



Training

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1. Introduction

The purpose of these health, safety and environmental training standards is to provide guidance on the training we would expect from our directly employed and contract workforce.

Everyone has a responsibility to ensure that their training remains in date and if re-training is needed before an expiry date, it is booked in a timely manner.

2. Training Matrix

Each Construction Secretary and Customer Care Manager must keep a Training Matrix that captures the training data for all directly employed staff (monthly and weekly paid staff) and agency workers. This must include training and expiry dates.

Construction Secretaries and Customer Care Managers must check the training matrix monthly to ensure that no essential training competencies are going to expire. The training matrix and training requirements must be discussed at all bi-monthly HS&E Construction Department Working Group and quarterly HS&E Committee meetings. Any actions to be recorded on the meeting minutes.

Refer to HSMS forms:

[075](#) – Template Construction Training Matrix

[076](#) – Template Customer Care Training Matrix

The local HS&E Advisor will also undertake a bi-annual check of training matrices.

3. HS&E Training and Competencies

It is essential that all levels of staff have that appropriate HS&E training and competencies, required for their role.

3.1 Construction Management

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These courses, qualifications and evidence of competency are required for construction management teams. This would include; Assistant Site Managers (ASM), Site Managers (SM), Contract Managers (CM) and Construction Directors (CD) or equivalent roles.

Title	When required	Who must have	Remarks
Site Management Initial HS&E Induction	Day 1 of starting on site	SM/ASM (including Agency)	Refer to HSMS form 009b Undertaken by Contract Manager
Construction Management HS&E Induction Training	Within 1 month of start date	CD/CM/SM/ASM (including Agency) Site Foreman acting as Authorised Site Supervisor	1 day course Undertaken by the local Group HS&E Advisor Construction Secretaries must advise the local Group HS&E Advisor of all CD/CM/SM/ASM new starters (including Agency)
Site Manager Safety Training Scheme (SMSTS) or Site Supervision Safety Training Scheme (SSSTS)	On recruitment or within 3 months of start date	CD/CM/SM/ASM Site Foreman acting as Authorised Site Supervisor	5 day course with a 2 day refresher course every 5 years A person must have this qualification before they can supervise a site alone CM responsible for ensuring SMSTS/ SSSTS qualified person on site
First Aid at Work	On recruitment or within 3 months of start date	SM/ASM Site Foreman acting as Authorised Site Supervisor	3 day course with a 2 day refresher course every 3 years A person must have this qualification before they can supervise a site alone CM responsible for ensuring First Aider on site



Construction Skills Certification Scheme (CSCS) Card or equivalent Card (CPCS, CISRS, NPORS etc.)	Day 1 of starting on site	CD/CM/SM/ASM	Card must be renewed every 5 years This will usually be a Black Manager Card If an equivalent card is provided seek the advice of the local Group HS&E Advisor
Scaffold Inspection Tube and Fitting CISRS or NHBC affiliated Or System Scaffold inspection training by the manufacturer	Before being required to undertake scaffold inspection duties	CM/SM/ASM	2-3 day course with a refresher course every 3 years
NHBC Control of Lifting Operations	Prior to checking Lift Plans	CM/SM/ASM	2 day course with a refresher course every 3 years
CITB Temporary Works Coordinator (TWC)	When required where there is a gap in their knowledge and skills in this area	CM/SM/ASM that are the allocated TWC	2 day course
Fire Marshal	On recruitment or within 3 months of start date	SM/ASM	0.5 day course with a refresher course every 3 years
Banksman	When required	SM/ASM	0.5 day course with a refresher course every 3 years
Internal Fall Prevention Safety Systems	When required	SM/ASM	Training provided by the system manufacturer
FASET Safety Decking Inspection Training	Within 6 months of start date	SM/ASM	May be required to travel to attend a centralised course
Calm Network	When required e.g. if using water standpipe	SM/ASM if required to operate water standpipe	Contact Group Training team who will provide details



3.2 Telehandler Operatives

Course Title	Commencement	Who must have	Remarks
CPCS, NPORS etc.	Day 1 of starting on site	All Telehandler Operators	Competency training and card must be renewed every 5 years If an equivalent card is provided seek the advice of the local Group HS&E Advisor Card must have Telehandler, on the back
Telehandler operator Induction training	Within one month of employment	All Telehandler Operators	Training will be delivered by the local Group HS&E Advisor, refresher training will be delivered periodically or if there is a major change to the Telehandler Standards

3.3 Site Operatives

These courses, qualifications and evidence of competency are required for site operatives, including; directly employed, labour-only sub-contractors and agency workers.

Course Title	Commencement	Who must have	Remarks
Construction Skills Certification Scheme (CSCS) Card or equivalent Card (CPCS, CISRS, NPORS etc.)	Day 1 of starting on site	All	Card must be renewed every 5 years If an equivalent card is provided seek the advice of the local Group HS&E Advisor
FASET CSCS Card in the safety decking system they are in installing	On appointment	Safety decking installers	Any operative that installs/ removes safety decking
Site HS&E induction	Day 1 of starting on each site	All	Refer to HSMS form 009 Undertaken by site management



			Induction process can also be undertaken by the Persimmon Way APP – stage one (generic induction completed by the APP) stage two (site specific induction completed by site management) Refer to HSMS guidance site induction part 2
Emergency First Aid at Work	On recruitment or within 3 months of start date	Telehandler Operator	1 day course with a refresher course every 3 years
Banksman	On recruitment or within 3 months of start date	Telehandler Operator Labourer	0.5 day course with a refresher course every 3 years
Calm Network	When required e.g. if using water standpipe	Individuals responsible for operating water standpipe	Contact Group Training team who will provide details
Face Fit Test	On recruitment	Operatives working with equipment that generates construction dust or sweeping up construction dust	An Operative must not undertake any work that requires the use of a FFP3 mask without a Face Fit Test A Face Fit test must be carried out annually.
Specialist training e.g. Abrasive wheels IPAF PASMA Slinger/ signaller	Before they are required to carry out specific tasks	Individuals required to carry out specific tasks	Seek advice from the local Group HS&E Advisor

3.4 Technical and Commercial Department Staff

These courses are optional for technical and commercial staff depending upon whether there is gap in their knowledge and skills.

Title	Commencement	Who must have	Remarks
CITB Temporary Works Coordinator	When required where there is a gap in their	Technical staff responsible for	2 day course

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	knowledge and skills in this area	producing the Temporary Works Register	
CDM	When required where there is a gap in their knowledge and skills in this area	Technical/ Commercial staff	1 day course CITB offer a number of CDM courses

3.5 Customer Care Operatives

These courses, qualifications and evidence of competency are required for Customer Care Operatives.

Title	Commencement	Who must have	Remarks
HS&E Awareness Training for Maintenance Staff	Within 1 month of start date	Customer Care Operatives	0.5 day course Undertaken by the local Group HS&E Advisor with a refresher course every 3 years Customer Care Managers must advise the local Group HS&E Advisor of all Customer Care Operative new starters
Face Fit Test	On recruitment	Customer Care Operatives	A Customer Care Operative must not undertake any work that requires the use of a FFP3 mask without a Face Fit Test A Face Fit test must be carried out annually.
CSCS Card or Home Builders Visitor Card	On recruitment or within 1 month	All Customer Care Operatives who are required to work on site	The CSCS Visitors Card has been removed so if this card expires it will need to be replaced by a Home Builders Visitor Card
Emergency First Aid at Work	On recruitment or within 3 months	All Customer Care Operatives	1 day course with a refresher course every 3 years



Specialist training e.g. Abrasive wheels IPAF PASMA	Before they are required to carry out specific tasks	Individuals required to carry out specific tasks	Seek advice from the local Group HS&E Advisor
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Note: Any customer care operative who does not have a CSCS/ HBF visitors Card, i.e. within first month of recruitment, they must work under the supervision of another member of the customer care team who has an in-date card or they are accompanied by site management at all times.

3.6 Apprentices

These courses, qualifications and evidence of competency are required for Apprentices.

Title	Commencement	Who must have	Remarks
HS&E Awareness Training for Apprentices	Within 1 month of start date	All Apprentices	1 day course Undertaken by the local Group HS&E Advisor or Apprentice Master Apprentice Master to advise local Group HS&E Advisor of any new Apprentices Young Person's Risk Assessment will also need to be completed by the Apprentice Master with assistance from the local Group HS&E Advisor
CSCS Card	On recruitment or within 1 month	All Apprentices who are required to work on site	This will usually be the CSCS Apprentice Card The Apprentice's Supervisor/ Mentor must be extra diligent in supervising the Apprentice until card obtained
Face Fit Test	On recruitment	Apprentices working with equipment that generates construction dust or sweeping up construction dust	An Apprentice must not undertake any work that requires the use of a FFP3 mask without a Face Fit Test



			A Face Fit test must be carried out annually.
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3.7 Sales Staff

These courses, qualifications and evidence of competency are mandatory for sales staff.

Title	Commencement	Who must have	Remarks
Health & Safety Awareness Training for Sales Staff	Within 1 month of start date	All sales staff working in sales suites	1 day course Undertaken by the local Group HS&E Advisor Sales Director must advise the local Group HS&E Advisor of all new sales staff working in sales suites
Emergency First Aid at Work	On recruitment or within 3 Months	All sales staff working in sales suites	1 day course with a refresher course every 3 years
CSCS Visitors Card or Home Builders Visitor Card	On recruitment or within 1 month	All sales staff working in sales suites	The CSCS Visitors Card has been removed so if this card expires it will need to be replaced by a Home Builders Visitor Card.
Fire Marshal	On recruitment or within 3 months of start date	All sales staff working in sales suites	0.5 day course with a refresher course every 3 years

Note: Any sales staff who do not have a CSCS/ HBF visitors Card, i.e. within first month of recruitment, they must work under the supervision of another member of the sales team who has an in-date card or they are accompanied by site management at all times.

3.8 Office Staff

These courses, qualifications and evidence of competency are mandatory for office staff.

Title	Commencement	Who must attend	Remarks
Office HS&E Induction	Within 1 month of start date	All Office Staff	Refer to HSMS form 010 Undertaken by Office Manager or Line Manager



Display Screen Equipment Assessment	Within 1 month of start date	All Office Staff	Refer to HSMS standards – Display Screen Equipment
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3.9 Manufacturing Operatives

These courses, qualifications and evidence of competency are mandatory for manufacturing operatives, including Agency Workers

Title	Commencement	Who must attend	Remarks
Site HS&E induction	Day 1 of starting on each site	All Manufacturing Operatives	Undertaken by Production Manager or Line Manager

4. Site Visitors

Any visitor to site that intends to walk around the construction area unaccompanied by site management must sign in and out of site and have a full site HS&E induction by site management. The must also have an in date CSCS or HBF Home Builders Visitors, or equivalent.

Refer to HSMS form [009](#) – Site Operative HS&E Induction

The induction process can also be undertaken by The Persimmon Way APP. Stage one (generic induction completed by the APP) and stage two (site specific induction completed by site management)

Refer to HSMS [guidance](#) – site induction part 2

Refer to HSMS [guidance](#) – The Persimmon Way APP for site induction and sign in -who needs it?

All visitors to site must sign in and out of site and if they have not received the full HS&E induction they cannot walk around site unless accompanied by a member of site management.

For non-construction related occupations site management can escort workers through the construction area to the location to undertake their task and need not remain with them all times. It is important that site management also escort them back through the construction area after their task has finished and to remind the individual to remain at their work location unless an emergency situation.

A list of non-construction occupations has been set out by the Construction Skills Certification Scheme:

[Non-construction occupations](#) | [Official CSCS Website](#)

Before entering the construction area site management must brief the visitor on:

- What to do in the event of an emergency, including where the fire muster point is located;
- The traffic management arrangements of the site; and
- Where to find the welfare facilities.

5. Executives and Directors

It is recommended that members of the Executive Committee/ Board level complete the IOSH Leading Safely course, or equivalent.

It is recommended that all Operating Business Directors and Heads of Department complete the IOSH Safety for Executives and Directors course, or equivalent.

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6. **Monitoring**

All Line Managers must periodically review their team's health, safety and environmental training requirements.

The local Group HS&E Advisor will check training certificates and competencies at regular intervals.

7. **Further Reading**

[CITB](#)

[CSCS](#)

[HBF Home Builders Visitors Card](#)

8. **Toolbox Talks**

Toolbox Talks should be undertaken regularly with site based operatives, the HS&E Department has created a bank of TBTs for use by local Group HS&E Advisors, site management teams and supervisors.

All Toolbox Talks and in-house training attendance must be recorded, attendance sheets to be sent to the local Construction Secretary.

Refer to HSMS Form [020](#) – Training Attendance Record Sheet.

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VERSION ISSUED	Date
<u>Version 1</u> Sections 1, 2,3,3.1-8,4,5,6,7,8	27/9/22
<u>Version 2</u> Sections 3.2, 3.4	30/03/23
<u>Version 3</u> Section 2 – made clear relates to monthly and weekly paid staff	04/04/23
<u>Version 4</u> Section 3.4 – change that customer care operatives must get CSCS/ HBF visitors card within 1 month in working on site. Also note that must work under supervision until card obtained. Section 3.5 – change that apprentice must get CSCS card within 1 month and be more diligently supervised until card obtained. Section 3.6 – change that sales staff must get CSCS/ HBF visitors card within 1 month. Also note that must work under supervision until card obtained.	17/05/23
<u>Version 5</u> Section 3.6 – fire marshal training added	20/10/23
<u>Version 6</u> Section 3.1 – site management safety decking training requirements added Section 3.2 – FASET CSCS cards for safety decking contractors added Section 3.5 – face fit requirements for apprentices added	02/01/24
<u>Version 7</u> 3.2 – Changed to telehandler operators, telehandler inductions added 3.3 – reference to induction completed via Persimmon Way APP added	23/01/24
<u>Version 8</u> Section 4 – reference the PW APP and non construction based occupations. Link to guidance note on who needs the APP also added	06/03/24
<u>Version 9</u> Section 3.2 – added in requirement for telehandlers to have a driving licence	27/03/24