

5 Steps to Information, Instruction and Training



Occupational Safety and Health Branch
Labour Department



OCCUPATIONAL SAFETY & HEALTH COUNCIL

This brief guide is prepared by
the Occupational Safety and Health Branch
Labour Department

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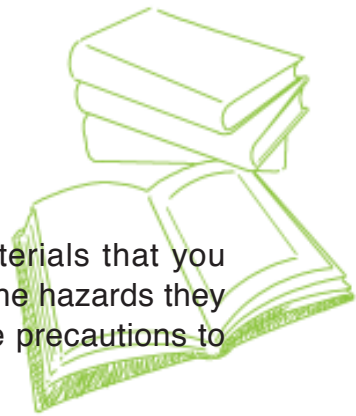
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Introduction

As an employer, you are required by the Occupational Safety and Health Ordinance to undertake the general duties to ensure, so far as reasonably practicable, the safety and health at work of all your employees. These duties include the provision of information, instruction and training. Of course, your employees also have the responsibilities to co-operate with you in complying with the safety rules of the workplace. They should not act recklessly and put themselves and other workers in danger.

This guide outlines the five steps you should take and serves as a reference for you regarding the provision of information, instruction and training on safety and health at work.

Information



"Information" refers to the materials that you provide to your employees on the hazards they may encounter at work and the precautions to take.

Step One Decide **WHO** needs the information

- Your employees
- Other workers sharing the same premises with you
- Employment agencies that provide supporting staff to you
- Persons who assist you to fulfill your occupational safety and health responsibilities
- Visitors to your premises

Step Two Decide **WHAT** information should be covered

- Various potential hazards at work
- Precautionary measures to eliminate the hazards
- Emergency plans and evacuation procedures
- Safety rules and measures that employees and other persons should comply with
- Correct use of work equipment and personal protective equipment

Step Three Decide **WHEN** to provide the information

- When your employees first take up their work
- When the nature of their work has changed
- When new or greater hazards at work are encountered
- When other workers or visitors are at work on your premises

Step Four Decide **HOW** to provide the information

You should consider how much information is required, who needs the information and when to provide. Information can be made available in the following ways:

- Verbal — tell the staff what they need to know
- In writing — the information may come from you or the suppliers (e.g. information given on the labels of dangerous substances)
- Electronic means — the information can be disseminated via e-mails or intranet

No matter which way you choose to disseminate the information, the content should be easy to understand. If necessary, you may appoint a competent officer to explain the information to your employees so that each of them understands its content and knows how to use the information properly.

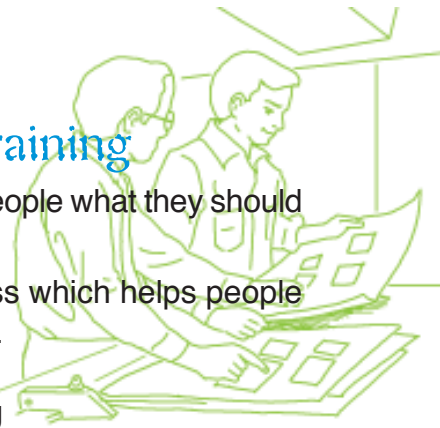
Step Five **ASSESS** whether the information is effective

- Does every employee understand the information? If not, you should provide guidance or training.
- Are they using the information properly?

Instruction and Training

"Instruction" means telling people what they should do and should not do.

"Training" is a tuition process which helps people learn how to perform a task.



Step One Decide **WHO** needs training

- Yourself
- Managing staff and supervisors (see Appendix 1)
- Other staff, including new recruits and part-time staff

Step Two Decide **WHAT** kind of training is needed and the objectives of training

- Is the specific kind of training required by law?
- Are your employees given specific training to meet the work requirements?
- Are accident records and safety performance of the company, and the sickness records of the employees taken into consideration?
- Is there a need to have refresher training or upgrade the existing skills?
- What are the criteria for designating one as a "competent person", and what is meant by meeting the safety standards (i.e. the knowledge and experience required for work safety)?
- Are your employees possessing the prerequisite skills for their work?

It is a waste of time and money to provide employees with inappropriate or excessive training.

Step Three Decide **HOW** to conduct training (see Appendix 2)

- Are the training personnel at the workplace competent in providing training on occupational safety and health?
- Is it necessary to engage external training bodies to conduct training?

Step Four Decide **WHEN** to provide training

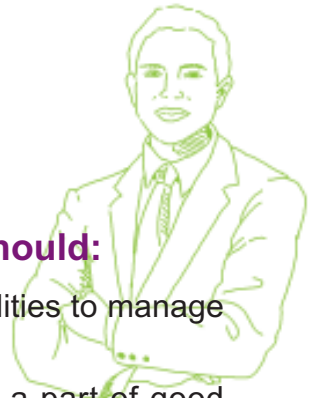
- Is induction training provided for new recruits?
- Is additional training provided for employees when they encounter new or greater hazards at work?
- Are refresher courses conducted regularly to ensure that all employees possess the most updated knowledge and skills?
- Is training prioritised according to the needs of the employees?
- Is a completion date set for the training scheme?
- Are adequate resources allocated for training purposes?
- Is there other means to obtain training subsidies?

Step Five Monitor whether training is conducted as planned

- Are the training objectives in Step Two achieved?
- Are views collected from the management, supervisors and trainees?
- Has the occupational safety and health performance of the company improved?
- Is there still room for the training scheme to improve?

Of course, apart from complying with the general duties provisions to provide employees with information, instruction and training on safety and health at work, you should also pay attention to other regulations to find out whether there is a need to provide specific training to employees who are engaged in a particular kind of work so as to ensure their safety and health during work.

Appendix 1



Management and supervisors should:

- accept that they have the responsibilities to manage safety and health;
- recognise that safety and health is a part of good management; and
- take action to achieve good standards of safety and health at work.

Before doing so, they need to:

- understand the hazards involved in the work;
- arrange for a risk assessment;
- pay attention to the various ways of hazard elimination;
- decide how to control hazards;
- convey and promote safety and health message to all staff;
- ensure safety measures and precautions are properly implemented;
- identify faults arising from work; and
- decide how to make improvement.

Appendix 2



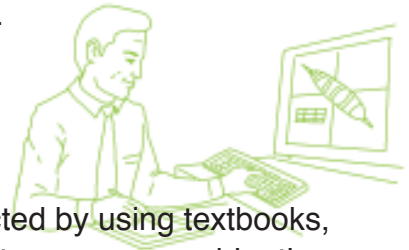
Various training methods

Mentoring system

It is undoubtedly a practical training method to deploy an experienced person to coach the less experienced staff. However, the effectiveness of this kind of training system depends very much on the quality of the mentors, particularly the extent to which the mentors can correctly and effectively provide guidance for the trainees. In practice, you may need to consider giving the mentors some training on coaching techniques.

Training at place of work

You do not have to send your staff to training centres or institutes for training all the time. Sometimes, it is more convenient to arrange trainers to conduct training for your employees at their place of work.



Distance learning

Distance learning can be conducted by using textbooks, audio/video tapes, computer software or a combination of these means. This method of learning requires great perseverance. The learner should be prepared to undergo training all by himself during most of the training period. Therefore, some trainees need greater support and encouragement. In any case, distance learning is a very economical and convenient way of training.

Software-oriented or interactive learning programmes

This method employs computer software as training materials for users to read information and answer questions. As this approach allows interaction between the trainees and the training materials, its design should be user-friendly.

How to choose suitable trainers or training providers

Any business operator will be prudent in selecting a supplier for goods or services. In selecting a trainer or a training provider:

- You should have a clear understanding of your needs —review your risk assessment and write down your requirements.
- You should consider whether trainers are available in your organisation.
- You should enquire the Labour Department and relevant authorities or organisations about information on trainers or training providers.
- It is advisable to consult and seek comments from business contacts or trade associations on referrals of suitable candidates. This will enable you to find good trainers or training providers at a reasonable price. Before starting a training programme, you should check out its content from the trainers to make sure that they meet your needs.

Appendix 3

Some of the occupational safety and health training providers are listed below:

Occupational Safety and Health Training Centre of the Labour Department

13/F, City Landmark I, 68 Chung On Street, Tsuen Wan, New Territories

Telephone: 2940 7057

Facsimile: 2940 6251

E-mail: enquiry@labour.gov.hk

Website: <http://www.labour.gov.hk>

Training provided:

General training courses on safety legislation provided free-of-charge

Occupational Safety and Health Council

19/F, China United Centre, 28 Marble Road, North Point, Hong Kong

Telephone: 2739 9377

Facsimile: 2739 9779

E-mail: oshc@oshc.org.hk

Website: <http://www.oshc.org.hk>

Training provided:

Various training courses on occupational safety and health
Both daytime and evening classes are available

Training courses can be tailor-made according to the requirements of individual organisations

Construction Industry Council Training Academy

95 Yue Kwong Road, Aberdeen, Hong Kong

Telephone: 2870 0183

Facsimile: 2553 7612

Website: <http://cicta.hkcic.org>

Training provided:

Different training courses for the construction industry

Various refresher, advanced, management training and
commissioned courses

Enquiries

For enquiries on this guide or advice on occupational safety and health, please contact the Labour Department's Occupational Safety and Health Branch through:

Telephone: 2559 2297

(auto-recording after office hours)

Facsimile: 2915 1410

E-mail: enquiry@labour.gov.hk

Information on the services offered by the Labour Department and major labour legislation can also be found by visiting our Home Page at <http://www.labour.gov.hk>.

Information on the services provided by the Occupational Safety and Health Council can be obtained through its hotline at 2739 9000.

Complaints

If you have any complaints about unsafe workplaces and practices, please call the Labour Department's occupational safety and health complaint hotline at 2542 2172. All complaints will be treated in the strictest confidence.

