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# **RISKSTAR TRAINING QUALIFICATION**

## **FRONT-LINE RESPONSIBILITY AND BEST PRACTICES FOR A SAFER WORKPLACE**

### **SGS ACADEMY**

Approved by:



# LEADERSHIP AND INNOVATION SINCE 1878



**95,000**  
EMPLOYEES



**2,400**  
OFFICES & LABORATORIES

- 1,400 offices & laboratories; 39,700 employees in **Europe, Africa & Middle East**
- 480 offices & laboratories; 23,100 employees in **Americas**
- 520 offices & laboratories; 32,900 employees in **Asia Pacific**

**1878**

SGS transformed grain trading in Europe by offering innovative agricultural inspection services.

**1913**

Became a leader in grain inspection (21 million tons).

**1919**

Adopted the name it carries today, Société Générale de Surveillance.

**1928**

The company grew internationally, with offices and affiliates in 21 countries around the world.

**1946**

Began inspection of European imports.

**1950**

80% of the company's revenue still came from its core Agricultural Services business.

**1980**

The company now has 113 offices, 57 laboratories and 9,500 employees working in over 140 countries around the world.

**1981**

SGS was listed on the Swiss Stock Exchange.

**SINCE 2000**

Listed more than 160 acquisitions.

**TODAY**

SGS celebrates more than 140 years in the business.

# OPERATING ACROSS A WIDE VARIETY OF INDUSTRY SECTORS

ENERGY



OIL AND GAS



MINING



CONSTRUCTION



CHEMICAL



LIFE SCIENCES



PUBLIC SECTOR



TRANSPORTATION



CONSUMER GOODS  
AND RETAIL



AGRICULTURE  
AND FOOD



INDUSTRIAL  
MANUFACTURING



## SGS BUSINESS BENEFITS

- Deliver innovative solutions and services that transform our customers' operations.
- Enhance processes, systems and skills.
- Offer solutions and services fundamental to ongoing success and sustained growth.
- Enable continuous improvement.
- Improve our customers' operations, meet their stakeholder requirements and manage their sustainability and social responsibility needs.
- Transform our customers' value chains.



**200,000**  
CUSTOMERS



**165,000**  
ISSUED CERTIFICATES

# SGS ACADEMY

## PURPOSE OF THIS QUALIFICATION

The International Institute of Risk and Safety Management (IIRSM) is the risk institute for industry organisations and those that provide products and services to them. It offers practical education, training, advice, networking and resources to help people and organisations be resilient to manage the challenges they face. As an independent charity, IIRSM speaks freely, helping businesses, public organisations, charities and policymakers appreciate the vital role that sustainable and targeted risk management plays – from saving money to saving lives.

SGS RISKSTAR qualification approved by IIRSM brings the value of the brand's expertise together with our skills. It gives delegates the assurance that the training course content and materials, and the quality of delivery meet the standards of an independent international professional body in risk and safety management.

Managers and supervisors have the front-line responsibility to protect employees and keep the workplace safe. The purpose of this qualification is to provide you with the knowledge, skills and attitude to recognise hazards and take effective preventive actions to prevent injuries and foster a healthy, safe and environmentally safe culture at your workplace, while ensuring best practices are adhered to.

### **TARGET AUDIENCE:**

All Supervisors, Line Managers and anyone involved in the health, safety, environmental and quality management in the workplace.

### **PRE-REQUISITES:**

None

### **QUALIFICATION DURATION:**

Face-to-Face - 10 Days

eLearning - 6 Months

## QUALIFICATION CONTENT

### **SUBJECT 1**

Safety Leadership for Supervisors and Safety Officers (Communication, BBS)

### **SUBJECT 2**

The Role of the International Labour Organisation (ILO) in Health and Safety

### **SUBJECT 3**

Hazard Identification and Risk Assessment (HIRA)

### **SUBJECT 4**

Personal Protective Equipment and Ergonomics

### **SUBJECT 5**

Work Permit Systems

### **SUBJECT 6**

Inspections

### **SUBJECT 7**

Confined Space Entry

### **SUBJECT 8**

Hazardous Chemical Substances

### **SUBJECT 9**

Incident Investigation

### **SUBJECT 10**

Root Cause Analysis

### **SUBJECT 11**

Management Systems (ISO 9001, ISO 14001 and OHSAS 18001)

## QUALIFICATION OUTCOMES & OBJECTIVES

### **SAFETY LEADERSHIP FOR SUPERVISORS AND SAFETY OFFICERS (BBS)**

Upon completion of this subject, you will be able to:

1. Gain an overview of Behavior Based Safety-Observation and Coaching Process by:
  - Having an overview of the Behaviour Based Safety-Observation and Coaching Process
  - Being aware of Behaviour Based Safety-Observation and Coaching Process Programmes
  - Comprehending the reasons for embedding Behaviour Based Safety-Observation and Coaching Process Methodology
  - Discussing visibly felt leadership
  - Discussing the A-B-C model of behaviour
  - Discussing behaviour based SHEQ
2. Interpret the observation process and conduct observations by:
  - Having an overview of observations
  - Interpreting the types of observations
  - Discussing measurement and monitoring
  - Discussing data gathering and preliminary reports
  - Demonstrating visible commitment to safety by conducting regular observations
3. Apply coaching principles and techniques while observing by:
  - Interpreting the types of coaching techniques
  - Applying the coaching techniques to improve the performance of employees
  - Discussing coaching principles and techniques

### **THE ROLE OF THE INTERNATIONAL LABOUR ORGANISATION (ILO) IN HEALTH AND SAFETY**

Upon completion of this subject you will be able to:

1. Gain an overview of the ILO by:
  - Comprehending the history of the ILO
  - Interpreting the tripartite structure of the ILO
  - Interpreting the importance of social dialogue in achieving the objective of the ILO
  - Comprehending the structure of the ILO
  - Comprehending the function of the Administrative Tribunal
  - Comprehending the ILO Centres and Institutions
  - Interpreting the Mission and Objective of the ILO
  - Interpreting Conventions, Protocols and Recommendations
  - Comprehending the Core Conventions and Governance Conventions of the ILO
  - Interpreting Amendments and Denunciation of ILO Standards
  - Interpreting Supervision over the Implementation of ILO Standards
  - Comprehending the Departments and Offices of the ILO
2. Gain an overview of Legal Liability by:
  - Interpreting legal liability
  - Interpreting "burden of proof"
  - Interpreting the reasonable-man test
  - Interpreting indemnities
  - Comprehending compensation for injuries and illnesses/diseases
  - Comprehending offences and penalties

3. Gain an overview of National Policy on OHS by:
  - Comprehending OHS Policy
  - Interpreting the aim of the OHS Policy
  - Comprehending the scope of the OHS Policy
  - Comprehending a systems approach to Health and Safety
  - Interpreting a National Preventive Health and Safety Culture
  - Interpreting a National Health and Safety System
  - Interpreting National Health and Safety Programmes
  - Comprehending a National Health and Safety Profile
  - Comprehending enforcement
  - Comprehending review
  - Comprehending the Role of Competent Authorities
4. Interpret the duties of employers and employees:
  - Discussing the general duties of employers to their employees
  - Discussing the general duties of employees at work
  - Discussing the rights of employees at work
5. Interpret a strategy to implement health and safety in the workplace by:
  - Discussing the health and safety policy
  - Interpreting risk assessment and risk control
  - Examining recommended appointments
  - Interpreting the elements that form part of SHE Programme management
6. Interpret the Inspector's Statutory Interventions by:
  - Comprehending a system for labour inspection
  - Comprehending the functions of Inspectors
  - Comprehending the special powers of Inspectors
  - Comprehending the duties towards Inspectors

## HAZARD IDENTIFICATION AND RISK ASSESSMENT

Upon completion of this subject you will be able to:

1. Gain an overview of hazardous work by:
  - Discussing hazardous work
  - Comprehending workplace rules
  - Grasping the development and management of workplace rules
  - Discussing personal protective equipment (PPE) systems
2. Interpret hazard identification and risk assessment (HIRA) by:
  - Comprehending risk management and risk assessment
  - Discussing the types of risk assessments
  - Conducting risk assessments in the workplace

## PERSONAL PROTECTIVE EQUIPMENT AND ERGONOMICS

Upon completion of this subject you will be able to:

1. Interpret the use of personal protective equipment (PPE) and symbolic signs and notices in the workplace by:
  - Discussing management's responsibilities regarding PPE
  - Discussing employee's responsibilities and duties regarding PPE
  - Grasping the requirements for PPE
  - Interpreting the assessment of risks in the workplace
  - Discussing the maintenance and use of PPE
  - Grasping the requirements for symbolic signs and notices
2. Explore workplace ergonomics by:
  - Having an overview of ergonomics
  - Discussing ergonomical approaches
  - Interpreting ergonomic principles

## WORK PERMIT SYSTEMS

Upon completion of this subject, you will be able to:

1. Gain an overview of work permit systems by:
  - Discussing the intention of a work permit system
  - Interpreting the reasons for issuing a work permit
  - Realising the objectives / functions and features of a work permit system
2. Interpret the development of work permit systems by:
  - Interpreting the considerations in developing a work permit system
  - Comprehending work permit information
  - Discussing the roles and responsibilities in developing a work permit system
3. Adhere to work permit process by:
  - Interpreting the steps in the work permit process
  - Comprehending the review and analysis of the work permit
  - Discussing the training requirements and records to be kept of work permits
4. Apply the requirements for work permits pertaining to lockout / tag-out by:
  - Interpreting the requirements for work permits pertaining to lockout / tag-out

## INSPECTIONS

Upon completion of this subject, you will be able to:

1. Conduct, report and follow-up on a pre-use safety and / or audit inspection by:
  - Explaining the legal and specified requirements pertaining to conducting, reporting and acting on the outcome of a pre-use safety and/or audit inspection

- Preparing for inspections
  - Conducting pre-use safety and audit inspections
  - Initiating immediate remedial action where necessary
  - Reporting and following-up on inspection results
2. Interpret the inspection process by:
    - Having an overview of inspections
    - Interpreting the inspection activities
    - Discussing the types of inspections

## CONFINED SPACE ENTRY

Upon completion of this subject, you will be able to:

1. Gain an overview of confined spaces by:
  - Discussing the characteristics of confined spaces
  - Discussing reasons for entering confined spaces
  - Comprehending incidents in confined spaces
2. Identify confined space hazards by:
  - Explaining confined spaces
  - Classifying confined space openings
  - Discussing the identification and recording of confined spaces
  - Recognising confined space hazards
  - Discussing the hazard assessment of confined spaces
3. Interpreting controls of confined space hazards by:
  - Having an overview of controls
  - Discussing engineering controls
  - Discussing administrative controls (work practices)
  - Recognising personal protective equipment (PPE) used in confined spaces
  - Discussing emergency equipment

4. Recognise the roles, responsibilities and training for work in confined spaces by:

- Interpreting the roles and responsibilities of role players for work in confined spaces
- Interpreting the training requirements for work in confined spaces

5. Review the procedure for work in confined spaces and confined space entry programme by:

- Discussing the confined space programme objectives
- Planning the confined space entry
- Discussing the preparation of the confined space for entry
- Discussing emergency procedures

### **HAZARDOUS CHEMICAL SUBSTANCES**

Upon completion of this subject, you will be able to:

1. Gain an overview of Hazardous Chemical Substances (HCS)
2. Interpret the management and control of HCS in the workplace by:
  - Recognising the cost of incident
  - Comprehending hazardous activities
  - Identifying HCS hazards
  - Discussing risk assessment
  - Comprehending control measures for HCS
  - Discussing the maintenance of control measures
  - Interpreting training requirements for employees
  - Discussing the storage of HCS
  - Discussing the transfer of HCS
  - Discussing signage and labelling of HCS
  - Discussing the transportation of HCS
  - Discussing the disposal of HCS
  - Recognising the duties of "Providers"

### **INCIDENT INVESTIGATION**

Upon completion of this subject, you will be able to:

1. Gain an overview of the incident investigation by:
  - Having an overview of the legal requirements governing incident investigation
  - Discussing the principles of incident investigation
  - Discussing the purpose of incident investigation
2. Investigate the causes and consequences of incidents by:
  - Discussing the causes of incidents
  - Examining factors to consider in determining indirect causes of incidents
  - Discussing the consequences of incidents
  - Examining Bird's Ratio
  - Examining the loss causation model
3. Interpret the reporting and investigation of incidents in the workplace by:
  - Interpreting the reporting of workplace incidents
  - Analysing the steps in the investigation process

### **ROOT CAUSE ANALYSIS**

Upon completion of this subject, you will be able to:

1. Comprehend the Root Cause Analysis by:
  - Having an overview of Root Cause Analysis (RCA)
  - Discussing the general principles of RCA
  - Discussing the benefits of RCA
  - Comprehending the steps in applying the RCA process
2. Analyse incidents in the workplace to determine the root cause/s by:
  - Applying the 5 Why analysis technique
  - Applying the Bowtie Technique
  - Applying the Incident Cause Analysis Method (ICAM)

### **MANAGEMENT SYSTEMS (ISO 9001 ISO 14001 AND OHSAS 18001)**

Upon completion of this subject, you will be able to:

1. Gain an overview of Integrated Management Systems (IMS) by:
  - Interpreting a system and an integrated management system
  - Interpreting the integration of management systems
  - Having an overview of PAS 99
2. Gain an overview of ISO 9001 - Quality Management by:
  - Having an overview of quality management systems
  - Interpreting and applying the implementation requirements of ISO 9001, Clauses 4 – 8
3. Gain an overview of ISO 14001 - Environmental Management by:
  - Having an overview of environmental management systems
  - Interpreting and applying the implementation requirements of ISO 14001, Clauses 4.1 – 4.6
4. Gain an overview of OHSAS 18001 - Occupational Health and Safety Management by:
  - Having an overview of OHSAS 18001
  - Interpreting and applying the implementation requirements of OHSAS 18001, Clauses 4.1 – 4.6

# LEARNING IS MADE EASY WITH THE SGS RISKSTAR QUALIFICATION ALSO OFFERED AS eLEARNING

The SGS RISKSTAR qualification will also be offered in eLearning format, enabling the learner to complete the qualification at their own leisure.

### STEPS TO OBTAINING YOUR SGS RISKSTAR QUALIFICATION

1. GET QUALIFICATION INFO PACK
  - Register for the qualification and obtain the comprehensive qualification info pack from SGS.
  - The pack will contain manuals, all the relevant information you may need, as well as practical assignments specific to your unique industry (where relevant).
2. eLEARNING QUALIFICATION
  - Log into the subject with your name and surname, identity number and access code (Please note that the details entered here will appear on your Certificate of completion and be used to verify your registration).
  - Work through the eLearning subject at your own pace, in your own time. Download resources, view the provided video clips, complete the self-assessments and for your own benefit, ensure you cover all the sections.
  - Send any questions you may have to SGS Training ([train.global@sgs.com](mailto:train.global@sgs.com))
3. CERTIFICATE OF COMPLETION
  - Do the final assessment and print out the preliminary certificate of completion.
  - Send a copy of your certificate to SGS Training ([train.global@sgs.com](mailto:train.global@sgs.com)), keep a copy for your portfolio of evidence, and give a copy to your HR Department for their records.
4. PORTFOLIO OF EVIDENCE
  - For the SGS RISKSTAR qualification, you will need to have completed all the 11 subjects and provide certificate of completion as evidence.
  - Complete the practical assignment/s specified in the qualification info pack initially received from SGS.
5. INFO SESSION (OPTIONAL)
  - Contact SGS and book for an optional web meeting or attend one of the scheduled info sessions at SGS to address queries.
6. FINAL INTEGRATED ASSESSMENT
  - Book for the final exam with SGS and write the exam at specified premises with a SGS invigilator.
  - The final exam has to be written within 6 months after commencing with the eLearning programme.
7. SGS RISKSTAR CERTIFICATE
  - You are issued with the highly acclaimed SGS RISKSTAR qualification certificate!
  - SGS RiskStar qualification certificate approved by IIRSM
8. Depending on requirements, the courses for the RISKSTAR qualification are available on a variety of media:
  - SGS Academy Global LMS
9. BENEFITS
  - The RISKSTAR eLearning qualification will save organisations on training costs, as it is a more cost effective way of upskilling the workforce.
  - Less time is spent on travelling to and from the training venues.
  - Learners can work at their own pace and not necessarily at the pace of the slowest learner in the group.
  - If eLearning is done correctly, it can produce great results by decreasing costs and improving performance.
  - eLearning ensures standardisation and consistency in delivery of content.
  - eLearning nurtures a learning organisation and encourages sharing.

## ASSESSMENT REQUIREMENTS

### **FORMATIVE ASSESSMENT:**

Practical workshop exercises; Self-check exercises

### **SUMMATIVE ASSESSMENT:**

Summative Knowledge Assessment and Integrated Assignment

## BOOK WITH US

For more information or to book a course, email [train.global@sgs.com](mailto:train.global@sgs.com) or visit [www.sgs.com/riskstartraining](http://www.sgs.com/riskstartraining).

[WWW.SGS.COM](http://WWW.SGS.COM)

WHEN YOU NEED TO BE SURE

