health and Safety at Work Act	3 years	All staff
Emergency first aid	3 years	All operational staff
Lifting and handling	3 years	All staff
General safety awareness e.g. firefighting, COSHH	3 years	All staff
Risk assessment training	3 years	All staff
Competency Training	3 years	All competent staff
NRSWA	5 years	Highways staff
Confined Spaces	3 Years	

TRAINING PROGRAMME

All requests for training (both one off and routine) follow the same procedure, as below:

- (a) For one of training the Supervisor identifies a training requirement and completes a Training Request Form FT 1 and sends it to the Managing Director.
- (b) For routine training the General Manager recognises a need for refresher training and completes a Training Request Form FT 1 and sends it to the Managing Director.
- (c) The General Manager arranges a suitable training course and liaises with the Operations D for appropriate dates. The details are written on the original request form, which is retained by the Office Manager.
- (d) The Office Manager sends confirmation of training courses by writing to the Employee and sends a copy to the Managing Director. One copy is retained as a check for receipt of a certificate of training. If required the Employee signs a form to agree to contribute to the cost of the training should they leave the Company within twelve months of the course.
- (e) Once the training is completed the Office Manager ensures a training certificate is received.
- (f) The training is recorded on the personnel database and on the Employees training file.

1.0 SCOPE

- 1.1 This procedure describes the identification of training needs and the training and qualification of persons working for the Company.

2.0 RESPONSIBILITY

- 2.1 The procedure is the responsibility of the Operations Director.

3.0 TRAINING AND QUALIFICATION

- 3.1 The activities performed as part of working for the Company, are identified by the Office Manager and are stated in a Training Record.
- 3.2 A Training Record is held for each person performing such activities.
- 3.3 Qualification is on the basis of appropriate education, training and or experience. Their Training Record is signed and dated to signify qualification.

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TRAINING PROGRAMME

- 3.4** A copy of any certificate supporting qualification is held with the applicable Training Record.
- 3.5** The authority to appraise persons is as follows:
 - (a)** The Managing Director
 - (b)** The Operations Director
- 3.6** The Office Manager examines the driving licence for each new employee, their Training Record is signed and dated to signify this and a copy of the licence is held with their Training Record.
- 3.7** At specific intervals The Office Manager examines the driving licence of each employee and signs and dates the copy to signify this.
- 3.8** Each new employee receives induction training including health safety and quality awareness; their Training Record is signed and dated to signify qualification.
- 3.9** A new employee who is qualified on the basis of appropriate education, training and or experience gained with a previous organisation is appraised during the initial period of employment and their Training Record is signed and dated to signify qualification.
- 3.10** The Office Manager continually reviews the Training Records of all employees to identify any future training needs. The appropriate training is provided to meet identified needs; external training is arranged as is appropriate.
- 3.11** The Office Manager prepares a summary of training since the previous management meeting and any future training needs and presents this for management review.

4.0 RECORDS

- 4.1** The Training Records are held and are the responsibility of the Office Manager.

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ISSUE OF COMPETENCY CERTIFICATES**PURPOSE**

To ensure Staff satisfy the requirements of the Company in order to reach the necessary level of Competency.

PROCEDURE

Before any person may be put to work he or she must be made a Competent Person. All on site staff are issued with a Competency Certificate SSC 16 that indicates the appropriate level for which the recipient has been considered competent.

A Competent Person is someone who is recognised as having sufficient technical knowledge and or experience to enable him or her to avoid danger.

All Competency Certificates are valid for three years. At the end of the three years period Staff will be re-assessed and a new certificate issued. The certificate will detail but is not limited to the following the competencies held by an employee, the training received by the employee, the inductions received by the employee. The certificate may carry a photograph of the employee and limited personal information for identification purposes.

The Office Manager in his or her role will be responsible for the administration and issue of the certificate system. The Operations Director will inspect and review all certificates annually and record his or her findings in the employees personnel file.

The employee must carry his or her certificates with them at all times whilst carrying out their duties on behalf of the Company as the inspection of their certificates will be a requirement of the Companies audit process.

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AUTHORISING STAFF

Supervision – on an individual basis, the following levels of supervision will be given as appropriate to the work at hand.

Personal supervision – supervision by a suitably Qualified Person such that he or she is at all times during the work accompanying the Person being supervised.

Immediate supervision – supervision by a suitably Qualified Person who is continuously available at the location where work is in progress and who attends the work area as is necessary for the safe performance of the work.

The Assessing Officer – will be appointed in writing and will be responsible for carrying out the duties defined in the Appendix of the procedure.

Requirements of an Assessing Officer

An Assessing Officer shall:

Satisfy the minimum training and experience criteria as prescribed in Appendix 3A.

Be conversant with the activities that the individual is being assessed for competency.

Ensure persons being nominated for authorisation as competent, meet the minimum requirements for qualifications and experience as specified in Appendix 3A

Be responsible for the assessment of competence of the Service Provider’s personnel and the maintenance of records

Be a mentor for any staff seeking to become trained and experienced in the work falling within the scope of the service provided by the Company.

The Authorising Officer – will be appointed in writing and will be responsible for carrying out the duties as defined in the Appendix of this procedure.

Responsibility of the Authorising Officer

The Authorising Officer shall be responsible and have the necessary authority to ensure that the individual carries out work in accordance with the relevant standards as specified in Appendix 1, including the issue of appropriate certification for all work carried out.

An Authorising Officer shall have an understanding of and, for the purposes of the process, assume overall responsibility for the Health and Safety and all other criteria relating to the work being undertaken

Responsibility of the Qualified Supervisor

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The Qualified Supervisor shall have direct responsibility, on a day to day basis, for the safety, quality and technical standard of work performed by all competent staff under his supervision.

The Qualified Supervisor shall:

Ensure that the requirements regarding the minimum training required to allow an individual to carry out his or her duties are met.

Demonstrate the appropriate knowledge of the activities carried out by the Company and the related procedures.

Assessment period – will be the period of time required by the Assessing and Authorising Officers to determine the individual's competence, knowledge and ability. This period of time will be no less than two weeks and no more than six months.

Authorisation and Re-Authorisation

Staff will be assessed, interviewed and examined as appropriate by the Assessing Officer to ascertain their competence for the work to be carried out.

The Assessing Officer will have to satisfy himself that the candidate has completed each element of the appropriate authorisation module for which they are being assessed and prior to recommending their authorisation. The authorisation modules are detailed in the Training Manual.

A practical assessment will be carried out to demonstrate as many of the relevant modules as possible. Those modules not demonstrated during the practical assessment will be examined during the interview.

The interview questions will be similar in range and will be appropriate to the candidate's normal workload.

A record will be kept of the questions and practical scenarios and of the answers and responses. To pass the assessment the candidate will be expected to achieve a high pass in both the practical exercise and interview. Any failures, other than those of a very minor nature will prompt the need for re-training.

In addition, for re-authorisation, the Assessing Officer will ascertain the areas of activity in which the person has frequent experience.

Staff being considered for re-authorisation as Competent Persons will usually be assessed in the workplace and interviewed in a formal setting.

Staff recently employed by the Company will have documented evidence of their skill, experience, training and previous authorisation. This information will be treated as accurate by the Assessing Officer and will form a key part of the initial authorisation assimilation process. Staff being assimilated may not need to complete a practical exercise but will do so when they are due for re-assessment.

The Assessing Officer will be provided by the Authorising Officer with the Persons previous training and experience and recommendation of the Persons authorisation level by completing and signing the Authorisation Certificate.

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The Assessing Officer will sign this uniquely numbered Authorisation Certificate detailing the Persons level of authorisation. Authorisation Certificates will have a maximum validity period of three years.

Records will be kept off all candidates assessments including unsuccessful applicants. These records will be stored in the candidate's personal file and will be referred to during future competency interviews and reviews. The Authorising Officer is responsible for the maintenance of these records.

SELECTION OF STAFF

Staff selected for authorisation will be trained and capable of carrying out the required range of tasks appropriate to the level of competence required. Existing staff will be monitored by their supervisor and those showing the necessary aptitude will be put forward for training.

Additionally staff demonstrating potential as Supervisors will receive Supervisory Training, these staff will then be able, once authorised to lead working parties.

The Office Manager will put new recruits forward for training and authorisation.

On job training may be required in which case the trainee will be authorised to operate under the personal supervision of a Competent Person or an Authorised Person as appropriate. Assessment for this training authorisation is not appropriate as the Competent or Authorised Person takes the safety responsibility.

The following minimum requirements will apply to Staff selected for authorisation:

Level of authorisation	Minimum experience
Competent Person	Six months experience as a member of an installation team including three months working under the supervision of a Competent Person. Or Six months experience in an industry with similar craft requirements as our own including three months working under the supervision of a Competent Person.
Authorised Person	Twelve months experience as a Competent Person including three months working under the supervision of an Authorised Person.

ADMINISTRATION

Records of all assessments and details of all Authorisation Certificates issued will be entered on a database established on the Company's computer network system. Access to the database is restricted to the following staff the Office Manager, Managing and Operations Directors. The Issue of all items such as System Safety Rules, Codes of Practice and Manuals will also be entered on the personnel file, which will clearly indicate those items that have been issued by the Company. This database will be backed up and duplicate data kept off site as part of the Company's normal back up procedures.

A Computer Diary System will be used to prompt all actions connected with authorisation reviews, refresher training and re-authorisation.

The Office Manager is solely responsible for the administration of the Authorising Procedure.

AUTHORISATION REVIEWS

All Staff authorisations will be reviewed annually to ascertain that their existing levels of authorisation are still appropriate and whether refresher training is due. During these reviews, reference will be made to the record of any site safety audits carried out by the individual.

When re-authorisation is due Staff will attend a refresher-training course before their Authorisation Certificate is re-issued. Details are included in the Training and Re-Assessment Procedure.

Paul Parkinson

Paul Parkinson

CEO

21/06/2024

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