

## 1.0 Training & Competence

Training and competence of our workforce is vital to the success of the business including Legal compliance, as well as the on-going education and development of workers.

This procedure should be read in conjunction with Management Procedure [MP 6.0 Training](#), which sets out the procedures for reviewing training for employees on appointment, PDR - Personal Development Reviews, training and development planning and evaluation.

This procedure includes:

- Background.
- The role of Company Training Coordinators including keeping training records for Agency Staff.
- The Training Matrix.
- Mandatory training requirements for Employed Managers / Staff (Salaried).
- Mandatory training requirements for Employed Trades (Hourly Paid).
- Recommended training for employees' dependant on job role and business needs.
- Available technical and development training for employee's dependant on job role and business or personal development needs.
- CSCS Scheme.
- E-learning on-line training.
- Accepted training schemes for workers on construction sites (based on an expanded UKCG Accepted Scheme list).

Derry Building Services aims to provide employees with the appropriate level of competence throughout the organisation. In order to achieve the highest levels of HS&E performance and ensure a continually improving safety culture, it is essential that effective training is delivered to all Managers, Staff and the Workforce.

This is achieved through a combination of experience, education, training, selection and development of individuals, backed by appropriate support.

Many of the Derry Building Services Management and Technical Staff enter the industry via apprenticeships, training programmes or with a formal educational qualification ranging from Certificates or Diplomas through NVQs to Degrees and membership of a relevant professional body, such as the ICE or CIOB.

While such a qualification confirms an element of technical and professional competence, further training in safety, environmental awareness and general management skills is essential for their continued professional development (CPD).

All Management and Supervisory staff employed on DBS sites will have a demonstrable competence in both appropriate management or supervisory skills and health & safety matters.

The training coordinator will arrange Health & Safety, Quality and Environment training when the need is recognised.

The HR Department shall obtain proof of training on commencement of employment.

**Agency workers are subject to a separate procedure** for initial checks but should comply with the requirements detailed at [SP 2.6 \(B&K Procedure\)](#).

**Directors have overall responsibility for training achievements by their staff.**

Company Directors are responsible for ensuring that their staff complies with the mandatory training requirements, reviewing training needs and ensuring attendance / completion of training.

MP 6.0 provides further details. They may appoint a Training Coordinator to assist in this.

Managers at all levels are responsible for assessing and meeting the on-going training needs of their staff to satisfy Project specific requirements.

## 2.0 Training Records

Training records are held centrally by the training coordinator.

### Training Coordinator

- Completing monthly staff changes – spread sheet to record new-starters, leavers and joiners including Regional and Group Company transfers.
- Maintaining the training records for their Company.
- Coordinating allocation of training places with the Group Health & Safety Department.
- Requesting training.
- Coordinating CSCS or other Competence requirements and assessments including Professional qualifications and memberships.
- Providing copies of training certificates to the Group Health & Safety Department for any locally procured or in-house training / assessments.

### Training Matrix

A health & safety training framework is provided in the form of a training matrix which provides general guidelines. These are listed against five broad job roles.

The Training Matrix summarises requirements and training which has been established for a number of years and is based on:

- Legal requirements.
- What is stated in our Policies and Procedures and required for compliance with these.
- HSE / Insurance / Industry Guidelines.
- Client / Contractor Requirements.
- Historical training which is maintained.

The specific training needs of individuals are identified and delivered through the following mechanisms:

- Maintenance of a training programme (Matrix) and an internal training database.
- Provision of staff development programmes.
- Annual performance reviews for all staff.
- Pre-appointment assessments to identify gaps in knowledge.
- Awareness training and guidance on the application of the Safety Management System.
- Delivery of specialist competence and health & safety training including classroom and e-learning.
- Accredited industry courses run in-house and as open courses and in-house training by accredited trainers.
- Induction to raise awareness of specific issues relating to the organisation and workplace.
- Health & safety monitoring.
- Recommendations arising from re-active monitoring.
- Business needs.

**Mandatory training requirements should be achieved or subject to a training plan to be implemented within 12 months of appointment to the relevant job role.**

**Any Manager left in sole charge of a site for more than 3 consecutive days must have attended Procedure training – which should be completed / booked within 3 months of commencing employment.**

The Training Matrix Part 1 is Mandatory Training for all DBS by job role to fulfil Legal Compliance requirements and in accordance with Group Policies and Procedures.

Part 2 covers the training requirements by job role specific to DBS:

- Mandatory Training – by job role. Some ‘Mandatory’ training requirements may be Client-specific.
- Recommended training which forms part of personal development and continuing professional development.
- Available training – normally technical training related to job roles and responsibilities.

The matrix also provides guidelines when assessing sub-contractor competence.

Course summaries are available from the Health & Safety Department who manage training standards and training providers / organisations.

### Training Requirements

Derry Building Services has a ‘blended’ approach to training – using a combination of providers and ‘channels’ including:

- Accredited training e.g. C-Skills (CITB) / IOSH / HSE First Aid, CPCs, IPAF, UKATA, FPA, etc. run by accredited training providers;
- Industry Training – non-accredited courses provided by industry organisations or specialist training organisations e.g. manual handling, driver safety, etc.
- ‘In-house’ training which includes courses which have no Accreditation requirements, are generally provided by Lincsafe, Bowmer & Kirkland or DBS trainers, and are tailored to our business needs e.g. Health & Safety Procedures, and Management of Lifting Operations.

Delivery ‘channels’ comprise:

- Face to face / classroom based courses which can be run at our premises ‘in-house’ or by accredited / non-accredited training providers or at open courses provided by the trainers;
- Practical training and assessment by specialist training providers;
- E-learning for short courses - CSCS test, UKATA Asbestos Awareness 12-month refresher, DSE, Office Safety, Expectant Mothers, Fire Safety, Manual Handling, Slips, Trips & Falls, Driving Safely, Bribery Act, Equality & Diversity and Stress Awareness (Managers). ‘Loan’ laptops are available from the Health & Safety Department for staff who do not normally have access to a computer.
- Site-based training e.g. traffic marshal, tower crane familiarisation, etc.

We can also organise courses for Client personnel and Agency staff which may be re-charged.

### Training Nominations / Planning

All training course nominations should be with the approval of the Company Director.

It is a procedures requirement that training is assessed against the Training Matrix:

1. On appointment / promotion (appointment being conditional on proof of certain qualifications)
2. At PDR - Personal Development Review by Director
3. On appointment to a Project by the Contracts Manager to ensure Legal compliance in allocating Project Roles & Responsibilities.

### Non-Attendance / Cancellation

**Cancellation must be authorised by the Company Director.**

**If any person is unable to attend there will be no charge provided a substitute trainee is provided by the Company or someone is available from a waiting list at least 14 days prior to the date of the course.**

**Cancellation within 14 days may incur a charge if the place cannot be filled at short notice.**

**Any no-show or cancellation without substitution shall be recharged to the Company and trigger e-mail to Director.**

### Competence Schemes – Accepted Qualification / Skills Cards

The appropriate CSCS card will be obtained and NVQ qualifications achieved where necessary by Company employees. Employee CSCS scheme records are administered in house and by the Group Health & Safety Department.

All tradesmen and operatives including labour provided by agencies, employed on DBS sites will have a demonstrable skill level incorporating health & safety – including a current CSCS or equivalent card.

Evidence of a touch screen test (pass confirmation letter) is valid for a maximum of **6 months** from the date of the test.

Sub-contractor and Agency labour / trades have their training / competence cards checked during site induction and records are kept on site.

To help eliminate fraud CSCS Cards can be checked by the Health & Safety Department using:

<https://www.citb.co.uk/cards-testing/how-do-i-check-card-details/online-card-checker/>

or sites may check CSCS Smartcards using the free CSCS Go Smart App for android phones <https://www.citb.co.uk/cards-testing/how-do-i-check-card-details/online-card-checker/> .

Derry Building Services has adopted a list of operative record schemes as meeting the minimum requirement for both skill and health & safety competence. This list is based on industry accepted schemes and training standards and is kept under review and updated accordingly.

Where plant operation is expected e.g. the driving of a fork lift truck by a bricklayer, the relevant plant operator's card is required in addition to the appropriate skills card.

A list of accepted or equivalent Schemes is attached at table 1.

Equivalent foreign National Schemes will be assessed on an individual basis and should be referred to the Health & Safety Department for clarification. In-house / other qualifications should be reviewed by the Health & Safety Department for adequacy.

Where a trade is not covered by an existing record scheme a Derry Building Services Project / Site Supervisor should assess the application and validity of any specialist training or Registration scheme.

The Health & Safety Department will assist in this assessment and may impose further training requirements.

### Construction Related Occupation (CRO) card – ‘White Card’

CSCS stopped issuing CRO cards from 31st March 2017. All CRO cards expired on 30th September 2017. All related occupation cards issued by Partner Card Schemes (SKILLcard (Construction Related Occupation); ECS (Related Disciplines); JIB-UK PHMES (Plumbing Related Occupation) will remain valid until their expiry date.

Where an occupation is not construction related or no suitable alternative qualification exists, a CSCS card will no longer be issued and it will be the responsibility of site supervisors and managers to ensure these workers are properly supervised and managed.

Most card holders will be asked to move to one of CSCS’s Partner Card Schemes that are more appropriate for their occupation. Where their occupation is not construction related or no suitable qualifications exist, a CSCS card will no longer be issued. In this case they should provide evidence of an accepted scheme within their own trade / industry which demonstrates competence, safety awareness training and product familiarisation where required.

Genuine ‘low-risk’ non-construction workers should only be allowed to work in construction environments under close supervision of site management. This supervision requirement may be relaxed in low risk situations – areas with safe access / escape and handed over to the client or fit-out contractor. A visitor induction should be completed. Examples include F&FE installers in completed buildings.

### GQA Q Card

GQA Q-card is a formal partner of the Construction Skills Certification Scheme. GQA Qualifications is an Awarding Organisation for specialist sectors and occupational roles originally focused on the Glass, Construction, Coating and Print industries.

These are becoming more common since CRO CSCS cards have been withdrawn.

In addition to CSCS Q-cards for glass and glazing related occupations, this agreement also extends access to the GQA CSCS card for those achieving a GQA Construction related Qualification (relevant NVQ’s), including, but not limited to, occupations such as Labourers, Bricklayers, Steel Fixers, Metal Deck Installers, Stud Welders, Plasterers, and Site Supervisors.

A comprehensive list is available here: <http://gqaqualifications.com/construction-related-occupations/>



The GQA CSCS Q-card indicates that the card-holder has demonstrated knowledge and skills in accordance with national occupational standards, with information on achievements, and any related GQA accredited training, being accessible by scanning the QR-code on the front of the card by using a barcode reader app from any smartphone with a data connection.

Cards can also be validated by calling the GQA Office on 01142 720033.

**Training Matrix Part 1: Derry Building Services Construction Training Requirements**

Training	Renewal (Years)	Director	Operations / Contracts / Project Manager	Site Manager / Supervisor	Nominated Role / Job Specific	Site Staff	Trainee
Company Induction	n/a	☑	☑	☑	☑	☑	☑
Bowmer & Kirkland Group Induction <sup>2</sup>	n/a	☑	☑	☑	☑	☑	☑
Health & Safety Procedures	Updates	☑	☑	☑	☑	☑	☑
IOSH Directing Safely	5	☑					
SMSTS (Construction)	5		☑	☑ Mgr			
Supervising Safely / SSSTS (Construction)	5			☑ Spvr			
CSCS –Construction staff / trades ONLY	5	☑	☑	☑	☑	☑	☑
First Aid	3			☑	☑		
Defibrillator (stand-alone valid 12 months)	3			R	R		
FPA Hot Works (Tesco / Retail)	5			R	☑		
UKATA Asbestos Awareness Cat A	1		A	☑	☑		
UKATA Asbestos Awareness e-learn refresher	1		A	☑	☑		
Temporary Coordinator	5		A	A	☑		
Site Traffic Controller	n/a				☑		
Accident & Incident Investigation	n/a		R	☑	☑		
CAT / Genny	n/a			A	A		
Bribery Act e-learn <sup>2</sup>	n/a	R	R	R	R	R	
Driver Safety e-learn	n/a	R	R	R	R	R	R

- CSCS Card should be correct category for job role. Green Cards ‘General Operative’ are being phased out from 2014 and cannot be renewed – only upgraded.
- These courses are part of ‘compliance’ with HR Policy for relevant managers

**Training Matrix Part 2: Derry Building Services Construction Training Requirements**

Training	Renewal (Years)	Duration	Director	Operations / Contracts / Project Manager	Site Manager / Supervisor	Nominated Role / Job Specific	Site Staff	Commercial / Engineering / Design / etc.
Health & Safety Leadership OAH	-	1	☑	☑				
NEBOSH Qualification	-	Varies		A		A		
Internal Audit	-	½				☑		A
Waste Management	-	½				R		A
Waste Electrical and Electronic Equipment	-	½				A		A
Construction Skills Health and Safety Awareness	5	1					☑	
CDM 2015 General Awareness	-	½	R	R	☑	R	R	R
CDM 2015 Design Coordination	-	½	A	A	A	☑		☑
Management of Lifting Operations	-	1		A	A	A		
Temporary Works Thomas Telford to 9/2014	5	1		A	A	☑		
Temporary Works C-Skills (9/2014 on)	5	2		A	A	☑		
Temporary Works Awareness (Low risk)	5	1		A	A	☑		
Fire Marshall / Fire Warden	Business Need	½				☑		
Fire Safety e-learn	Business Need	120 mins				A		
FPA Hotworks Training	5	1				☑		
Manual Handling	2	½				☑	☑	
Manual Handling e-learn	2 max	60 mins				A	A	

Procedures: SP 1.1  
 Issue: H/DBS1  
 Sys. Date: 24.05.2019  
 Sheet: 8 of 12

**TRAINING AND COMPETENCE**  
**TRAINING AND COMPETENCE**



Training	Renewal (Years)	Duration	Director	Operations / Contracts / Project Manager	Site Manager / Supervisor	Nominated Role / Job Specific	Site Staff	Commercial / Engineering / Design / etc.
Slips, Trips & Falls e-learn	-	60 mins				A	A	
Non-Licensed Asbestos Work / UKATA cat B	1	1				☑		
FFP 3 RPE Face-fit kit – fit to fit	-	1/2		A	A	A		
FFP 3 RPE Face-fit Test	-	30 mins				☑	☑	
DSE e-learn	-	60 mins				☑		
H & S Expectant Mothers		60 mins				☑		
Practical Scaffolding Inspection	5	1			A	A		
CISRS Scaffolding Inspection	5	2			A	A		
CISRS Advanced Scaffolding Inspection	5	2			A	A		
Safety Net Inspection	5	1			A	A	A	
Work at Height	-	1			R			
Mobile Scaffolding Towers PASMA	5	½			☑	☑	☑	
Ladders / Stepladders	5	½			A	A	A	
Safety Harness Inspection	-	½			A		A	
Safety Harness Inspection & Use	-	½			A		A	
MEWPs for Managers IPAF	5	1			R			
IPAF PAV	5	½			A	A	A	
IPAF 3a Scissors Lift	5	½			R	R	R	
IPAF 3b Boom	5	½			R	R	R	
Slinger /Signaller	5	1				A		
Slinger Signaller CPCS A40 (Blue)	5	1				A		
CPCS A61 Appointed Person (Blue)	5	4			A	A		
CAT / Genny – services location 'SMART CAT'	5	½			A	A		☑(Eng)



Training	Renewal (Years)	Duration	Director	Operations / Contracts / Project Manager	Site Manager / Supervisor	Nominated Role / Job Specific	Site Staff	Commercial / Engineering / Design / etc.
Abrasive Wheels / Cut off Saw	5	½			R	A	R	
Confined Space	5	2				A		
Hoist Operator – Familiarisation / Training	-	½				A		
Hoist Operator CPCS A20 (Blue)	5	-				A		
CPCS Telehandler A17 (Blue)	5	-				A		
CPCS Red Card (Trained Operator)	2	-				☑		
CPCS Blue Card (Experienced Operator)	5	-				☑		
Other on Business Need basis	As required	-	A	A	A	A	A	A

☑ = Mandatory    R = Recommended    A = Available

- Training should be arranged via Sharon Bass, course overview summaries are available on request.
- It is expected that all Employees who work on a construction site hold or are in the process of obtaining a CSCS Card, and are registered with the Scheme.
- Support will be given in achieving NVQ Qualifications for achievement of CSCS / CPCS (Blue) cards.
- Holders of CPCS Red cards (Trained Operator) / non-CPCS cards where there is a CPCS Category will be expected to upgrade to a Blue card (Competent Operator) on or before expiry of their Red card – NVQ / assessment required – Red cards are valid for up to 2 years and are NON RENEWABLE

Any other technical / safety training – not on this matrix, delivered in-Company or at site should be recorded. Please ensure any copies of training certificates issued locally are sent to Sharon Bass – [sharon.bass@derry-bs.co.uk](mailto:sharon.bass@derry-bs.co.uk) to ensure our records are kept up to date

**Table 1 CSCS and Competence Schemes recognised by Bowmer and Kirkland Ltd**

<b>ACAD</b>	Thermal Insulation Contractors Association - Asbestos removal Industry.	
<b>ARCA</b>	Asbestos Removal Contractors Association - Asbestos removal Industry.	
<b>AITT</b>	Association of Industrial Truck Trainers covers industry use of industrial trucks (FLT).	
<b>BES</b>	Building Engineering Services CITB-Construction Skills that provides training, assessment and certification for people who work with, electrics, gas, water, steam and refrigerants.	
<b>BICS</b>	Operator's proficiency training scheme – cleaners	
<b>BIOH / UKAS</b>	British Institute of Occupational Hygiene - Asbestos surveyors	
<b>BLA</b>	British Locksmiths Association	
<b>BT</b>	BT / Openreach / IOSH 'Passport' scheme for telecom engineers	
<b>CSCS</b>	See Page 11 of this procedure for card types	
<b>CSCS Partner Cards</b> which carry the CSCS logo / hologram	ACE	Engineering Construction Workers
	ALLMI	Lorry Loaders
	CCDO	Demolition
	CISRS	Scaffolders
	CPCS	Plant Operators
	CSR	Cards issued in Northern Ireland
	CSWIP	Welding and Joining
	DSA	Drilling and Sawing Association
	ECS	Electricians
	EUSR	Utilities
	FISS	Highway Fencing
	GEA	Garage Equipment Installers
	ICATS	Industrial Coating
	JIB	Plumbers in England & Wales
	LEEA	Lifting Equipment Engineers
	LISS	Landscaping
	MPQC	Extractive Plant Operators
	NPORS	Plant Operators
	PAL IPAF	PAL - Powered access operators
	Q (GQA)	Glazing Note: common replacement for CRO White CSCS Cards
	SAFed	Engineering Inspectors
	SEIRS	Storage Equipment Installers (racking / mezzanine) – Refer to H & S Department
	SICCS	Shop fitters
	Skillcard	Heating, ventilating, air conditioning and refrigeration
	SNJIB	Plumbers in Scotland
	SSPC	Train the painter - Coating Applicator Training & Certification
	TTM	Temporary Traffic Management
<b>Gas safe</b>	(Previously CORGI) legal requirement for people working on gas fittings or appliances.	
<b>EMTA</b>	Engineering & Marine Training Authority - Lift Maintenance Installation Engineering	
<b>FASET</b>	FASET is required from all operatives who are involved in erecting safety nets on site.	
<b>IRATA</b>	Industrial Rope Access Trade Association training and certification in industrial rope access.	
<b>ITSSAR</b>	Independent Training Standards Scheme and Register	
<b>JIN scheme</b>	JIB Electro technical Certification for electricians in the construction industry.	
<b>LANTRA</b>	The Sector Skills Council for the Environmental and Land-based Sector	

Procedures: SP 1.1  
Issue: H/DBS1  
Sys. Date: 24.05.2019  
Sheet: 11 of 12

**TRAINING AND COMPETENCE**

**TRAINING AND COMPETENCE**



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<b>NRSA</b>	New Roads and Street Works Act
<b>PASMA</b>	Prefabricated Access System Manufacturers Association – Mobile Access Towers card
<b>RTITB</b>	Road Transport Industry Training Board
<b>SPA</b>	<b>(Safety Passport Alliance)</b> 'Passport' schemes from food / petro-chemical specialist schemes
<b>UKATA</b>	Asbestos Training Standards
<b>UKPIA / SPA</b>	UK Petroleum Industry Association Forecourt Contractor Safety Passport Scheme



# Make sure you have the right card



Provisional  
(temporary card)



Trainee



Apprentice



Basic Skills



Labourer



Experienced Technical,  
Supervisor or Manager



Experienced Worker



Skilled



Advanced Craft



Supervisory



Management



Professionally Qualified Person



Academically Qualified Person



Construction Related Occupation  
(available only until April 2017)



Visitor  
(no construction skills)

Whatever your job or level of experience, there's a CSCS Card that's right for you. It proves you have the necessary training and qualifications.