

**BRITISH STANDARD**

# **Code of practice for the delivery of training and education for work at height and rescue**

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**BSi**  
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# Foreword

## **Publishing information**

This British Standard was published by BSI and came into effect on 31 May 2006. It was prepared by Technical Committee PH/5, *Industrial safety belts and harnesses*. A list of organizations represented on this committee can be obtained on request to its secretary.

## **Information about this document**

Falls from a height are one of the largest causes of death and injury in the workplace. There is therefore an increasing demand for people to receive training for work at height. This demand is driven partly by legislation, as the Work at Height Regulations 2005, Regulation 5, explicitly requires anyone working at height to be competent, and partly by an increasing trend within industry for a professional approach to be taken to work activities which are potentially dangerous.

There are many national, European and international standards which specify systems and equipment for work at height, and codes of practice for the use of such systems and equipment in the workplace. The present standard gives recommendations and guidance on how training and education should be delivered for the people who use such systems and equipment for work at height.

This British Standard covers training for work at height in an industrial context, including work at height in factories and in the construction, civil engineering and cleaning sectors.

This British Standard gives recommendations and guidance for training providers to enable them to ensure that training for work at height is delivered to a high standard, in a safe, controlled environment by competent and experienced staff. It also gives guidance on the information to be given to clients to enable them to select a course that is suitable for their needs.

The standard covers all types of training for work at height, whether delivered by an employer to their own staff or by an external provider to independent clients. The former includes “train-the-trainer” type situations in which an employer engages a training provider, or employs a trainer, to deliver training for a single specific task, or on a specific product, to some of their employees who then in turn provide training to other employees.

The standard does not give recommendations on course content. The Advisory Committee on Work at Height Training (ACWAHT) has published *Work at height. Awareness syllabus* [1]. This gives basic information on safe working practices for work at height which ACWAHT recommends should be covered in training courses.

The standard is intended to apply to course-based training and education. It is not intended to apply to the provision by an employer of ongoing experience-based training and education in the workplace, where the subject matter of the training being provided is the job itself, for example as provided by an apprenticeship. However, employers providing such training would probably benefit from the advice given in this standard as many of the principles do apply and offer good practice.

### **Use of this document**

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

### **Presentational conventions**

The provisions in this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is “should”.

*Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.*

### **Contractual and legal considerations**

The Health and Safety Executive (HSE) commends the use of this British Standard to those who have duties under the Health and Safety at Work etc. Act 1974. This standard was drawn up with the participation of HSE representatives and it will be referred to in the relevant HSE publications.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

### **Compliance with a British Standard cannot confer immunity from legal obligations.**

In particular, attention is drawn to the legislation listed in Annex A.

# 1 Scope

This British Standard gives recommendations and guidance on the delivery of training and education for work at height, including rescue.

The standard is applicable to training for work which falls within the scope of the Work at Height Regulations 2005. The standard is applicable to training for work at height in an industrial context, including work at height in factories and in the construction, civil engineering and cleaning sectors.

*NOTE The Work at Height Regulations 2005 specifically exclude “the provision of instruction or leadership to one or more persons in connection with their engagement in caving or climbing by way of sport, recreation, team building or similar activities”.*

The standard is not applicable to the provision of training for low level work at height, such as the use of small stepladders or “hop-ups” in retail environments or libraries. It is also not applicable to training which consists of just the provision of simple instruction or product familiarization or site induction.

It is applicable to all training and education for work at height, including training involving practical experience of a work method or experience of exposure to height. This also includes “train-the-trainer” type situations in which an employer engages a training provider, or employs a trainer, to deliver training for a single specific task, or on a specific product, to some of their employees who then in turn provide training to other employees.

The standard is intended for use by all organizations and individuals providing such training and/or education, including organizations which provide such training to their own employees.

The standard is applicable to all locations where such training is provided, whether at a dedicated training facility or at other training sites.

The standard is intended to apply to course-based training and education. It is not intended to apply to the provision by an employer of ongoing experience-based training and education in the workplace, where the subject matter of the training being provided is the job itself, for example as provided by an apprenticeship.

This standard does not give a detailed specification of course content.

## 2 Terms and definitions

For the purposes of this British Standard the following terms and definitions apply.

### 2.1 work at height

work in any place, including a place at or below ground level, and obtaining access to or egress from such a place while at work, except by a staircase in a permanent workplace, where, if measures were not taken, a person could fall a distance liable to cause personal injury

*NOTE Adapted from the Work at Height Regulations 2005.*

### 2.2 safe system of work

system of work designed to minimize risk

**2.3 rescue**

recovery of one or more injured, debilitated, stranded or trapped persons to a place of safety

**2.4 personnel**

**2.4.1 trainer**

representative of the training provider who delivers the course content to the trainees

**2.4.2 primary trainer**

trainer who has overall responsibility for ensuring that the course content is delivered to the trainees in accordance with the training management system

*NOTE 1 The primary trainer is usually with the trainees for most of the course and is in overall charge of their training, whilst other trainers might come in to deliver particular parts of the course.*

*NOTE 2 In a small organization the trainer and the primary trainer might be the same person.*

**2.4.3 assessor**

person who assesses the trainees' knowledge and practical skills with respect to the material covered by the course

**2.4.4 competent person**

person with sufficient professional or technical training and knowledge, actual experience and authority to enable them to:

- carry out their assigned duties at the level of responsibility allocated to them;
- recognize potential hazards related to the work (or equipment) under consideration;
- detect any defects, or omissions, in that work (or equipment), recognize any implications for health and safety caused by those defects and omissions, and be able to specify a remedial action to mitigate those implications

*NOTE "Authority" in this context means authority delegated to the individual by his or her employer.*

**2.4.5 training manager**

person who is responsible for the creation, overall implementation, monitoring and review of the training management system

**2.4.6 training supervisor**

person who is responsible for day-to-day implementation of the training management system

*NOTE In a small organization the trainer, training supervisor and training manager might be the same person.*

**2.5 facilities and equipment**

**2.5.1 training facility**

dedicated venue for the delivery of training, which can contain training apparatus



**2.5.2 training apparatus**

designated structure or fixture (which can be artificial or natural) used during training to demonstrate or learn specific work activities or skills

*NOTE* A walkway, lattice tower or silo are examples of training apparatus.

**2.5.3 training equipment**

equipment used or worn during training delivery, including plant and machinery and personal protective equipment, respectively

**2.5.4 training site**

location not dedicated to the delivery of training but which is suitable for the particular training which is to be delivered

**2.6 course material**

printed or other media used during the delivery of education or training

*NOTE* This includes course notes (see 2.7).

**2.7 course notes**

documented information, suitable to be given to the trainees, covering the main points of the training or education to be delivered

**2.8 syllabus**

document giving detailed breakdown of course content

*NOTE* The syllabus can also give other course related information, for example the trainer/trainee ratio where applicable.

**2.9 training**

instruction involving physical experience and practical application of techniques by the trainee in a situation representative of their workplace

**2.10 education**

non-practical teaching, which can include practical demonstration by the trainer

**2.11 client**

organization or person with whom the training provider has a contract or arrangement to supply particular training services

**2.12 subcontractor**

contracted agent of the training provider

**2.13 applicant**

person by whom, or on whose behalf, an application for training or education has been made

**2.14 trainee**

person receiving training and/or education

**2.15 training provider**

organization or individual contracted by the client to provide training to trainees

*NOTE* This includes internal arrangements where organizations provide training to their own employees.

## 3 Management

### 3.1 Management system

**3.1.1** The training provider should prepare and maintain a documented management system and should put in place a documented procedure for implementation and auditing of this system.

**3.1.2** The management system should include, as a minimum, procedures for the following:

- a) audit of training provision;
- b) maintaining an up-to-date list of reference documents;
- c) maintaining up-to-date information on trainers;
- d) control of training methods;
- e) trainee induction and supervision;
- f) dealing with emergencies, including medical emergencies and rescue;
- g) inspection, care and maintenance of training facilities, site(s), apparatus and equipment;
- h) applicant assessment;
- i) undertaking risk assessments and implementing risk control measures;
- j) implementing safe systems of work;
- k) ensuring that first aid facilities and an emergency first aider are available at all training locations;
- l) keeping, maintenance and destruction of records;
- m) dealing with complaints and appeals.

**3.1.3** All documentation relating to the management system should be subject to strict version control. Every document should be marked with the following:

- a) page numbers and the total number of pages in the document (in the form “page 1 of 20”, “page 2 of 20” etc.);
- b) a revision number;
- c) an issue date;
- d) a unique document reference.

**3.1.4** The details listed in **3.1.3** should be recorded centrally and a documented procedure put in place to enable all staff to ensure that only current documents are in use.

**3.1.5** Revisions of training course content should be kept in suitable format, so that for every course delivered there is a record of the training course content at the time of delivery [see **3.3.1a**].

**3.1.6** The management system should include documented procedures for keeping training staff informed of changes to relevant internal and external documentation including:

- legislation, guidance and standards;
- agreed best practice;
- published industry guidance;
- training methods;
- risk control measures;
- course content.

**3.1.7** The management system should also include documented procedures to keep training staff informed of the following, where these have implications for health and safety:

- incidents, either within industry as a whole or internally;
- changes to equipment used in relevant industry sectors;
- changes to equipment used in training delivery and/or changes in the techniques for use of the equipment.

## 3.2 Insurance

For all training being provided for a fee or reward the training provider should carry insurance for the activities to be undertaken. This insurance should include public liability and professional indemnity insurance covering training, including training for work at height and covering bodily injury.

*NOTE Attention is drawn to the Employers' Liability (Compulsory Insurance) Regulations 1998.*

## 3.3 Record keeping

**3.3.1** Training providers should keep records of the following:

- a) for every course delivered, training course content at the time of delivery;
- b) trainee information, as follows:
  - for training only, a statement of fitness for the tasks to be undertaken (including completed medical questionnaire, if one was filled in, see Note 2 to **8.2.2**);
  - attendance record;
  - results of assessments of practical skills;
  - results of assessments of theoretical knowledge;
- c) trainer information, as follows:
  - practical skills;
  - prior and current experience;
  - training undertaken;
  - outcome of pre-employment training performance assessment;
  - relevant qualifications.

*NOTE Attention is drawn to the Data Protection Act 1998.*

**3.3.2** Records, which should be obtainable on request, should be kept for all training apparatus and training equipment. These records should include the following:

- records of inspection, examination, maintenance and repair;
- certificates of conformity (where relevant);
- details of equipment markings to enable each item of equipment to be traceable to the relevant records;
- the manufacturer's user instructions or manuals.

*NOTE 1 The Work at Height Regulations 2005 require records to be kept of the current inspection status of all equipment used for work at height.*

*NOTE 2 Attention is drawn to the fact that the Civil Procedure Rules 1998, as amended, require production of certain documents in the event of an accident.*

**3.3.3** Records should be kept of the risk assessment which has been carried out in accordance with the Management of Health and Safety at Work Regulations 1999 (see Note to **5.1.1**) and of the measures taken to minimize risks.

*NOTE In a company with five or more employees, keeping of these records is a requirement of the Management of Health and Safety at Work Regulations 1999.*

## **3.4 Management system review**

**3.4.1** The management system should include documented procedures for regular monitoring, auditing and review of the effectiveness of control measures, including risk control measures (see **3.1**).

**3.4.2** Audits (see **3.4.1**) should be done at least annually and the results reviewed, within one month, by the training manager or senior management.

**3.4.3** The management system should include documented procedures for implementation of any actions found by the review to be necessary.

**3.4.4** Minutes of review meetings should be kept.

# **4 Personnel**

## **4.1 General**

Each member of staff should have clearly documented roles and responsibilities, and management should ensure that they are aware of these. Management should ensure that the provisions set out in **4.2**, **4.3**, **4.4** and **4.5** are met.

### *COMMENTARY ON 4.1*

*In circumstances in which an employer employs a trainer, or engages a training provider, to deliver training to some of their employees, who then provide training to other employees, the trainer who delivers the original training should be a competent person who meets the provisions set out in **4.4**. The employees who receive this training and in turn provide ongoing training to other employees should be competent persons, but do not necessarily have to meet all the provisions set out in **4.4**.*

*Similarly the person assessing the employees who have received the ongoing training should be a competent person, but does not necessarily have to meet all the provisions set out in 4.5. Also, in these circumstances the employer might not need to have a specially nominated training manager (see 4.2) or training supervisor (see 4.3), although some of the responsibilities listed for these persons, for example ensuring that any relevant training course material is available and up to date and responsibility for health and fitness of staff delivering training, would still need to be fulfilled.*

## 4.2 Training manager

**4.2.1** A competent person should be appointed as training manager.

**4.2.2** The person appointed as training manager should be able to provide documented evidence of the following:

- up-to-date knowledge of relevant industry sectors;
- relevant training and ability to undertake risk assessment;
- detailed knowledge of the relevant parts of the Work at Height Regulations 2005;
- that he or she is undertaking continuing professional development.

*NOTE Experience of work at height is also desirable.*

**4.2.3** The training manager should have responsibility for ensuring that suitable training course material is available. The training manager should also have responsibility for ensuring the revision and control of this course material, except where such material is under the control of an outside provider.

**4.2.4** The training manager should also have responsibility for the health and fitness of staff delivering training.

*NOTE 1 A list of diseases and conditions that might pose a risk is given in BS 8437.*

*NOTE 2 Attention is drawn to Regulation 6 of the Management of Health and Safety at Work Regulations 1999.*

## 4.3 Training supervisor

**4.3.1** A competent person should be appointed as training supervisor.

**4.3.2** The person appointed as training supervisor should be able to provide documented evidence of the following:

- experience of work at height;
- up-to-date knowledge of relevant industry sectors;
- relevant training and ability to undertake risk assessment;
- detailed knowledge of the relevant parts of the Work at Height Regulations 2005;
- that he or she is undertaking continuing professional development.

**4.3.3** The training supervisor should have responsibility for ensuring the regular retraining and, where applicable, appraisal of trainers.

## 4.4 Trainers

**4.4.1** The trainer should be a competent person.

**4.4.2** The person appointed as a trainer should have documented evidence of competence in the subject, and at the level, on which he or she is to provide training. The person appointed should also be able to provide documented evidence that he or she is undertaking continuing professional development and has abilities and up-to-date training, knowledge and experience in the following areas:

- experience of work at height;
- knowledge of relevant industry sectors;
- relevant safety training and ability to undertake risk assessment;
- detailed knowledge of the relevant parts of the Work at Height Regulations 2005;
- practical knowledge;
- instructor training, if available for the industry/equipment concerned;
- experience of equipment on which he/she is to provide training;
- ability to supervise, and maintain the safety of, trainees;
- ability to explain course content in a clear and practical way to trainees;
- ability to carry out any emergency procedures which might be necessary.

**4.4.3** The person appointed as a trainer should be able to provide documented evidence that they have kept up to date either by having delivered training in the relevant course elements during the previous twelve months, or by having undertaken continuing professional development in the relevant area(s). If a person is appointed who does not fulfil this criterion they should be treated as a new trainer. In this case the training provider should ensure that the person is either supervised until an assessment has shown that he or she is competent, or given a reassessment before beginning the delivery of training, as applicable.

*NOTE* A person new to training would need to be supervised initially, while a person returning to training after a break might just need to be reassessed.

**4.4.4** In the case of the delivery of a new course, the training provider might need to make special provision until it is clear that the trainers are competent in the delivery of the new course. This provision might include running pilot courses to obtain feedback on the course material, additional supervision of trainers or obtaining product information and familiarization from a product supplier.

**4.4.5** The trainer should have an up-to-date personal record giving details of courses, and course elements, delivered and received including the following:

- training provider;
- course title;
- course duration;
- number of trainees (for courses delivered).

*NOTE* Where training has been delivered, it is desirable for the trainer's personal record to be signed by the training provider.

## **4.5 Assessors**

**4.5.1** The assessor should be a competent person and should have documented evidence of competence in the subject, and at the level, on which he or she is to make assessments. Also, he or she should be able to provide documented evidence of all the abilities, training and experience listed for trainers in 4.4.

**4.5.2** In addition, the assessor should:

- a) have a detailed understanding of the training and the assessment checklists (see 7.16), for the course on which he or she is to provide assessment, including pass/fail criteria for each element of the assessment checklist;
- b) have previously delivered training in the type of course being assessed.

# **5 Facilities, apparatus and equipment, and reference documents**

## **5.1 Training facilities and apparatus**

**5.1.1** The training provider should have documented procedures for control and maintenance of training facilities and apparatus owned by them, and for maintaining a safe system of work for all training activities. Measures taken should include at least the following:

- clear demarcation of training areas;
- control of hazards to third parties;
- provision of methods of communication;
- provisions for safe use of work equipment, including relevant personal protective equipment (PPE) e.g. provision of suitable anchors;
- provisions for safe use, care, maintenance and storage of PPE;
- consideration of prevailing environmental conditions;
- rescue planning and provision.

*NOTE* The Management of Health and Safety at Work Regulations 1999 require a risk assessment to be carried out prior to commencement of work.

**5.1.2** The training provider should have documented procedures for ensuring or verifying the suitable condition, correct function and safety of training facilities or apparatus not owned by them.

*NOTE See Note to 5.1.1.*

**5.1.3** The results of the risk assessment (see Note to 5.1.1) should be documented and a method statement prepared indicating the steps to be taken to minimize and control risks at each training site. A copy of the method statement should be supplied to the trainer.

**5.1.4** The training provider should ensure that training facilities and training apparatus are such as to enable the training objectives of the course being delivered to be met, at any site where training takes place. Training facilities should be arranged so as to allow trainees to be introduced progressively to training situations with an increasing degree of realism. Training facilities should:

- a) be representative of the environment in which the trainee will be working, with respect to, for example, exposure to height, type and steepness of working surface and methods of access and/or fall protection used, including the degree of support provided;
- b) contain training apparatus which allows work tasks to be carried out in a situation similar to the situation in which the trainee will be working;
- c) include areas for education as well as areas for practical training;
- d) be arranged in such a way as to prevent unintentional access by third parties.

**5.1.5** If training is carried out on a client's site the training provider should arrange for a competent person to complete and document an appraisal of the site, and should that ensure that the training facilities are in accordance with the recommendations given in 5.1.4. The training provider should also ensure compliance with any site specific requirements, e.g. client site rules and site safety procedures.

*NOTE In these circumstances the training provider should ensure that he and the site operator are both aware of, and agreed upon, the limits of their respective areas of responsibility.*

**5.1.6** Training apparatus should be checked for proper function by a competent person at specified intervals, but in any case at least every 6 months or in accordance with a schedule drawn up by a competent person. The results of the checks should be recorded.

**5.1.7** Training apparatus that shows any evidence of damage should not be used and should be clearly marked and quarantined until inspected by a competent person who should determine what remedial action, if any, is required.



## 5.2 Training equipment

*NOTE Attention is drawn to the Work at Height Regulations 2005 which specify the inspection requirements for work equipment used for work at height.*

**5.2.1** Training equipment should be selected which enables the training objectives of the course being delivered to be met.

**5.2.2** With regard to equipment, practical training should be of one of two types as follows.

- a) Courses intended for situations where equipment with significantly different functionality may be subsequently used in the workplace. In such cases, trainees should be told about the different types of equipment which are available and possible variations between them. The course should include practical experience of examples of equipment having different functionalities.
- b) Courses in which trainees receive training in only one type of equipment, which has a single set of characteristics.

**5.2.3** The type of practical training and the type(s) of equipment used should be made clear in the syllabus or prospectus, and on the certificate, or other documentary evidence, issued to trainees on successful completion of the course.

**5.2.4** When not being used, all training equipment should be stored in accordance with the manufacturer's instructions. The equipment should be stored in a secure location so that it cannot be tampered with.

**5.2.5** Damaged equipment should be withdrawn from use, clearly marked and quarantined until inspected by a competent person, who should determine what remedial action, if any, is required.

## 5.3 Reference documents

Current issues of all legislation and reference information, and other guidance documents, referred to on the course should be made available to the trainees for reference.

# 6 First aid provision

**6.1** Training providers should ensure that appropriate equipment, facilities and personnel are available at every location where training takes place to enable first aid to be given to trainees if they are injured or become ill during a training course.

**6.2** What is appropriate will depend on the circumstances at each particular location. As a minimum, the following should be available at every location where people are being trained:

- a suitably stocked first aid box;
- an emergency first aider who has, as a minimum, received training in the first aid procedures listed in Annex B.

**6.3** The first aid needs for every training location used should be covered in the risk assessment (see Note to **5.1.1**).

## **7 Courses**

**7.1** Each course should comprise either training and education, or education alone.

**7.2** Training should not be delivered without accompanying education.

**7.3** Education alone should not be deemed sufficient to qualify a trainee to work at height, and this should be made clear to the trainees in the pre-course material.

**7.4** Training courses should be designed so that the learning objectives are verifiable.

**7.5** The learning objectives should be designed for an intended purpose. The intended purpose should be clearly stated in the course material.

**7.6** The training provider should ascertain what entry requirements the applicants need to satisfy to take part in the course (for example in terms of practical competence). These should be clearly stated in the pre-course material.

**7.7** The course material should contain at least the following:

- aims and objectives of the course;
- scope and applicability of the course;
- the length of time for which the certificate, or other documentary evidence, issued is valid;
- course syllabus and timetable;
- course notes;
- the means by which trainees will be assessed;
- procedures for appeals and complaints.

**7.8** Courses should be structured to allow logical delivery of course content, and supported by written material which should include information necessary to ensure that trainees are made aware of safety critical course content. All course content should be signed off by the training manager before it is used.

**7.9** Training and education course content should be technically correct, should be current at time of delivery and should reflect accurately equipment manufacturers' user instructions, and current legislation, guidance and standards.

**7.10** All courses should provide information on the key requirements of a safe system of work for the activity concerned, including any legislative requirements.

**7.11** Courses should also include information on likely or possible defects in apparatus and equipment for work at height, and appropriate remedial actions.

**7.12** Training should not be given in the use of inappropriate techniques or equipment. However this should not prevent the trainees being made aware of bad practice or potential ways in which equipment could be misused.

**7.13** All courses should include assessment of the trainees' knowledge and competence.

**7.14** The syllabus should indicate whether independent assessment of the trainees' knowledge and competence is required.

**7.15** Criteria for assessment of competence should be clearly defined for all courses. The criteria for assessment of competence should be such that it is possible to determine objectively whether or not a trainee is competent.

*NOTE For example: "Harness seen to have been subjected to a pre-use check, put on and adjusted correctly."*

**7.16** For every course, checklists for training and for assessment should be drawn up. These should list all the elements of the course (information and practical skills) which the trainer needs to cover during the course and against which the trainees subsequently are to be assessed. The safety critical elements of the course should be highlighted in the training and the assessment checklists so that the trainer and the assessor can ensure that these are fully covered during the training and given particular attention in the assessment.

## 8 Delivery of training

### 8.1 Suitability of training provided

**8.1.1** A course prospectus should be available upon request. The course prospectus should include an explanation of the aims, objectives and scope of the course, details of the theoretical and practical content and a statement of the length of time for which any certification would be valid. The course prospectus should also indicate that full details of the first aid cover provided for trainees and the insurance cover carried by the training provider are available on request.

**8.1.2** The course prospectus should include information on health and fitness requirements for applicants (see **8.2.2**) and a warning that the trainer has the right to exclude any trainee from training at any stage if they have concerns regarding the trainee's health and/or fitness or regarding the trainee's attitude with respect to maintaining safety during training.

**8.1.3** The training provider should find out from the client whether there are any special requirements for provision of training with particular PPE and/or work equipment, and, if so, should ensure that appropriate training is available.

**8.1.4** The training provider should advise the client in writing that training alone might not be sufficient and that additional supervision and/or familiarization in the workplace might be required.

**8.1.5** The training provider should assess each applicant with respect to his or her suitability to participate in the particular course (see **7.6**).

**8.1.6** The training provider should ensure that applicants complete a registration form prior to course commencement, and that they are supplied with joining instructions giving appropriate information for the course they are going to attend.

**8.1.7** Training designed for trainees who subsequently are to work at height should include practical elements which are conducted at height. The maximum height at which these practical elements were conducted, or the size of machine used, should be recorded, as applicable.

**8.1.8** These practical elements should be done in situations which are representative of the working situation and should include a practical task at the maximum height and/or outreach at which training is given, in addition to access and egress.

*NOTE 1 To be valid, these elements of training should realistically replicate an environment or task that the trainee is later likely to encounter during work at height. For example, a roofwork course would include a task on a roof, a tower climbing course would include climbing an open lattice structure, a MEWP (mobile elevating work platform) course would include a difficult positioning task at extreme reach, a ladder course would include a task carried out near the top of the ladder.*

*NOTE 2 The duration of the task should be sufficiently long to enable an assessment of whether the trainee is comfortable at the height concerned.*

**8.1.9** The work height that will be experienced during the training should be given in the course prospectus. The following information should also be given in the course prospectus.

“This height is given for guidance only. It does not place an absolute limit on the activities of trainees following a course.

The activities for which an employee is suited should be governed by a combination of training and cumulative experience (staff in highly exposed types of work should keep a log of the type of work done).”

**8.1.10** If, during the course of training or assessment, the training provider identifies that an individual could require further training they should make this known to the client, along with any reservations they have about the trainee which came to light during the training. Any such reservations should be documented.

**8.1.11** The method, or methods, of delivery of the course content should be ones that the trainees attending the course are able to understand.

*NOTE 1 In some cases special provisions might be necessary. For example, trainees who do not have English as their first language might need an interpreter.*

*NOTE 2 Attention is drawn to the Disability Discrimination Act 1995.*

## **8.2 Assessment of applicants prior to enrolment on a course**

### **8.2.1 Age**

**8.2.1.1** Applicants should not be below the minimum school leaving age.

**8.2.1.2** If the training provider believes that an applicant might be below the minimum school leaving age, the applicant should be required to show evidence of his or her age.

### 8.2.2 Health and fitness

For a training course, the applicant should be required to confirm by signature, at the start of the course, that he or she has understood information given to them by the training provider on diseases and physical and mental conditions which might pose a risk in undertaking work at height, including a statement that the trainer has the right to exclude any trainee from training at any stage if they have concerns regarding the trainee's health and/or fitness (see **8.3.3.9**).

*NOTE 1 A list of diseases and conditions that might pose a risk is given in BS 8437.*

*NOTE 2 Training providers may require the provision of documented evidence that the applicant has been screened as suitable for work at height by means of a medical questionnaire or a medical examination. In case of doubt, or at the training manager's discretion, the applicant should be referred to a medical practitioner.*

*NOTE 3 Employees who are to receive training for a single specific task, or on a specific product, in order then to provide training to other employees, might not need to be required to meet the provisions given in **8.2.2**, depending on the nature of the task or product.*

## 8.3 Control of the delivery of training

*NOTE Where trainees are above the minimum school leaving age (see **8.2.1**) but under 18 years old, they are subject to the provisions of the European Directive on the protection of young people at work, 94/33/EC, as implemented in the Management of Health and Safety at Work Regulations 1999, which requires that they should not work beyond their physical or psychological capacity or carry out work involving the risk of accidents which a young person cannot be expected to avoid. There is a need to take account of the physique, general health, age and experience of the young person in the risk assessment (see Note to **5.1.1**) and to provide enhanced supervision.*

### 8.3.1 General

The training supervisor should ensure that trainers deliver training as set out in the syllabus.

*NOTE The main stages in the delivery of a typical training course are listed in Annex C.*

### 8.3.2 Induction

Trainees should be given a briefing on the following before commencing training:

- first aid measures;
- fire procedures;
- general safety.

### **8.3.3 Safety during delivery of training**

**8.3.3.1** The training provider should issue documentation to trainers and assessors to enable them to ensure that safety requirements and teaching requirements are met. Such documentation should include:

- induction checklist;
- course syllabus and timetable;
- training and assessment checklists (see **7.16**);
- risk assessments and emergency procedures, including first aid provisions;
- site-specific information, if appropriate;
- course evaluation sheets or feedback forms.

**8.3.3.2** Where the trainer/trainee ratios for practical training are specified in the syllabus, the number of trainees per trainer should not be exceeded.

**8.3.3.3** There should be a discussion of each activity with the trainees in advance of the activity.

**8.3.3.4** Trainees should be shown how to carry out pre-use checking of the equipment that they are being trained to use.

**8.3.3.5** All training equipment should be subjected to a pre-use check by the trainee, under supervision from the trainer, before every training session.

**8.3.3.6** If any person is to be suspended on a single line, for example, when using equipment for personal evacuation or rescue after a fall, an additional safety system should be used.

*NOTE* Early in training, trainees can misuse a complete system, so extra protection additional to that recommended in **8.3.3.6**, should be provided, e.g. a safety mat or an additional back up system where misuse of personal fall protection equipment might occur.

**8.3.3.7** Steps should be taken to prevent trainees from approaching a hazard unless protective measures are in place.

**8.3.3.8** The trainer should ensure that ongoing checking of equipment is carried out according to procedures set out in the management system, or as directed by the training manager.

**8.3.3.9** The trainer should have the right to exclude any trainee from training at any stage if they have concerns regarding the trainee's health and/or fitness or regarding the trainee's attitude with respect to maintaining safety during training.

**8.3.3.10** For any training situation where rescue of a person might be required, a rescue plan should be in place and arrangements made for the necessary rescue equipment to be available to enable any rescue to be effectively achieved. The rescue plan should include arrangements for the provision of first aid to a casualty. The rescue plan should be included in the method statement (see **5.1.3**).

## 8.4 Assessment and certification of trainees on completion of the course

**8.4.1** An assessment should be carried out to determine whether the trainee can demonstrate knowledge and understanding of the course content and, where applicable, is competent to carry out the techniques covered by the course.

*NOTE* There are three types of assessment which are classified as follows:

- a) *Type 1: Assessment by the person who delivered the training.*
- b) *Type 2: Assessment by a person who is employed by the training provider but who is not the primary trainer.*
- c) *Type 3: Assessment by a person who is not employed by the training provider and who is not the primary trainer.*

**8.4.2** The assessment should include all the items in the assessment checklist for the course (see **7.16** and **8.3.3.1**), and the trainee's knowledge and/or practical performance with respect to each item should be assessed and recorded.

**8.4.3** A debrief should be held after every assessment, at which the assessor should discuss with the trainee his or her knowledge and/or performance. The debrief should be used to point out to the trainee any aspects in which his or her performance was poor and, in particular, to highlight any safety critical mistakes.

**8.4.4** If the training provider determines that an independent assessment is required, it should be carried out by a competent person (internal or external) who was not the primary trainer.

**8.4.5** Following successful completion of the course and a successful final assessment, the training provider should issue a certificate, or other documentary evidence, to the trainee. The certificate, or other documentary evidence, should include the information set out in Annex D.

**8.4.6** The following additional information should either be given on the certificate, or other documentary evidence, or be held by the training provider and be made available to the client on request:

- any special observations regarding the trainee's performance;
- the assessment type (see Note to **8.4.1**);
- key syllabus items and/or tasks on which the trainee has been assessed and has been shown to have knowledge and/or practical competence;
- trainer/trainee ratio;
- course duration.

**8.4.7** During assessments, any indication of unsafe practices should be given particular attention by the assessor, who should decide whether or not these should lead to the trainee failing the course.

## 9 Outsourcing

**9.1** Documented control measures should be put in place to monitor the use of subcontractors to deliver training, especially to ensure that the course content is delivered as intended and that the entire course, as indicated in the syllabus, is delivered.

**9.2** Subcontractors should only be used to deliver courses for which they and/or their training staff have the qualifications and experience detailed in Clause 4.

**9.3** The training provider should ensure that insurance cover is provided in accordance with 3.2.

*NOTE Attention is drawn to the Employers' Liability (Compulsory Insurance) Regulations 1998.*

## 10 Review

### 10.1 Feedback, monitoring and improvement

**10.1.1** Every trainee should be asked to fill in a feedback form at the end of each course.

**10.1.2** A documented procedure should be put in place for regular review of these feedback forms, recording recommendations for improvements, and for consideration of suitable actions to implement the findings of the review. All feedback forms should be retained by the training provider, and made available to the client on request.

**10.1.3** A documented procedure should also be put in place for review of the results of audits. A record should be kept of actions taken to improve the safety, quality and effectiveness of training provision as a result of the audits, and this should be signed by the training manager.

### 10.2 Dealing with complaints

A documented procedure should be put into place for dealing with complaints from clients and trainees in a timely manner and for implementing the relevant corrective or preventive action. All complaints should be dealt with promptly.

*NOTE Guidance on handling complaints in organizations is given in BS ISO 10002:2004.*



**Annex A (informative) Legislation**

Attention is drawn to the following acts and regulations, and HSE approved codes of practice (ACoP) and guidance.

Health and Safety at Work etc. Act 1974

Health and Safety (Training for Employment) Regulations 1990, SI 1990/1380

Work at Height Regulations 2005, SI 2005/735

Construction (Health, Safety and Welfare) Regulations 1996, SI 1996/1592 (as amended by the Work at Height Regulations SI 2005/735)

Health and Safety (First Aid) Regulations 1981 and ACoP and Guidance *First aid at work* (HSE L74)

Lifting Operations and Lifting Equipment Regulations 1998, SI 1998/2307 and ACoP and Guidance *Safe use of lifting equipment* 1998 (HSE L113)

Management of Health and Safety at Work Regulations 1999, SI 1999/3242 and ACoP *Management of health and safety at work* (HSE L21)

Personal Protective Equipment Regulations 2002, SI 2002/1144

Personal Protective Equipment at Work Regulations 1992, SI 1992/2966 and amendments, and guidance document *Personal protective equipment at work* 1992 (HSE L25)

Provision and Use of Work Equipment Regulations 1998, SI 1998/2306 and ACoP *Safe use of work equipment* (HSE L22)

Workplace (Health, Safety and Welfare) Regulations 1992, SI 1992/3004 (as amended by the Quarries Miscellaneous Health and Safety Provisions Regulations 1995, SI 1995/2036) and ACoP *Workplace health, safety and welfare* (HSE L24)

Data Protection Act 1998

Disability Discrimination Act 1995

Sex Discrimination Act 1975

Race Relations Act 1976

Employers' Liability (Compulsory Insurance) Regulations 1998, SI 1998/2573

Civil Procedure Rules 1998, SI 1998/3132 (L.17) as amended

## **Annex B (normative) Emergency first aid procedures**

Emergency first aiders should, as a minimum, have received training in the following:

- the role of the first aider including the use of available equipment and the recording of incidents and actions;
- basic hygiene for first aid procedures;
- assessment of the situation and circumstances in order to be able to act safely, promptly and effectively in an emergency;
- assessment of the casualty, including assessment of their neurological state and possible disability arising from head injury or spinal injury;
- the need for, and means of achieving, prompt and effective communication with the emergency services;
- casualty handling;
- administration of first aid safely, promptly and effectively to:
  - a casualty who is unconscious and/or in seizure;
  - a casualty who is wounded or bleeding and/or in shock;
  - a casualty who is choking, or who has difficulty breathing due to a crush injury or cervical spine injury;
  - a casualty who is thought to have sustained a fracture;
  - a casualty who is thought to have sustained a spinal injury;
  - a casualty who is suffering from suspension trauma;
- administration of cardiopulmonary resuscitation promptly and effectively;
- provision of appropriate first aid for minor injuries.

## Annex C (informative) **Stages in the delivery of training**

The main stages in the delivery of a typical training course are shown in the following list.

*NOTE* Stages might not always occur in the order shown. In particular stage 1) and stage 2) might, in certain cases, overlap to some extent, as the design of a course might be based on the needs and work environment of a particular client.

- 1) Course design
  - Learning objectives defined (7.4 and 7.5)
- 2) Enquiry made
  - Scope of training and entry requirements advised (8.1.1, 8.1.2 and 7.6)
  - Any special training requirements discussed with client (8.1.3)
  - Client provided with course prospectus (8.1.1)
- 3) Course booked
  - Registration form completed (8.1.6)
  - Joining instructions sent (8.1.6)
  - Training and assessment checklists drawn up and issued to trainer(s) and assessor(s) (7.16 and 8.3.3.1)
- 4) Trainee arrives
  - Medical disclaimers completed (8.2.2)
  - Induction done (8.3.2)
- 5) Course begins
  - Trainers qualified and up to date (4.4)
  - All documents current (3.1.4)
  - Risk assessments complete for any training area used (Note to 5.1.1)
  - Equipment and facilities appropriate for course and checked (5.1.4, 5.1.5 and 5.1.6)
  - Course delivered in accordance with documented requirements (8.3.3.1)
  - Pre-use check of equipment before every training session (8.3.3.5)
- 6) During training
  - Rescue procedure identified and rescue equipment present (5.1.1 and 8.3.3.10)
- 7) Assessment
  - Criteria for assessment of trainees knowledge and competence defined (7.15)
  - Assessment done in accordance with assessment checklist (7.16 and 8.4.2)
  - Assessment records kept (3.3.1)

8) Debrief

Discussion of assessment with trainee, especially any safety critical mistakes (**8.4.3**)

Feedback forms completed (**10.1.1**)

9) Completion of course

Equipment properly stored (**5.2.4**)

10) Certification

Certificates, or other documentary evidence, issued (**8.4.5**)

Records of training course content and trainee information kept (**3.3.1**)

11) Audits and reviews

Audits done and reviewed, feedback forms reviewed, and minutes of review meetings kept (**3.4** and **10.1**)

Actions taken to improve safety, quality and effectiveness of training provision, and records of actions kept (**10.1.3**)

**Annex D (normative)**

**Minimum information to be given on the certificate, or other documentary evidence, issued for the course**

All of the following details should be given on the certificate, or other documentary evidence, issued for the course, which should be specific to the training and/or education which has been given:

- a) unique reference number;
- b) trainee's name;
- c) trainer's name;
- d) assessor's name, if assessment made by person other than the trainer;
- e) work at height techniques on which training has been given;
- f) details of training venue or location;
- g) details of specific systems or equipment on which training has been given;
- h) length of time for which the certificate, or other documentary evidence, is valid;
- i) the maximum height, or the size of machine, at, or on, which the person was trained (see **8.1.7**).

# Bibliography

## Standards publications

BS 8437:2005, *Code of practice for the selection, use and maintenance of personal fall protection systems and equipment for use in the workplace*

BS ISO 10002:2004, *Quality management – Customer satisfaction – Guidelines for complaints handling in organizations*

## Other publications

[1] ADVISORY COMMITTEE FOR WORK AT HEIGHT TRAINING.  
*Work at height. Awareness syllabus 2006*<sup>1)</sup>.

## Further reading

HEALTH AND SAFETY EXECUTIVE. *Five steps to risk assessment* (INDG163 Revision 1) 1998.

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<sup>1)</sup> Available at [www.acwaht.org.uk](http://www.acwaht.org.uk)

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