

# Health and Safety Representative training

Approved training provider guidelines



Government  
of South Australia

SafeWork SA



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## About these guidelines

These guidelines will help training providers:

- apply for approval to deliver HSR training in South Australia
- develop HSR training courses for approval by SafeWork SA.

Information covers:

- course development (learning objectives and underpinning principles)
- the application and approval process
- minimum trainer qualifications
- conditions of approval
- renewal of approval
- compliance monitoring and enforcement
- collection of personal information.

Please refer to Attachments 1-3 for the documents you will need to complete and provide to SafeWork SA.

Key aspects of South Australia's nationally harmonised work health and safety (WHS) laws are consultation, representation and participation arrangements for workplaces.

A Person Conducting a Business or Undertaking (PCBU) has a duty to consult with workers and ensure they are involved in proposed changes that may affect their health and safety.

Health and Safety Representatives (HSRs) play a key role in consultation. Groups of workers may elect HSRs to represent them and act on their behalf, to talk about WHS matters and help resolve issues, as well as aid the identification and control of risks.

It is important that HSRs understand their role and how, where and when to use their legal powers. To help develop these skills, HSRs in South Australia can attend approved training, delivered by SafeWork SA approved training providers.

Training needs to explain HSR functions and powers as provided in the *Work Health and Safety Act 2012 (SA)* (WHS Act) and the *Work Health and Safety Regulations 2012 (SA)*.

HSRs cannot issue provisional improvement notices (PINs) or direct others to cease work unless they have completed first year training.

Please note: SafeWork SA reviews these conditions and requirements to ensure national consistency and enable continuous improvement.

## Part 1: Course development

Training providers must develop their course material based on the learning objectives and outcomes, as well as the underpinning principles in these guidelines, as they provide the context for designing and writing content.

### Learning objectives and outcomes

Learning objectives and outcomes approved by SafeWork SA for HSR training courses can be found on the SafeWork SA website [safework.sa.gov.au](http://safework.sa.gov.au).

Your application must demonstrate that your course addresses each of the listed learning objectives, the associated learning outcomes and expected learner applications. Please use the number sequencing system detailed in those documents in your application. However note that your course content does not need to be delivered in that order (refer 1.10).

Course content should be written with an holistic and integrated approach so that participants are exposed to a range of complementary learning methods and activities.

### Course duration

HSRs and deputy HSRs in South Australia are entitled to attend approved training during each year of their three year term of office. The WHS Act [Section 72(9)] prescribes the following entitlements:

- 5 days WHS training in the first year of office
- 3 days WHS training in the second year
- 2 days WHS training in the third year.

The training entitlement in South Australia is higher than the national model WHS provisions that entitle HSRs to only one day of training in the second, third and subsequent years.

In consultation with their employer, an HSR can choose the course and approved training provider.

#### First year of office (5 days of training)

The objective of this course is to grow the knowledge and skills of participants, supporting elected HSRs to fulfil their role, perform their functions and exercise their powers. The expected learner application for each learning outcome provides guidance on inclusions such as activities, case studies, discussions and skills practice sessions.

HSRs in their second and third years of office are able to select from approved 3-day and 1-day course options relating to their roles and functions.

#### 3-day course

This course aims to extend the range of skills and knowledge acquired in the first year course. Prior to development of your course materials, you will need to decide on the specific hazards about which you will deliver training as part of this unit.

You must ensure that participants provide proof – an original or copy of their certificate of completion – of having completed the initial 5-day course of training or a bridging course.

#### 1-day courses

These courses cover a WHS Refresher and six topic-specific options including:

- Consultation Processes
- Contributing to Workplace Health and Wellbeing
- Fatigue Management
- Inappropriate Behaviours
- Inspections and Incident Investigation
- Policy and Procedures.

#### Second term of office

Training entitlements of 5 days / 3 days / 2 days continue for those HSRs and deputy HSRs who are re-elected for a second 3-year term of office.

### Underpinning principles

The following underpinning principles, identified and adopted by all WHS regulators, ensure an effective and consistent approach to the development and delivery of HSR training courses across Australia.

#### 1.1 No formal assessment

The intent of the training is to develop an HSR's skills so they can effectively represent their work group and exercise their powers and functions. The course is not intended to train HSRs to be health and safety professionals or fulfil the work health and safety obligations of a PCBU.

Formal assessment is therefore not part of the approved course of training and HSRs are not required to undertake an assessment.

## 1.2 Adult learning principles

Adults learn in different ways, and bring a range of experiences and backgrounds to the learning environment. The course content and activities should integrate this experience and diversity, and provide HSRs with the skills and knowledge to represent their work groups effectively.

Training delivery needs to provide participants with opportunities to contribute and reflect upon their own workplace experience.

## 1.3 Context

Most people like to see the relevance of what they are learning and how it relates to their work. Course content needs to help participants understand the link with their workplace experience or situation. Activities need to be structured to enable participants to relate their skills and knowledge to industry-specific WHS issues.

## 1.4 Inclusiveness

To ensure inclusiveness for all participants, the following factors should be considered in course development:

- age
- gender
- cultural diversity
- disability
- language
- literacy level
- numeracy skills.

The principles of plain English and gender neutral language need to be adopted in training materials and delivery. This ensures that participants feel comfortable, confident and safe to interact with one another and participate fully in the learning.

## 1.5 Activity-based

The majority of adults are more likely to learn when they are actively involved rather than passively sitting and listening to a trainer presenting information.

A range of interactive activities (e.g. group work, case studies, workplace inspections) should be used so that participants can further develop and practice their knowledge and skills. They should be encouraged to actively engage with other participants to develop consultation skills and to co-operate and collaborate with other people.

## 1.6 Learning styles

The course content must cater for differences in learning styles as well as special needs. Using a variety of media (e.g. print, digital, audio) and activities (e.g. trivia quizzes, games, role plays) will ensure all learning styles are accommodated.

## 1.7 Learner-centred

A learner-centred approach to training focuses on the achievements of the participant, rather than the intentions of the trainer. Participants should be encouraged to engage with other HSRs to share their perspectives and experiences. They should also be provided with opportunities for self-reflection.

## 1.8 Safety commitment

The safety and welfare of participants must be considered when training content and activities are developed and delivered. You must ensure that you meet all WHS legislative requirements and commit to providing a safe and positive learning environment.

Participants should be encouraged to interact, question and challenge in a non-judgemental environment.

## 1.9 Delivery mode

Training should be delivered in a way that maximises participation and engagement. To achieve this, training must be delivered face-to-face so HSRs can interact and learn from each other. This mode of training delivery is defined as participants being in the same physical location (i.e. in the same room).

## 1.10 Duration

Training course duration should be as follows:

- 5 day/first year – a minimum of 35 hours face-to-face training over 5 days
- 3 day – a minimum of 21 hours face-to-face training over 3 days
- 1 day – a minimum of 7 hours face-to-face training over 1 day.

All courses are to be conducted as 7-hour days, excluding breaks. It is suggested that one hour of breaks be spread throughout the day. Training can be delivered over 5 consecutive days, or split over a longer period in blocks of time of no less than 7 hours' duration.

## Part 2: Application and approval process

You need to complete the *Application form* (refer to Attachment 2) to apply for SafeWork SA approval to conduct HSR training in South Australia.

Approval is subject to training providers submitting training course materials for the 3 day and 1-day courses within six months of being approved to provide the first year/5-day course. Ideally all training providers should be capable of delivering or offering all levels of training.

### 2.1 Who can apply

A training organisation, company or sole trader may apply for approval to deliver HSR training.

### 2.2 Application fee

A non-refundable fee of AUD\$1000 is payable with the lodgement of an application.

### 2.3 What to submit

You must include:

- a completed *Declaration and checklist* form (refer Attachment 1)
- a completed *Application form* (refer Attachment 2)
- the proposed training course materials, including:
  - course timetable
  - session plan (content, delivery approach, duration of exercises and activities)
  - participant exercises and activities
  - supplementary materials proposed to be used (e.g. handouts, PowerPoint presentations, videos/DVDs)
  - participant evaluation form and evaluation processes
  - sample certificate of attendance
- a completed *Trainer's qualifications and experience* (refer Attachment 3).

### 2.4 Application assessment

Applying procedural fairness requirements, applications are assessed by SafeWork SA against the requirements outlined in these guidelines, taking into consideration:

- alignment of content against the relevant learning outcomes and underpinning principles

- capability and capacity of the applicant to be a provider of training
- content and quality of the training materials, and their relevance to an HSR's powers and functions
- qualifications, knowledge and experience of the trainer(s) who will deliver the training.

SafeWork SA may need to verify the information you submit, ask you to provide further details and/or consider information from WHS regulators across Australia.

You will be notified if your application does not meet the approval requirements as well as provided with an opportunity to make corrections and resubmit it. If approval is not granted after a second submission, a 12-month waiting period applies before another application can be made.

All decisions will be notified in writing.

### 2.5 Period of approval

Approval is granted for a period of five years. During that time all conditions of approval must continue to be met, including trainer qualifications and course requirements, which are subject to monitoring by SafeWork SA.

### 2.6 Offering training in more than one jurisdiction

To conduct HSR training in more than one jurisdiction (commonwealth, state or territory), you need to make an initial application for approval to the WHS regulator in the jurisdiction where you intend to conduct most of your training, or where your head office or registered business address is located.

Information about any other state or territory in which you have received approval, or intend to deliver HSR training, should be attached to your initial application.

Once you have received approval in one jurisdiction, you can apply for approval in others. Your initial application, assessment and approval information will inform the assessment by other jurisdictions. You must also comply with any specific jurisdictional requirements (e.g. in Western Australia and Queensland, training providers must be registered training organisations).

Approval to deliver HSR training in one jurisdiction does not guarantee approval in another.

## Part 3: Trainer qualifications

All trainers of approved HSR training must, as a minimum, have either:

- a Certificate IV in Training and Assessment – TAE40110 and TAA40104 (or equivalent) – and a minimum of two years relevant experience in a role where workplace health and safety was a major part of the position responsibilities, or
- a Certificate IV in Training and Assessment – TAE40110 and TAA40104 (or equivalent) – and a relevant tertiary or vocational qualification in a field related to occupational or work health and safety (e.g. Graduate Diploma in Occupational Health and Safety).

You have a responsibility to ensure that your trainers:

- possess and retain knowledge of the entitlements, functions, powers and protections of an HSR under the WHS Act
- undertake professional development activities to ensure their WHS industry experience and facilitation/training skills remain current.

All trainers you engage subsequent to gaining approval must hold the required qualifications and experience.

## Part 4: Conditions of approval

As well as the requirements outlined in Parts 2 and 3, approval is subject to meeting a number of conditions (refer 4.1 to 4.7).

SafeWork SA approved training providers must comply with these conditions and any amendments made to them over time. Additional conditions for training providers, trainers or course requirements may also be imposed.

Failure to comply with these conditions may result in temporary suspension or cancellation of all or part of your approval status or the approved course of training, or both.

### 4.1 Governance

You must possess, or have access to, the administration, resources and infrastructure necessary to comply with all general and any specific conditions of approval.

You must:

- ensure that only trainers with the requisite qualifications, skills and knowledge are engaged to deliver the approved course
- not 'sub-contract', or 'on-sell' their approved provider status to a third party to deliver an approved HSR training course
- provide a training evaluation form to each participant on completion of an approved course
- issue a certificate of attendance to each participant who completes an approved course of training within 10 working days of completion
- upload attendance records onto SafeWork SA's Online Registration Portal (access will be provided).

Certificates of attendance, as a minimum, must contain the following information:

- name of the approved HSR training course
- participant's full name
- date(s) of training attendance
- name of the trainer
- approved training provider's name and, if applicable, registered business name, ABN and SafeWork SA approval number
- date of issue of the certificate.

### 4.2 Interaction with SafeWork SA

You must:

- co-operate with all reasonable requirements for ongoing monitoring and quality assurance of approved courses and individual trainers (e.g. notification of future course dates)
- notify in writing within 14 days any change to your provider or trainer details, or any proposed substantial changes to course content or delivery method
- provide accurate and timely reporting on:
  - o the number of HSRs attending training
  - o any other matters requested in writing
- assist in the conduct of any investigation into complaints received
- act with due diligence and in a manner consistent with stated requirements.



### 4.3 Record keeping

You must maintain the following records for seven years:

- all course training dates
- participant enrolment or registration forms
- documentary evidence of the dates each participant was in attendance at approved HSR training
- certificates of attendance
- participant evaluation forms.

### 4.4 Marketing accuracy and integrity

In your advertising and marketing materials you must:

- provide HSRs with information about their legislative entitlement to freedom of choice in selecting an approved training course
- ensure that promotion of approved training courses is accurate and consistent with that approval
- use the supplied SafeWork SA logo in accordance with any conditions of use provided.

### 4.5 Quality approved training

You must ensure that:

- all training is delivered face-to-face in line with the underpinning principles contained in these guidelines
- participants start and finish the initial five-day training course within a six-month period
- facilities, equipment and training materials are consistent with the delivery requirements contained in the approved course
- trainers undertake continuing development in WHS knowledge and training competence
- course materials remain current and technically accurate for the duration of the approval period
- access to legislative documents is provided.

### 4.6 Access and equity

To ensure access and equity you must:

- provide HSRs with training and support services aligned to their individual needs and adult learning principles
- have a transparent and accessible process for effectively and efficiently addressing HSR concerns or complaints about the administration and/or delivery of a course

- ensure the maximum number of participants attending each training session does not exceed 20, unless otherwise approved by SafeWork SA
- provide a replacement certificate of attendance, if requested, to anyone who has completed the training.

### 4.7 Monitoring, review and investigation

You must co-operate with and assist SafeWork SA staff or its agents:

- when they observe or monitor the delivery of training to ensure quality and integrity
- in any review of the provider's conduct to ensure compliance with the approval conditions
- during any investigation of an allegation or complaint
- with any reasonable request for further information or assistance.

## Part 5: Renewal of approval

Applications to renew approved provider status must be made at least three months before the approval period expires. Approved status remains until the application has been assessed and decision advised.

If it is deemed that you have not complied with the conditions and requirements of your approval your status will be temporarily suspended or cancelled.

## Part 6: Compliance monitoring and enforcement

During the approval period SafeWork SA may conduct compliance monitoring or respond to a complaint about a training provider. This may involve:

- attendance at a training session (at no cost) to ensure the course continues to meet the approval requirements
- discussing training activities with trainers and participants
- reviewing completed evaluation forms.

## Part 7: Collection of personal information

Personal information collected by SafeWork SA is used to register, process, assess and evaluate each application as well as to verify the qualifications and experience of trainers.

Regulators may share information to administer, monitor or enforce compliance with the WHS Act.

If you seek approval to deliver HSR training in more than one jurisdiction, WHS regulators may share information contained in your application or obtained during the approval process.

Each approved training provider's contact details and a training calendar providing HSRs with access to current dates of training are published on the SafeWork SA website [safework.sa.gov.au](https://safework.sa.gov.au).

## Attachment 1: Declaration and checklist

### Applicant declaration to SafeWork SA

#### To be completed by the Authorised Officer(s) / applicant

As Authorised Officer(s), I/we declare:

that the information provided in support of this application is true and correct. Where I/we have provided personal information in connection with this application about any other individual, I am/we are authorised to provide that information.

#### Please tick each box:

- I have read these guidelines and confirm we meet the requirements and conditions outlined therein.
- I agree to comply with the conditions of approval in Part 4 of this guide.
- I have checked, validated and retained evidence of each nominated trainer's formal qualifications and work experience.
- I acknowledge that any breach of the conditions of approval may result in the temporary suspension or cancellation of our approval to deliver HSR training in South Australia.

<b>Name of Authorised Officer</b>	
<b>Position</b>	
<b>Signature</b>	
<b>Date</b>	

<b>Name of Authorised Officer</b>	
<b>Position</b>	
<b>Signature</b>	
<b>Date</b>	

#### CHECKLIST

##### Please attach to this completed declaration:

- two (2) copies of the completed *Application form* (Attachment 2)
- completed *Trainer's qualifications and experience* (Attachment 3)

The following proposed training course materials, for each level of training:

- course timetable
- session plan (content, delivery approach, duration of exercises and activities, etc.)
- participant exercises and activities
- supplementary materials (handouts, PowerPoint presentations, etc.)
- proposed certificate of attendance
- proposed participant evaluation form

**NOTE: A non-refundable application fee of AUD\$1,000 must accompany the first application.**

#### LODGEMENT

**Post:** HSR Training Provider Approvals  
SafeWork SA  
GPO Box 465  
ADELAIDE SA 5001

**In person:** SafeWork SA  
Level 4, 33 Richmond Road  
KESWICK SA



## Attachment 2: Application form

Approval to deliver Health and Safety Representative training in South Australia under the *Work Health and Safety Act 2012 (SA)*

<b>NAME OF PERSON COMPLETING APPLICATION</b>			
Given names	<input type="text"/>	Surname	<input type="text"/>
Position	<input type="text"/>		
Phone	<input type="text"/>	Mobile	<input type="text"/>
Email	<input type="text"/>		
<b>REGISTERED BUSINESS (TRADING NAME)</b>			
<input type="text"/>			
<input type="text"/>			
ACN	<input type="text"/>	ABN	<input type="text"/>
RTO number	<input type="text"/>	Expiry date	<input type="text"/>
<b>Does the company hold public liability insurance in South Australia?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>			
Policy number	<input type="text"/>		
Insurer	<input type="text"/>		
<b>Is the organisation registered with ReturnToWorkSA?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>			
Employer number	<input type="text"/>		
<b>HEAD OFFICE OF LEGAL ENTITY APPLYING FOR APPROVAL</b>			
Street address	<input type="text"/>		
	<input type="text"/>		
Suburb	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>
Postal address <i>(if different from above)</i>	<input type="text"/>		
	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>
Phone	<input type="text"/>	Mobile	<input type="text"/>
Fax	<input type="text"/>		
Email	<input type="text"/>		
Website	<input type="text"/>		
<b>AUTHORISED OFFICER(S)</b> (chief executive or equivalent) <b>OR SOLE TRADER'S NAME</b> (if applicable)			
Given names	<input type="text"/>	Surname	<input type="text"/>
Position	<input type="text"/>		
Phone	<input type="text"/>	Mobile	<input type="text"/>
Fax	<input type="text"/>		
Email	<input type="text"/>		

**PRINCIPAL PLACE OF BUSINESS IN SOUTH AUSTRALIA** (if different from above)

Street address

Suburb  State  Postcode

Postal address  
*(if different from above)*  State  Postcode

Phone   Mobile

Fax

Website

Email

**Is your organisation currently approved to deliver HSR training in other jurisdictions?  
If yes, please indicate which jurisdictions below.**

ACT  C'th  NSW  NT  QLD  TAS  VIC  WA

**MAIN TRAINING SITE IN SOUTH AUSTRALIA**

Street address

Suburb  State  Postcode

Phone   Fax

**CONTACT PERSON FOR SITE**

Given names  Surname

Position

Phone   Mobile

Email

**OTHER TRAINING SITE/S IN SOUTH AUSTRALIA** (Please copy and attach additional contact details, if required e.g. for additional training sites or locations)

Street address

Suburb  State  Postcode

Phone   Fax

**CONTACT PERSON FOR SITE**

Given names  Surname

Position

Phone   Mobile

Email

## Attachment 3: Trainer’s qualifications and experience

### To be completed for each trainer seeking approval

All trainers must have, as a minimum, either:

- Option 1:** a Certificate IV in Training and Assessment – TAE40110 and TAA40104 (or equivalent) – and a minimum of two years’ relevant experience in a role where workplace health and safety was a major part of the position responsibilities, or
- Option 2:** a Certificate IV in Training and Assessment – TAE40110 and TAA40104 (or equivalent) – and relevant tertiary or vocational qualifications in a field related to occupational or work health and safety (e.g. Graduate Diploma of Occupational Health and Safety).

Title	
Given name	
Surname	
Mobile	
Date of birth	
Qualification/experience option	<input type="checkbox"/> Option 1 <input type="checkbox"/> Option 2

Title	
Given name	
Surname	
Mobile	
Date of birth	
Qualification/experience option	<input type="checkbox"/> Option 1 <input type="checkbox"/> Option 2

Title	
Given name	
Surname	
Mobile	
Date of birth	
Qualification/experience option	<input type="checkbox"/> Option 1 <input type="checkbox"/> Option 2

Title	
Given name	
Surname	
Mobile	
Date of birth	
Qualification/experience option	<input type="checkbox"/> Option 1 <input type="checkbox"/> Option 2


Please copy and attach additional sheets for any additional trainer’s details.







**For free information, advice and support please contact us:**

 1300 365 255

 [help.safework@sa.gov.au](mailto:help.safework@sa.gov.au)

 [safework.sa.gov.au](http://safework.sa.gov.au)

 @safeworksa

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**Government  
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