Avetta Summit
User Conference
SYDNEY, AU

Training & Competency Management for Worker Health and Safety

Meet Your Presenters

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Agenda

01 **Introduction**
Services & industry coverage

02 **Competency Discovery**
Where to start?

03 **Managing Competencies**
Competency management process

04 **Reporting**
Monitoring and effective reporting

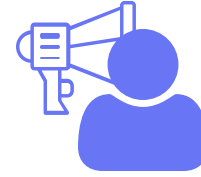**05** **eLearning and LMS**
eLearning development and modules

06 **Case Study**
Onboarding and training journey

Services

Safety Training

Face to face and online

e-Products

Digitising Inductions, SOPs, Competency Assessments etc.

Competency Management

Outsourced service

Product Training

Bespoke client and supplier training

Competency Discovery

Audits and review of existing matrices or new builds

Industry Coverage

Construction	Oil & Gas	Telecommunications
Facilities Management	Mining	Manufacturing
Rail	Food & Beverage	Power & Utilities

Global Competency Expertise

Worker Competency: Where to Start?

1. STCKY
2. Risk to Assets
3. Productivity
4. Capability
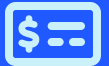5. Cross-skilling
6. Resource Planning

Competency Discovery

COMPETENCY DISCOVERY

COMPETENCY MANAGEMENT PROCESS

REPORTING

ELEARNING & LMS

What roles exist in my organisation?

What work types are carried out in each role?

What training is needed to ensure work is done safely?

ORGANISATION SPECIFIC
- Standards
- SWMS/JSAs
- SOPs

WORKSAFE
- Guidelines & rules
- Best Practice
- Trends

CLIENT SPECIFIC
- Site access
- Competency framework or standard

INDUSTRY
- VET Sector
- Regulatory Body

The Spreadsheet Method

					NZQA	Control of Entry - Restricted Area Entry			Control of Works Minor Works Management			
Employee First Name	Employee Surname	Position	Location	Restrictions / Endorsements	Qualification	1	Vector Network Safety + 3 Site Visits	First Aid 6401 & 6402	2	Vector MWM NSI	First Aid 6401 & 6402 - Cert	Full EWRB Registration	Any NZCES L4
Ash	Worker	Streetlighting, Line Mechanic	Auckland		NZCES (Line Mechanic Distribution) Level 4				NSI 01.07.2022	01.07.2022	19.11.2023	31.01.2024	√
Ash	Worker	Streetlighting, Line Mechanic	Auckland		ON RCC				FA 23.06.2022, NO QUAL	01.07.2022	23.06.2022	01.12.2023	x
Ash	Worker	Project Manager	Auckland		NZC Electricity Supply Intro Level 2	NSI 18.06.2022	18.06.2022	10.07.2022					
Ash	Worker	Streetlighting, Line Mechanic	Auckland		ON RCC				No Qual	01.07.2022	23.06.2022	30.11.2022	x
Ash	Worker	Line Mechanic / Cable Jointer	Auckland		NZCES (Line Mechanic Distribution) Level 4				FA 28/01/2023	28.01.2023	06.04.2023	30.06.2023	√
Ash	Worker	Apprentice Electrician	Auckland	Must Hold Trainee EWRB Licence at all times	Working towards NZCES (Electrical Engineering Theory & Practice Trade) L4				EXP EWRB	15.07.2023	23.06.2022	x	x
Ash	Worker	Supervisor / Line Mechanic / Switche	Auckland		ON RCC				12.02.2022	12.02.2022	06.04.2023	31.12.2023	x
Ash	Worker	Streetlighting, Supervisor (Electrician)	Auckland		NCEE (Electrician for Registration) Level 4				NSI 11/02/2022	12.02.2022	07.04.2023	31.08.2023	√
Ash	Worker	Streetlighting, Driver/Operator	Auckland		NZC Electricity Supply Intro Level 2	NSI 28/06/2023	28.06.2023	03.07.2022					
Gerald	Benjamin	Streetlighting, Trainee Electrician	Auckland	Must Hold Trainee EWRB	Working towards NZCES (Electrical Engineering				EWRB EXP	01.07.2022	23.06.2022	26.09.2020	x

LMS vs Competency Management System

- LMS is a repository for training certificates

- Competency management system is structured by competencies and requirements
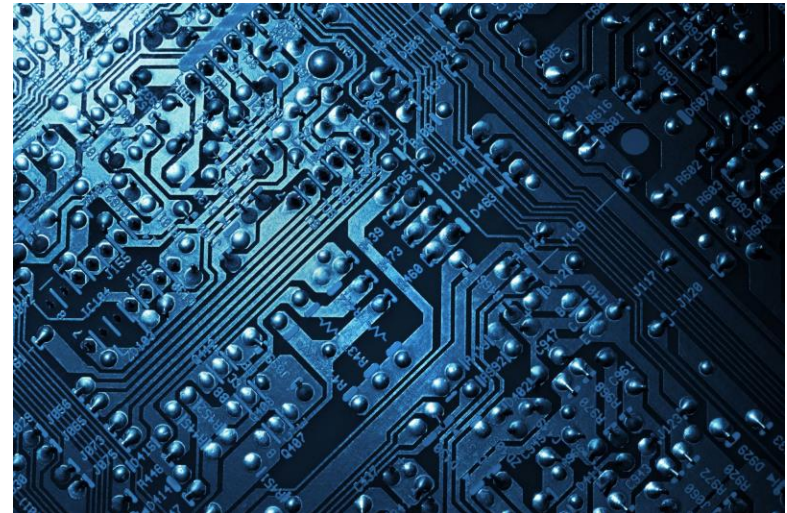
Competency Management Process

COMPETENCY DISCOVERY
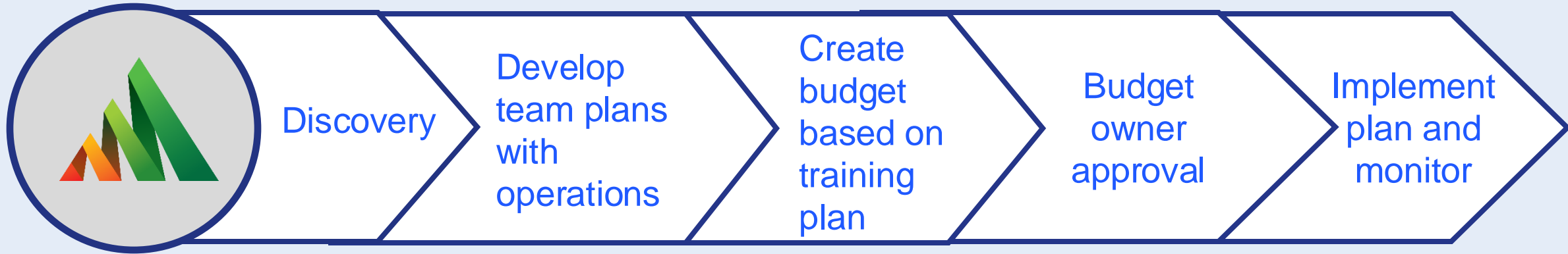
COMPETENCY MANAGEMENT PROCESS

REPORTING

ELEARNING & LMS

Annual Planning Cycle

Suppliers Selection

Apprentice Support

Monitor & Reporting

Annual Planning Cycle

Discovery → Develop team plans with operations → Create budget based on training plan → Budget owner approval → Implement plan and monitor
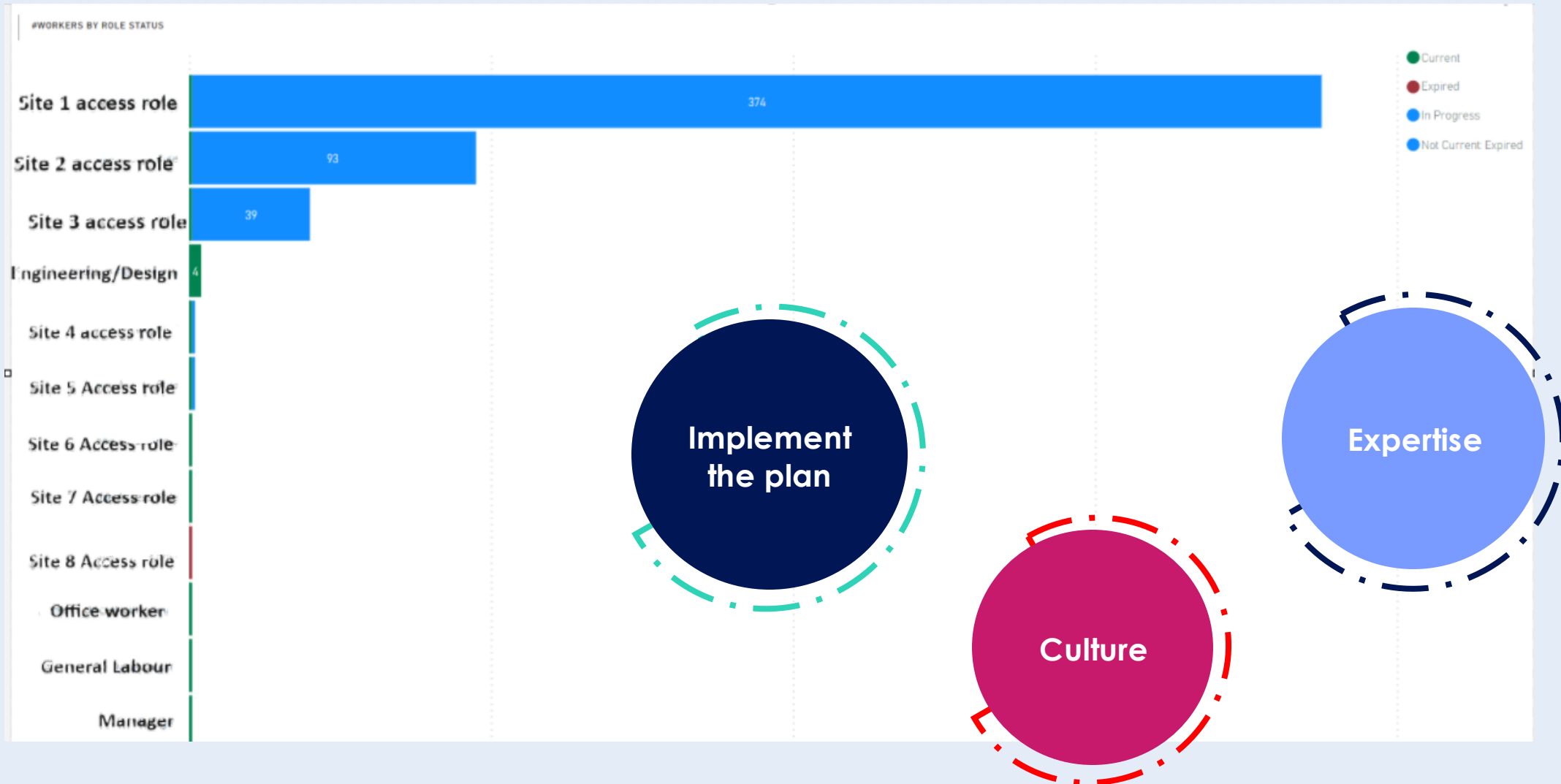
- Training plan developed aligned to individual worker and business needs, factoring in competency expiries.

- Annual training plan detailing all workers that require training.

- Annual budget showing all training costs: refreshers, forecasted recruits, apprenticeships.

- Implement the plan: have a shared process to make it happen.

Who is Managing This?

#WORKERS BY ROLE STATUS

Role	Value
Site 1 access role	374
Site 2 access role	93
Site 3 access role	39
Engineering/Design	4
Site 4 access role	
Site 5 Access role	
Site 6 Access role	
Site 7 Access role	
Site 8 Access role	
Office worker	
General Labour	
Manager	

Legend:
- Current
- Expired
- In Progress
- Not Current Expired

Implement the plan

Culture

Expertise

Supplier Selection

Training delivery

- Face-to-face (classroom and practical)
- On-job assessments
- Elearning modules

Suppliers comparison

- Research the market
- Compare duration, cost, location, options
- Select best solution

Evaluate and monitor

- Quality
- Relevance of training
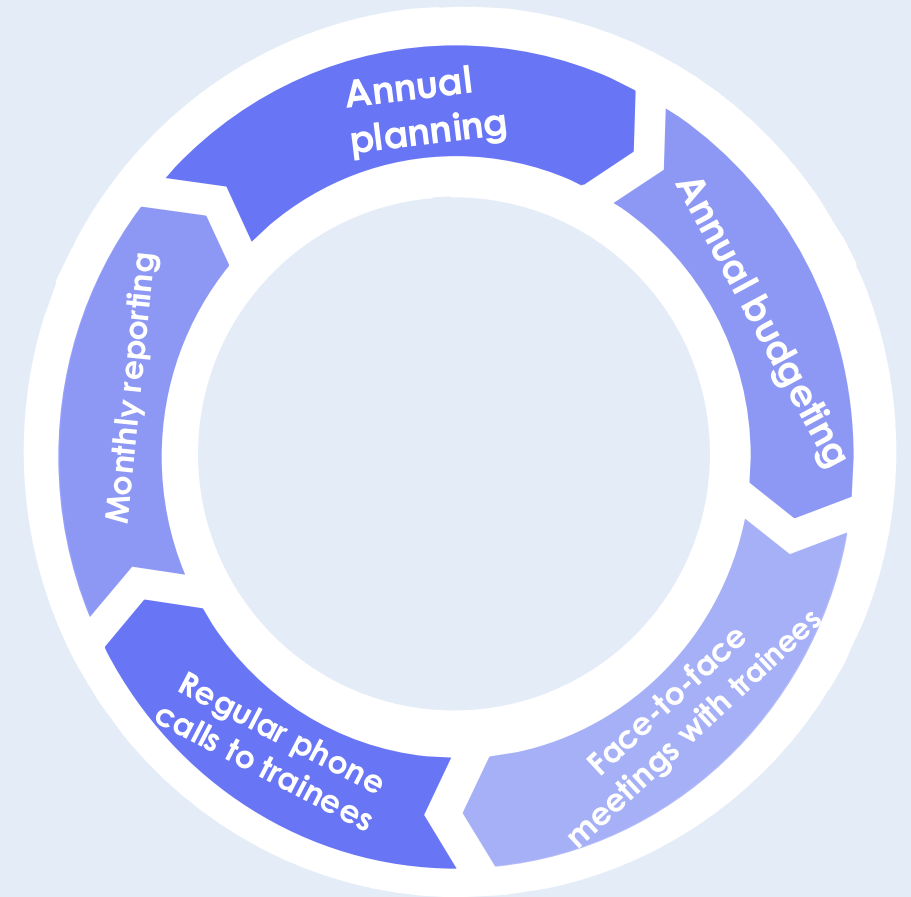- AQF status and TEQSA results

Consider

- Responsiveness
- Accuracy of post course evidence and updates
- Flexibility

Apprentice Support

- Reviewing of qualification need and relevance

- Accessing and researching available funding

- Building a training plan and share with supervisor

- Provide pastoral care and liaise with RTO to monitor and act fast

- Monthly progression reporting

Monitoring & Reporting

Industry updates
Regulations or contractual updates and impact on plan

Attendance
Monthly attendance rate and cost variations on planned budget

Cost savings

Compliance
Increase in compliance and monitor groups at risk

Create Visibility

COMPETENCY DISCOVERY

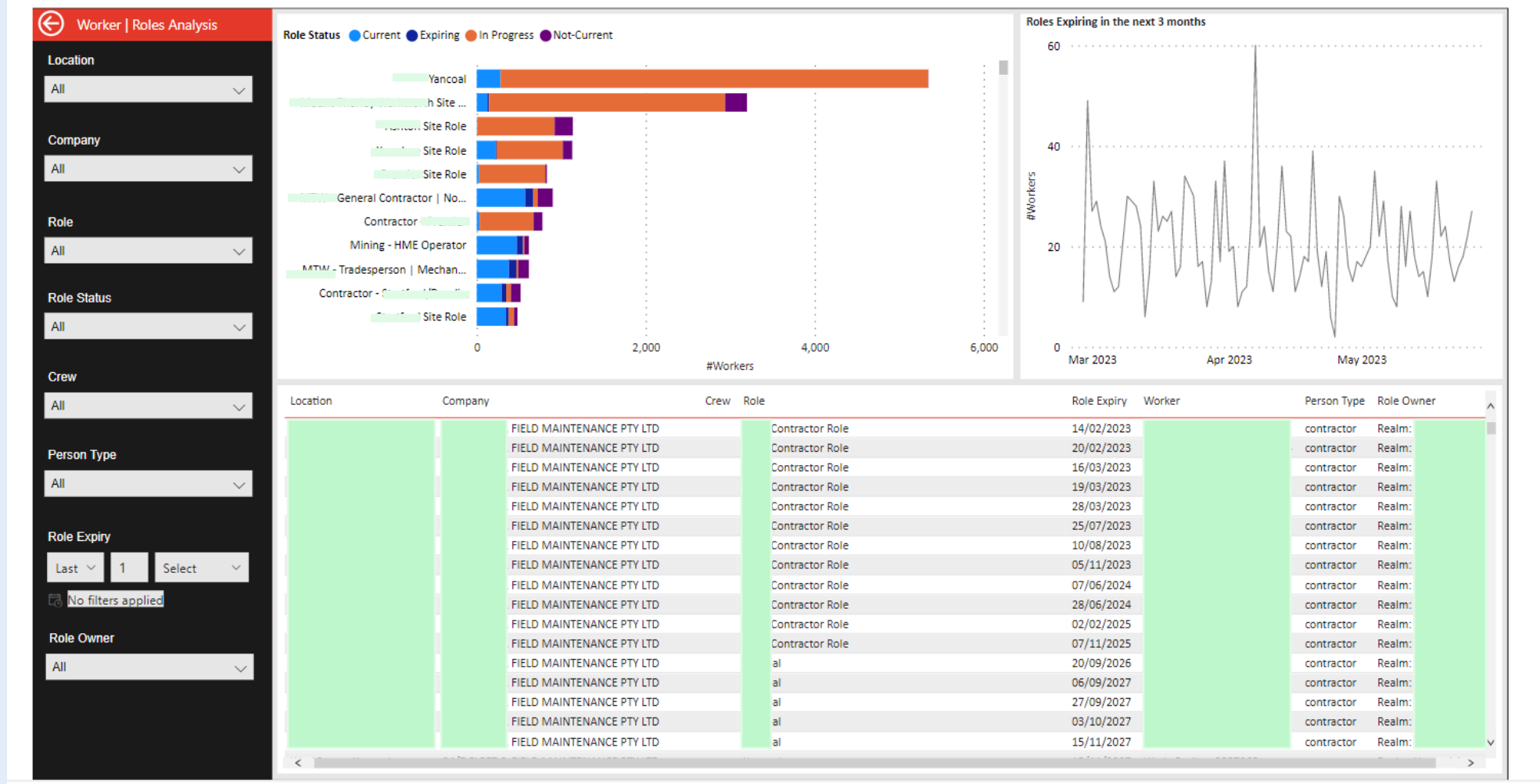**COMPETENCY MANAGEMENT PROCESS**

REPORTING

ELEARNING & LMS

1. Visualise compliance vs non-compliance ratio

2. Identify roles at risk

3. Visibility across all workforce or by sites/tasks/status

Effective Reporting

Workforce competency metrics allow you to plan and allocate work

Avetta Workforce Platforms

For People's Leaders:

- Quick view of workers' compliance status
- Access training evidence copies
- Desktop and mobile versions
- Access to reports

For Workers

- Mobile app version
- Quick picture of compliance status
- Access to training evidence at all time

eLearning Development

COMPETENCY DISCOVERY

COMPETENCY MANAGEMENT PROCESS

REPORTING

ELEARNING & LMS

- Modernise outdated training methods

- Make training accessible

- Reduce training costs

- Increase compliance

Flexible

Cost-effective

Efficient

Consistent

Interactive & Engaging

Online Safety Training Modules

Safe Working at Heights

Safe Working in Confined Spaces

Safe Work near Underground Services

Manual Handling

Site Supervisor

- Easy enrolment
- Cost effective
- 30 days to complete
- 20 minutes per module
- Suitable for refresher training
- Recommend in-field competency assessment

The Onboarding Balancing Act

Resourcing

- Trainer / Assessors
- Admin Resources
- Facilities

Flexibility

- Scheduling
- Expense
- New vs Reinductions

The Onboarding Balancing Act

- Resourcing
    - Trainer / Assessors ➡️ Cancelled sessions
    - Admin Resources ➡️ Delayed result posting
    - Facilities ➡️ Overcrowded facilities/Late bookings
- Flexibility
    - Scheduling ➡️ Extra sessions required for major onboarding
    - Expense ➡️ Attendee costs on-charged
    - New vs Reinductions ➡️ Resources to do both at once

Classroom to Online – the Journey
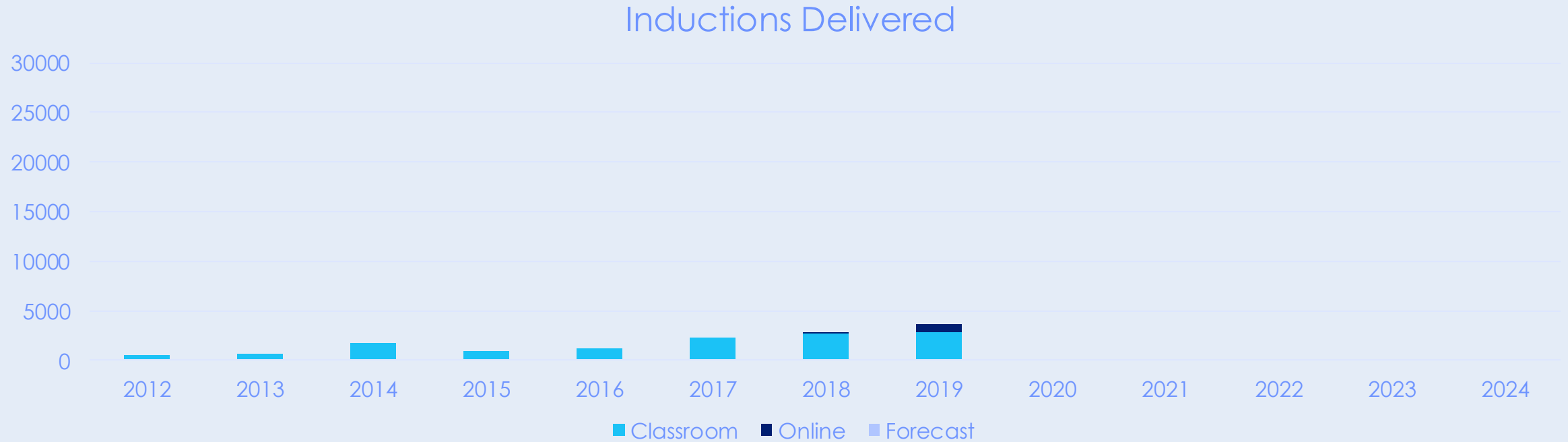
Inductions Delivered
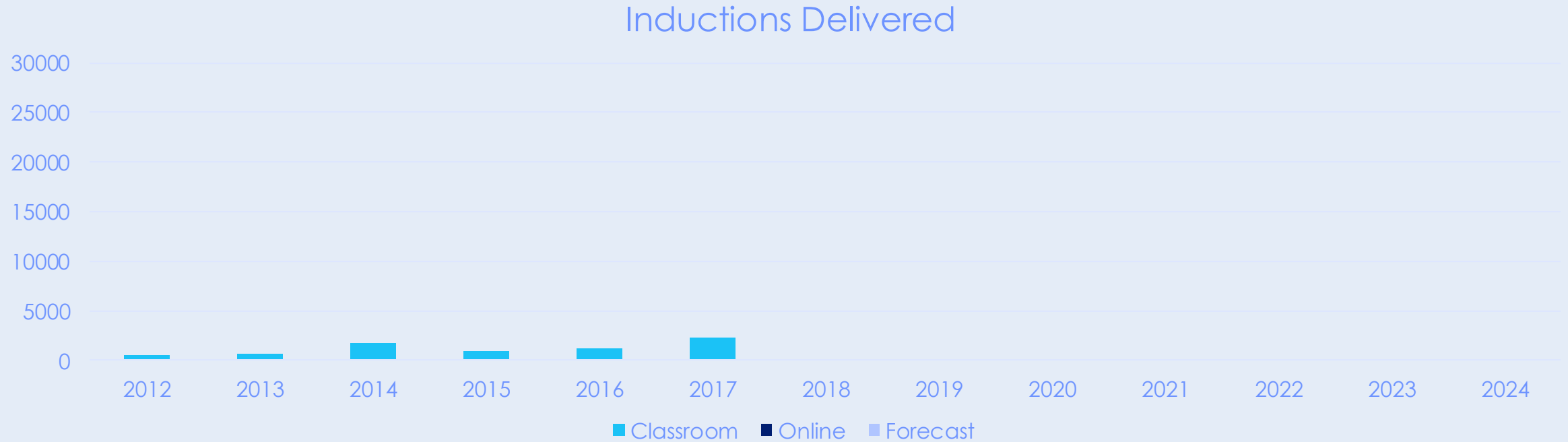
Full Classroom

Capacity Limited by:
- Classroom Size
- Trainer availability
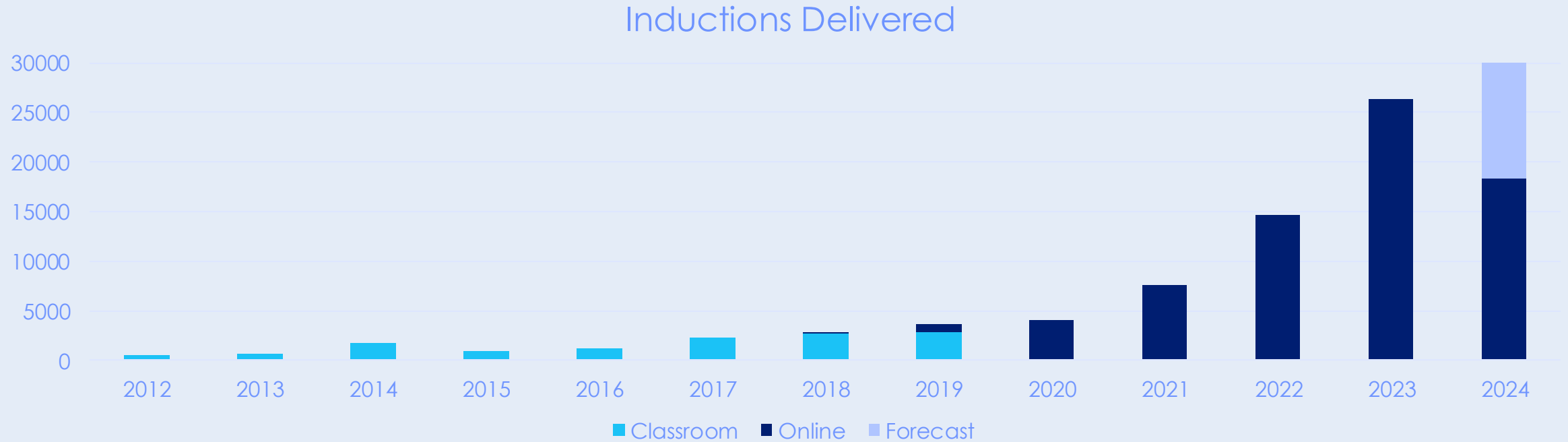- Admin resource availability
- Completion to results delay

Classroom to Online – the Journey

Inductions Delivered

Legend: ■ Classroom ■ Online ■ Forecast

Full Classroom	Hybrid
Capacity Limited by: • Classroom Size • Trainer availability • Admin resource availability • Completion to results delay	Increased flexibility but still limited by: • Workstation availability • Power and networking issues • Supervision availability

Classroom to Online – the Journey

Inductions Delivered

Legend: Classroom, Online, Forecast

Chart showing inductions delivered by year (2012–2024), with y-axis from 0 to 30000.

Full Classroom	Hybrid	Fully Online
Capacity Limited by: • Classroom Size • Trainer availability • Admin resource availability • Completion to results delay	Increased flexibility but still limited by: • Workstation availability • Power and networking issues • Supervision availability	No capacity limitations Close to real time results recognition Significantly increased throughput (increased onboarding capability)