



Arb Supervisor / Team Leader Development Program.

Supervisor:

Emerged in the mid-15th century, its roots lie in Medieval Latin - someone who inspects and directs the work of others - specifically the agent noun “supervidere”, “to oversee” or “inspect” - “super” (meaning “over”) and “videre” (meaning “to see”).

Overview.

This is an overview of the supervisor / team leader development training we have been delivering for many years for larger employers. The program is proactively tailored to:

- The individual attendees work operations – utility arb, amenity arb or forestry
- The specific contract and client requirements
- The specific employer requirements

Any additional specific aims and objectives are agreed at the course planning stage.

Please note - this is not a turn up, complete the training and obtain a competence certificate, type of program. Development is completed over an agreed period based on existing competence levels and only attendees who successfully demonstrate / evidence their ability, in line with the skills and knowledge criteria, will gain an training certificate.

Although this training would benefit all arb attendees and their organisations, some individuals may not have the personal skills / abilities to successfully complete the end assessment. It is also likely that employers will need to provide further internal support and development opportunities for individuals. This is not meant to be harsh or restrictive, however it is understood through experience, that some individuals will require more development than others for leadership / supervisory work, and some may not retain the necessary skills or knowledge covered during two days of training.

- The course is delivered over a minimum of 2 days.
- The specific employer organisation site documentation, internal policies and procedures and their specific contract standards, are used.
- Attendees are appraised by the instructor throughout the training, and individual feedback, with any development recommendations are passed to the employer as feedback.
- Follow up onsite coaching by the employer organisation is recommended after the attendees practice / consolidate their skills and knowledge. The Lantra Supervisor NVQ qualification may be appropriate for some attendees.

Attendees will receive a training attendance certificate after the training.

Attendee numbers.

The recommended attendee group size for the indoor sessions is 8 people however where justified by the attendee’s manager / employer, larger or smaller groups up to 10 are possible. It may also be appropriate or advantageous to deliver employer / business specific courses however mixed courses are possible (attendees from more than one business could attend). Larger groups may reduce costs however, due to less “one to one” time, the training may be less effective, depending on attendees existing skills, knowledge, experience.

Refresher training.

Refresher training requirements and appraisal of individual true competence for the role are for the employer and individuals to identify, as per current UK legislation and good practice guidance, however five yearly refresher intervals are recommended. The instructor will make specific recommendations at the end of the initial training, based on each attendee’s performance. Based on experience and attendee feedback, following



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this development, the attendees are able to identify areas for personal development for themselves and their work teams.

Objectives.

The aim of this development program is to enable attendees to assist the employer business, in managing work site operations to ensure:

- Ongoing workforce competence
- Industry good practice and legal compliance
- Operational efficiency
- High-quality work to client specification / requirements
- Customer satisfaction

When supervisors put into practice the skills and techniques covered on this training, they will contribute to the business's profitability and sustainability, by ensuring work is completed to the standards set by the specific employer, their clients, customers and current industry agreed good practice.

Following this development program, successful and competent supervisors, will be able to assist competent Contract Managers by proactively monitoring day to day contract operations. They will be able to identify the indicators of poor safety culture and attitude amongst staff and contractors, and help reduce accidents and incidents and provide constructive feedback. They will be able to encourage, enhance and develop these areas within the workforce they interact with.

Pre-program planning stage.

During discussions with employers, specific topics and industry sectors (amenity, rail, highway, electrical, waterways, site clearance, forestry, timber harvesting, telecommunication etc) can be selected as the basis for this training. This ensures the areas of operational activities to be supervised by the individuals, are covered.

Topics and industry sector selected based on areas of operational activities to be supervised by the individuals. An appraisal / evaluation of individual supervisor work history, existing qualifications, safety attitude and experience, will be required as part of the planning process ahead of the course delivery. This is to assist in tailoring the sessions to individual and group requirements.

Employer specific organisation documentation (policies, procedures, systems) relevant to the work operations, and role of supervisor and line management, and contract, will be included throughout the course.

Specific company documentation will be requested ahead of the course.

Training overview.

This is an indoor group event, delivered over 2 consecutive days. An ongoing appraisal of each attendee's existing knowledge level and abilities is conducted as the training continues, and the sessions are adapted / tailored as required.

The common topics covered include, but are not limited to the following:

Knowledge development

- Overview of related health and safety and welfare requirements and background legislation.
- Industry accident stats, HSE guidance on benefits of proactive management.
- Role and responsibilities applicable to the specific employer / business.
- Understanding the importance of their role in business profitability and sustainability and customer care.
- Existing industry standards documentation (FISA, AA, HSE, AFAG, and sector specific standards)



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where applicable e.g. ENA G55, BSI 3998, AA Technical Guides, RSSB standards).

- Risk assessment including format, hazard and risk evaluation, hierarchy of control. Generic, site specific, point of work, applicable to the specific business.
- See links with other training such as IOSH Managing Safety.

Soft skills.

- Behavioural safety, awareness, objectives and importance on communication and personal standards and attitudes. Identification of trends and indicators and methods of encouragement, error correction, confirmation bias and attitude development and involvement.
- Team monitoring and error correction, rewarding behaviours, safe and unsafe acts (SUSA).
- Communication skills, individual and group worker engagement, and constructive feedback, linked to previous behavioural safety sessions.
- Delivery of team briefings / toolbox talks / safety bulletins and alerts.
- Encouraging team efficiency, performance, communication and involvement in work site quality monitoring.
- Customer care awareness.
- The importance of time management and completion of related company documentation and management evidence.
- Completion of employer organisation and/or client specific documentation in line with their role (site specific risk assessments, site inspection and operator competence monitoring reports, near miss reporting etc).
- Incident and accident management and emergency planning.

Equipment and industry operational good practice awareness

- Arboricultural good practice and knowledge refresher / updating (AA ICOP and TG1-5).
- Chainsaw - ground based – felling, stump analysis and general operation standards (manufacturers and FISA guidance).
- Aerial operations – chainsaw use – hand tools - climbing good practice – 2 rope / 2 anchor point systems - pruning, sectional dismantling and rigging - rope access.
- Electrical safety refresher – site safety G55/3, GS6, HSG47, CAT & Genny – Red zone working.
- LOLER, PUWER and ESQCR requirements.
- Awareness, traffic management (NRSWA) and warning signage.
- Tracked chipper operations – draft European standard – transport – manoeuvring – positioning - maintenance.
- Tree shears, grapple saw, flail machine operations - MEWP's - Stump grinding.
- Machine risk zones - operator protection ROPS, FOPS, TOPS, OPS.
- Powered hand tools – hedge cutters - brush cutters - clearing saw – blowers - drills.
- PPE standards - Welfare requirements.
- Site specific / generic risk assessment production.
- Emergency planning (machine and personnel) and rescue.
- Wildlife and environmental assessment – biosecurity - pollution control – spill kit use.
- Common operational non-compliance and poor practice relating to the above points. Tips / methods for monitoring, gaining team and individual involvement and compliance, and methods / techniques for error correction.

At the end of the training.

Individual performance is appraised during development sessions and reported to their line manager for internal monitoring and support where required. This is initially via verbal discussions between the course instructor and the line manager. A formal training report / feedback note is sent to the Manager / Employer. A training certificate will be issued to successful attendees.



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Following this two-day course.

Individuals are asked to put into practice the knowledge and skills gained or refreshed, during their normal work operations over the following month (or as agreed during planning discussions and based on an individual's ability and employer requirements), and to record their actions / findings / opportunities for development. This usually take the form of the business inhouse site inspections and monitoring systems, reviewed by their manager however completion of the Lantra supervisor NVQ qualification may be appropriate.

Individual coaching / support.

Following the training the individual practices and develops their competence with support from their Employer / Line Manager. We can provide further coaching (where necessary) if internal employer support is not practicable. This is priced separately.

Individual appraisal (optional but recommended).

An appraisal of the attendees' skills, knowledge and ability (competency) can be completed in one of two methods.

Additional industry specific training.

Additional training can (with prior planning) be incorporated or closely linked to this development training such as IOSH Managing Safety, risk assessment production, manual handling, ROLO etc.

The course is supported by:

Arboricultural Association and the AA Utility Arb Group. It has being used by National Grid contractors and others since 2017. The course has evolved and developed over 25 years with direct input from industry.

Further information.

Please contact Martin Lennon if you wish to discuss this further or need more details.