

# Training and competence

Training and competence mean ensuring workers have the knowledge, skills, and confidence to do their jobs safely. In retail, where worker turnover can be high, practical training is critical to safety and trust.

## Managing the risk

- All new workers must receive a health and safety induction.
- Induction must cover store hazards, emergency procedures, and safe work practices.
- Provide ongoing refresher training to address new risks.
- Build competence through on-the-job learning, toolbox talks, and scenario practice.

## Do

- Provide induction to all new workers.
- Refresh training regularly.
- Record and track training provided.
- Encourage worker participation in training.
- Use toolbox talks and scenarios to build competence.

## Good practice

- Keep training records to monitor worker competence.
- Encourage workers to ask questions and suggest improvements.
- Make training ongoing and tailored to store needs.
- Promote a culture where training is part of everyday work.

## Don't

- Rely on one-off training sessions.
- Ignore gaps in worker competence.
- Fail to keep training records.
- Assume competence without assessment.
- Neglect refresher training.

## Employee checklist

- Health and safety induction completed.
- Ongoing training sessions scheduled.
- Training records kept and reviewed.
- Workers encouraged to ask questions.
- Competence assessed regularly.