

# Training and supervision

It is essential to train and supervise your staff effectively to make sure that they operate safely at work.

You should train your staff in all the safe methods that are relevant to the job they do. There are some safe methods that all staff need to cover on their first day. You should also supervise them to check they are following the safe methods properly.

Sign the training record to confirm that staff involved in the work activity that day have been supervised to make sure that your staff follow your safe methods.

What to do	How
Once you have worked through them, use the safe methods in this pack to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you to confirm they understand fully.
Make sure you know what training each member of staff has received	Make a note on the Staff training record every time you train a member of staff.
Watch the member of staff when they are carrying out a task as part of their work.	Make comments and observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully. If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method.
When a member of staff has completed a task, ask them about how they followed the method, to help you find out if they did it correctly.	You may wish to observe staff carrying out high risk activity periodically to check safe methods have been followed.

What to do if things go wrong?	How to stop this happening again?
If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow this method.	Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these. Remember to include new staff.