

Quality Assurance Services

Standard Operating Procedure No. 03

**Management of Suspected Unsafe Practices,
Conditions, Environment and Equipment**

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Responsibility Legend	
AM	Authorised Monitor
AT	Approved Tutor
ATOTM	Approved Training Organisation Training Manager
QAS	Quality Assurance Services

1. Purpose

The purpose of this procedure is to clarify the process on how to deal with suspected Health and Safety concerns that are evident prior to the commencement of a monitoring event or that occur during a monitoring event, such as:

- unsafe practices
- unsafe conditions
- unsafe environment
- unsafe equipment

2. Scope

This procedure applies to all SOLAS approved training organisations delivering Construction Skills Certification Schemes [CSCS] and/or Quarry Skills Certification Schemes [QSCS] programmes or assessments events.

The scope of this procedure is to ensure all SOLAS CSCS and QSCS training and or assessment events are conducted in accordance with health and safety requirements. The examples outlined below are typical and indicative but not exclusive or exhaustive:

- a) Where the SOLAS Authorised Monitor has concerns that the training assessment site or location intended to be used by the Collaborating Provider may not be a safe environment to conduct such activities
- b) Where the SOLAS Authorised Monitor has concerns that conditions pertaining to the training or the assessment event may not be safe for the conduct of such activities
- c) Where the SOLAS Authorised Monitor has concerns that the equipment may be unsafe, faulty or not fit for purpose
- d) Where the SOLAS Authorised Monitor has concerns that the training or the assessment event is not following safe practices
- e) Where the SOLAS Authorised Monitor has concerns that the participant¹ and or the SOLAS Approved Tutor² is not wearing or is not wearing appropriate Personal Protective Equipment [PPE]
- f) Where the SOLAS Authorised Monitor has concerns that the SOLAS Approved Tutor/assessor or the participant may be under the influence of intoxicants
- g) Where the SOLAS Authorised Monitor has concerns regarding possible exposure to hazardous materials, chemicals or waste

¹ A participant includes any person undertaking a SOLAS CSCS/QSCS training programme or assessment event.

² A tutor is a SOLAS approved CSCS/QSCS tutor employed by a SOLAS Approved Training Organisation or someone who assists in the delivery of a training programme or the conduct of an assessment event/s monitored by SOLAS and holds the appropriate CSCS/QSCS cards.

3. Responsibility

- a) SOLAS Authorised Monitor
- b) SOLAS Approved Training Organisation[ATO]
- c) SOLAS Approved CSCS/QSCS tutor
- d) SOLAS Quality Assurance Services
- e) SOLAS Construction Services

4. Reference Documents

- a) SOLAS QAS Monitoring Policy
- b) SOLAS QAS Monitoring and Authentication Guide
- c) SOLAS Approved Training Organisation Code of Conduct
- d) CSCS/QSCS Training Specification, Assessment Instruments [AIS] and Modular Assessment Packs [MAPS]
- e) Health and Safety Authority [HSA] - Safe System of Work Plan [SSWP]
- f) SOLAS Monitoring Instrument
- g) SOLAS QAS Cessation of Monitoring form

Responsibility

5. Procedure

5.1. Suspected Unsafe Practice

In the event that the SOLAS Authorised Monitor suspects that the event which is scheduled to be monitored or is actually being monitored appears unsafe in terms of practices, conditions, environment or equipment the SOLAS Authorised Monitor will:

- 5.1.1. Raise the matter immediately with the SOLAS Approved Tutor who is conducting the training and/or assessment event activity. AM
- 5.1.2. Identify the type(s) of health and safety concerns with the SOLAS Approved Tutor. The health and safety concerns listed below are typical and indicative but not exclusive or exhaustive:
 - a) Site/location may be unsafe for training and or assessment related activities
 - b) Conditions pertaining to training or the assessment event may not be safe for the conduct of such activities
 - c) The equipment intended for use or being used is viewed to be potentially unsafe, faulty or not fit for purpose
 - d) Concerns that the training or the assessment event is not following safe practices
 - e) Personal Protective Equipment is not appropriate or is not being worn or used correctly by the trainer, the assessor and or learners
 - f) The SOLAS Approved Tutor or a participant is suspected to be under the influence of an intoxicant
 - g) Concerns regarding possible exposure to hazardous, materials, chemicals or waste

5.2. Communication and Resolution Practices

- 5.2.1. The SOLAS Authorised Monitor and the SOLAS Approved Tutor will discuss the suspected health and safety concerns. If the SOLAS Approved Tutor agrees that there is merit in the concern/s raised the SOLAS Approved Tutor will address the health and safety concern immediately AM
- 5.2.2. The SOLAS Authorised Monitor will record the health and safety concerns raised and the resolution implemented by the SOLAS Approved Tutor in the monitoring instrument, which will be signed by the SOLAS Authorised Monitor and the SOLAS Approved Tutor AT/AM
- 5.2.3. The training and/or assessment event will commence or continue if it is deemed that the SOLAS Approved Tutor has satisfactorily addressed the health and safety concerns AM
- 5.2.4. If it is not been possible to satisfactorily address the health and safety concern/s relatively promptly the SOLAS Approved Training Organisation will defer the training or assessment event to another suitable date and time ATOTM

5.3. Communication and Unresolved Practices

- 5.3.1. Should the SOLAS Authorised Monitor still have health and safety concerns after discussing the identified health and safety concerns with the SOLAS Approved Tutor, the SOLAS Authorised Monitor will contact the SOLAS Approved Training Organisation Training Manager³ AM
- 5.3.2. The SOLAS Authorised Monitor and the SOLAS Approved Training Organisation Training Manager and the SOLAS Approved Tutor will discuss the health and safety concerns identified AM
- 5.3.3. If the Approved Training Organisation Training Manager agrees that there is merit in the raised safety concern/s, the Training Manager will address the health and safety concern/s immediately ATOTM
- 5.3.4. The SOLAS Authorised Monitor will record the health and safety concern/s raised and the resolution implemented by the SOLAS Approved Training Organisation Training Manager within the monitoring instrument, which will be signed by the SOLAS Authorised Monitor and the SOLAS Approved Training Organisation Training Manager AM
- 5.3.5. The training and or assessment event will commence or continue if it is deemed the SOLAS Approved Training Organisation Training Manager has addressed the health and safety concerns ATOTM
- 5.3.6. If it has not been possible to address the health and safety concern/s relatively promptly, the SOLAS Approved Training Organisation will defer the training or assessment event to another suitable date and time ATOTM

³ Where a Training Manager is not available the proprietor of the Approved Training Organisation is to be contacted

5.4. Cessation of Monitoring

- 5.4.1. If the SOLAS Approved Training Organisation Training Manager believes there is no merit in the health and safety concern/s raised by the SOLAS Authorised Monitor, the Training Manager may take it upon themselves to instruct the SOLAS Approved Tutor to continue with the training or the assessment event ATOTM
- 5.4.2. In such instances the SOLAS Authorised Monitor will record the health and safety concerns and the decision taken by SOLAS Approved Training Organisation Training Manager within the SOLAS QAS Cessation of Monitoring form, which will be signed by the SOLAS Authorised Monitor and the SOLAS Approved Training Organisation Training Manager AM
- 5.4.3. The SOLAS Authorised Monitor shall contact by telephone a representative of SOLAS QAS for confirmation or clarification: AM
- a) QAS Manager
 - b) QAS Assistant Manager
 - c) QAS Project Officer
- 5.4.4. If the Authorised Monitor has serious concerns over the health and safety of the assessment event after discussing the issues with the ATO Training Manager and tutor, the Authorised Monitor will issue a Cessation of Monitoring form to the ATO and withdraw from the event. Monitoring is discontinued on this occasion AM
- 5.4.5. A Cessation of Monitoring form records the health and safety concerns of the Authorised Monitor and details the discussions and events leading up to the withdrawal of monitoring from the event
- 5.4.6. The Cessation of Monitoring report is issued to the representative of the Approved Training Organisation
- 5.4.7. Upon termination of monitoring the Authorised Monitor will issue the Cessation of Monitoring form to SOLAS QAS for consideration and for issue to the Construction Services management who will follow up with the ATO AM/QAS
- #### 5.5. Completion of the Monitoring Report
- 5.5.1. The SOLAS Authorised Monitor will submit the monitoring report and any evidence of their health and safety concerns to the SOLAS Quality Assurance Services AM
- #### 5.6. Processing the Monitoring Report
- 5.6.1. The SOLAS Quality Assurance Services will record the monitoring report along with evidence of the health and safety concerns. QAS will review and quality assure the monitoring report QAS
- 5.6.2. The SOLAS Quality Assurance Services will issue the monitoring report outcomes along with evidence of health and safety concerns to the relevant SOLAS Approved Training Organisation and the SOLAS Construction Services for information and action and cc – SOLAS Executive Director–Resources, SOLAS Director of Construction Quality Assurance Services [CQAS]

5.7. Recording and Tracking of Suspected Unsafe Practices

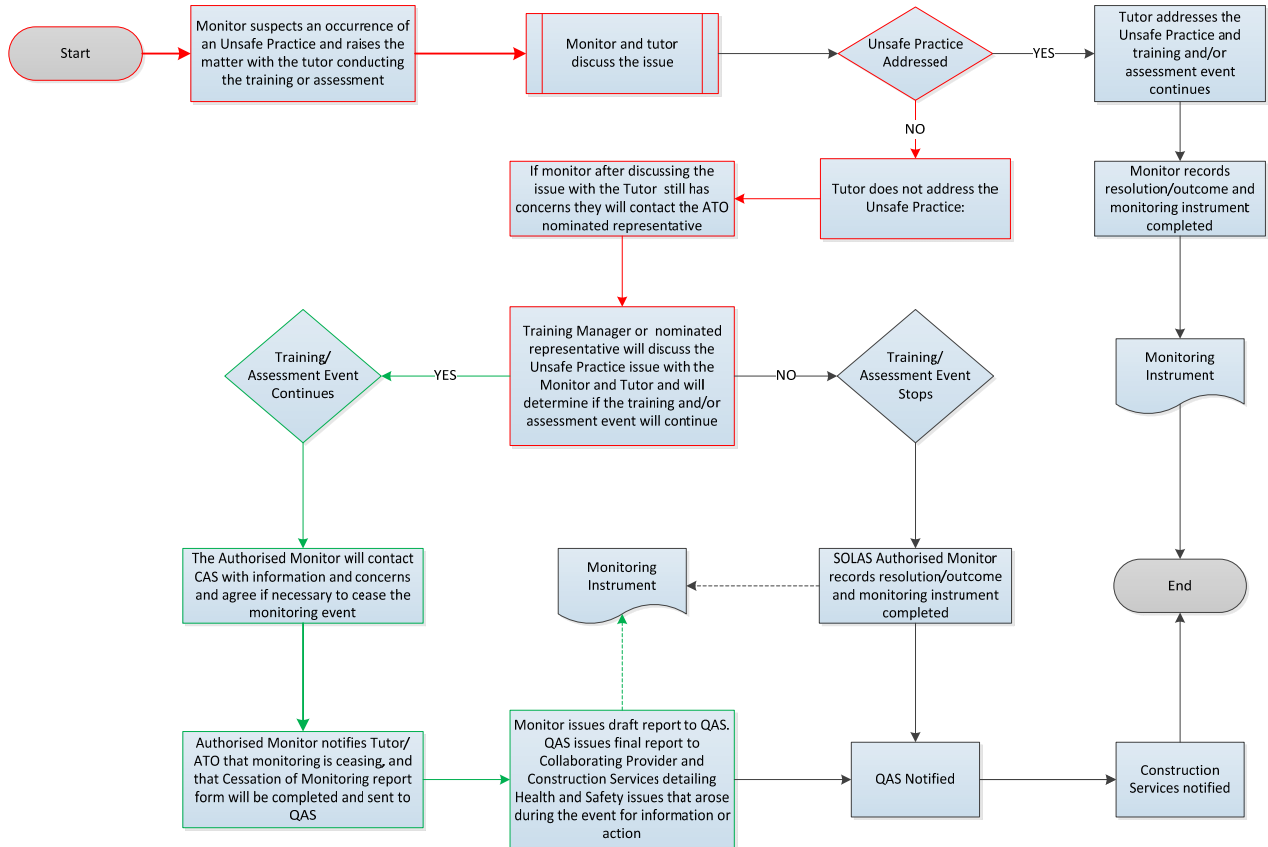
- 5.7.1. All suspected unsafe practices⁴ recorded by the Authorised Monitor in Cessation of Monitoring forms will be logged in the QAS Tracking Schedule, along with all issues and proposed corrective actions noted in the monitoring report
- 5.7.2. QAS issue Monitoring Report and a copy of the Cessation of Monitoring form to the Management of Construction Services for their attention and possible action
- 5.7.3. CSU will within 10 working days advise QAS of actions or proposed actions carried out in relation to the monitoring report and Cessation of Monitoring form. Conclusion of corrective actions by CSU will be recorded on the tracking schedule and the issues will be deemed to be closed
- 5.7.4. A copy of the monitoring report is also issued to the ATO
- 5.7.5. A status report indicating resolved, outstanding or unresolved issues will be forwarded to the Director of CQAS on a monthly basis

QAS

⁴ Including suspected unsafe practices, conditions, environment and equipment

Appendix No 1: Process Map

Monitoring of Suspected Unsafe Practices, Condition, Environment and Equipment



Document History

Revision No.	Details of Revisions ⁵	Approved Signed ⁶	Issue Date ⁷
1			
2			

⁵ If following a review from the Construction Services Management Team, that the procedure is deemed fit for purpose and that no amendments are necessary this determination should also be recorded.

⁶ Signed by the Construction Services Manager

⁷ Issue Date is the date the Construction Services Manager approves commencement

