

## Training guidelines for line managers



training  
Work aid for in-house training





# Training: why does it matter?

Training is an important building block in modern occupational health and safety: during in-person discussions between line managers and employees, behaviours relevant to occupational health and safety are discussed and communicated. These must be clear and comprehensible for all employees. The primary aim is to ensure that occupational health and safety measures are understood and accepted.

## Why training?

In order to achieve safe operations and healthy working conditions, all those involved must be provided with the information they need. Occupational safety depends not only on technology, but also – crucially – on employees’ behaviour.

However, employees can only behave correctly if they have been adequately informed about the correct work processes, hazards, protective measures, safety markings and how to behave in the event of malfunctions and emergencies. Informed and motivated employees are one of the prerequisites for a successful company.

This can result in the following benefits for executive management and line managers:

- Smooth operation
- Assured quality

- Reduced downtime due to accidents at work and sickness
- Careful handling of machinery and equipment
- Reduced costs
- Greater job satisfaction

These guidelines support management in training employees on all occupational health and safety issues.

## Legal basis for training

The laws, ordinances and accident prevention regulations that must be observed for training, in particular, are summarised below:

- Occupational Safety and Health Act (Arbeitsschutzgesetz), section 12, 'Training'
- Youth Employment Protection Act (Jugendarbeitsschutzgesetz), section 29, 'Training on hazards' (at least six-monthly training)
- Occupational Safety Ordinance (Betriebssicherheitsverordnung), section 12, 'Training and special assignment of employees'
- Biological Agents Ordinance (Biosstoffverordnung) section 12, 'Preventive occupational health care'
- Hazardous Substances Ordinance (Gefahrstoffverordnung), section 14, 'Instruction and training of employees'
- Noise and Vibration Occupational Safety Ordinance (Lärm- und Vibrations-Arbeitsschutzverordnung), section 11, 'Employee training'
- Radiation Protection Ordinance (Strahlenschutzverordnung), section 63, 'Training'
- DGUV Regulation 1 'Principles of prevention' (Grundsätze der Prävention), section 4, 'Training of insured persons'

## Who's responsible?

### Who bears overall responsibility for training?

Executive management has overall responsibility. It is responsible for the careful selection of line management and monitors the fulfilment of their duties. This also includes training, but the contractor is free to choose who is assigned to carry out the training.

### Who carries out training?

Line managers (department managers, master tradespeople, shift or machine management, team leaders, etc.) carry out training in their respective areas of responsibility.

It makes less sense to leave training to occupational safety specialists and company doctors alone: this group of people acts in an advisory capacity; they do not have any disciplinary powers or the right to issue instructions. Nevertheless, it seems useful to involve this group of people in the preparation or discussion of individual issues.

### When does training need to be given?

Safety training should take place at least once a year. Other reasons include:

- New hires or implementation
- Commencement of a new type of activity
- Work in an unfamiliar environment, e.g. troubleshooting, maintenance

- If unsafe behaviour is detected
- Accidents or near misses
- Questions from employees

**Security training at least 1 x per year!**

## Training categories



General information



Personal protective equipment



Workstations



Travel and transport

### What approach should be followed?

#### When?

In principle, training can take given at any time. It is advisable to train employees immediately after they have started work or taken a break.

#### Where?

The venue for the training depends on the operational conditions at hand. Possible options include:

- Workstation, if it is necessary and a reasonable for conducting the training
- Master tradesperson's office
- Break room
- Training or meeting room

#### How?

As a general rule, the training should be given in a manner comprehensible to all present. The topics of training are best raised in discussions; providing written information alone is not sufficient. Training can also be given out as part of the technical on-boarding.

The following questions have proven useful for discussions:

- What are the risks?
- How can you protect yourself?

The answer should take into account:

- Identifying hazards in specific activities
- Showing and explaining safety equipment
- Demonstrating and justifying safe working behaviour
- Verifying understanding by asking questions
- Addressing interim questions
- Clarifying and justifying instructions

Employees should be shown the benefits to them personally. Threats and justifications based solely on paragraph references are not appropriate.

## What content and topics are covered?

The topics to be covered in the training depend on the company itself. These topics can be the subject of training, either individually or collectively. The decision on this depends in particular on the type and size of the company and the group of participants. Training content includes, for example:

- Initial training for new hires
- Working on machinery
- Tripping, slipping and falling
- Hearing protection
- Handling electrical equipment
- Hand and skin protection
- Chemical-resistant gloves
- Activities involving hazardous substances/corrosive substances and irritants
- Activities with hazardous substances/flammable liquids
- Fire protection
- Computer workstations
- Alcohol in the workplace
- Manually operated transport equipment
- Lifting and carrying
- Wearing safety shoes
- Ladders and steps
- Working with a forklift
- Pedestrian trucks
- Seeing and being seen when using forklift trucks
- Road safety
- Handling safety knives
- Protective gloves to combat mechanical hazards



Training materials are intended to support the training meetings and are also designed to be passed on to employees. If necessary, they can be supplemented by specific operational conditions.

Order your training materials (order form on page 9). Supporting training modules can be found online at:

➔ [elearning.bgetem.de](https://elearning.bgetem.de)



Use the copy template on page 7 for training that has been carried out.

## Is evidence of training required?

In the case of activities involving hazardous substances, the content and timing of the training must be recorded in writing and be confirmed by the signatures of those instructed. Comparable obligations arise from the Biological Agents Ordinance and the Radiation Protection Ordinance.

In principle, the accident prevention regulation 'Principles of Prevention' (DGUV Regulation 1) stipulates that all training must be documented in writing, which thereby emphasises its importance. In addition, instructors have provided proof that they have fulfilled their duties.

➤ **For more details, see:**  
**legal basis for training on page 3**

## Success monitoring

The toleration of misconduct is often interpreted as consent. To counteract this, executive management and line managers should take the following into account:

- Observe how employees work
- Address unsafe working practices
- Ascertain the reasons for improper behaviour and eliminate the causes as quickly as possible
- Not tolerate poor working practices

- Repeat the relevant training if necessary
- Highlight exemplary working practices

Once the training has been completed, it is important to actually achieve the desired objectives.

This means consistently checking whether work is actually being carried out as agreed during the training. However, this also means that line managers must stand by the training objectives in practice. They have to serve as role models.

## Seminars



## Training: how to

The appropriate seminar on this and other topics of occupational safety can be found online in our seminar database:

➤ [bgetem.de/seminare](https://bgetem.de/seminare) or

➤ [www.bgetem.de](https://www.bgetem.de)  
Web code 14363753







# Training material order form

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Date of order

Membership number (please specify)

Training documents	Order no.	Number
Complete package (PU 022-1 to PU 022-24)	PU022-0	
Guidelines for in-company training	PU022-1	
Initial training for new hires	PU022-2	
Working on machinery	PU022-4	
Tripping, slipping and falling	PU022-5	
Hearing protection	PU022-6	
Handling electrical equipment	PU022-7	
Hand and skin protection	PU022-8	
Wearing protective gloves	PU022-9	
Activities involving hazardous substances/corrosive substances and irritants	PU022-10	
Activities with hazardous substances/flammable liquids	PU022-11	
Fire protection	PU022-12	
Computer workstations	PU022-13	
Alcohol in the workplace	PU022-14	
Manually operated transport equipment	PU022-15	
Lifting and carrying	PU022-16	
Wearing safety shoes	PU022-17	
Ladders and steps	PU022-18	
Working with a forklift	PU022-19	
Pedestrian trucks	PU022-20	
Seeing and being seen when using forklift trucks	PU022-21	
Road safety	PU022-22	
Handling safety knives	PU022-23	
Protective gloves to combat mechanical hazards	PU022-24	

**Please send the material to the following address:**

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Company name

Name

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Street

Postcode, town/city

Please order via: [📧 medien.bgetem.de](mailto:medien.bgetem.de) or [versand@bgetem.de](mailto:versand@bgetem.de); for questions: +49 (0)221 3778-1020





## Take advantage of our knowledge

Preparing a training session? Need information on a specific occupational health and safety issue? Risk assessment coming up? We're here to help! With advice – and our resources.

### **Made for practical use: informational resources**

Whether brochures, films, posters, signage or risk assessments – BG ETEM provides a comprehensive range of resources in its media portal. We have resources on occupational health and safety for different company target groups, topics and industries. Simply filter the resources by topic, target group, resource type and industry. They can be ordered by post, but in most cases they can also be downloaded directly.

🔗 [medien.bgetem.de](https://medien.bgetem.de)

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## BG ETEM

### **Our mission: safe and healthy work**

BG ETEM is the statutory accident insurer for around four million people across more than 230,000 member companies. We help to make work as safe as possible for everyone.

When it comes to occupational accidents, or occupational illnesses, we are here for you. We handle your treatment, rehabilitation and reintegration into the workplace.

More about us and our services:

➔ [www.bgetem.de](http://www.bgetem.de)

Guidelines for in-house training

Order no. PU022-1e

Our resources on occupational health and safety can be accessed via ➔ [medien.bgetem.de](http://medien.bgetem.de).

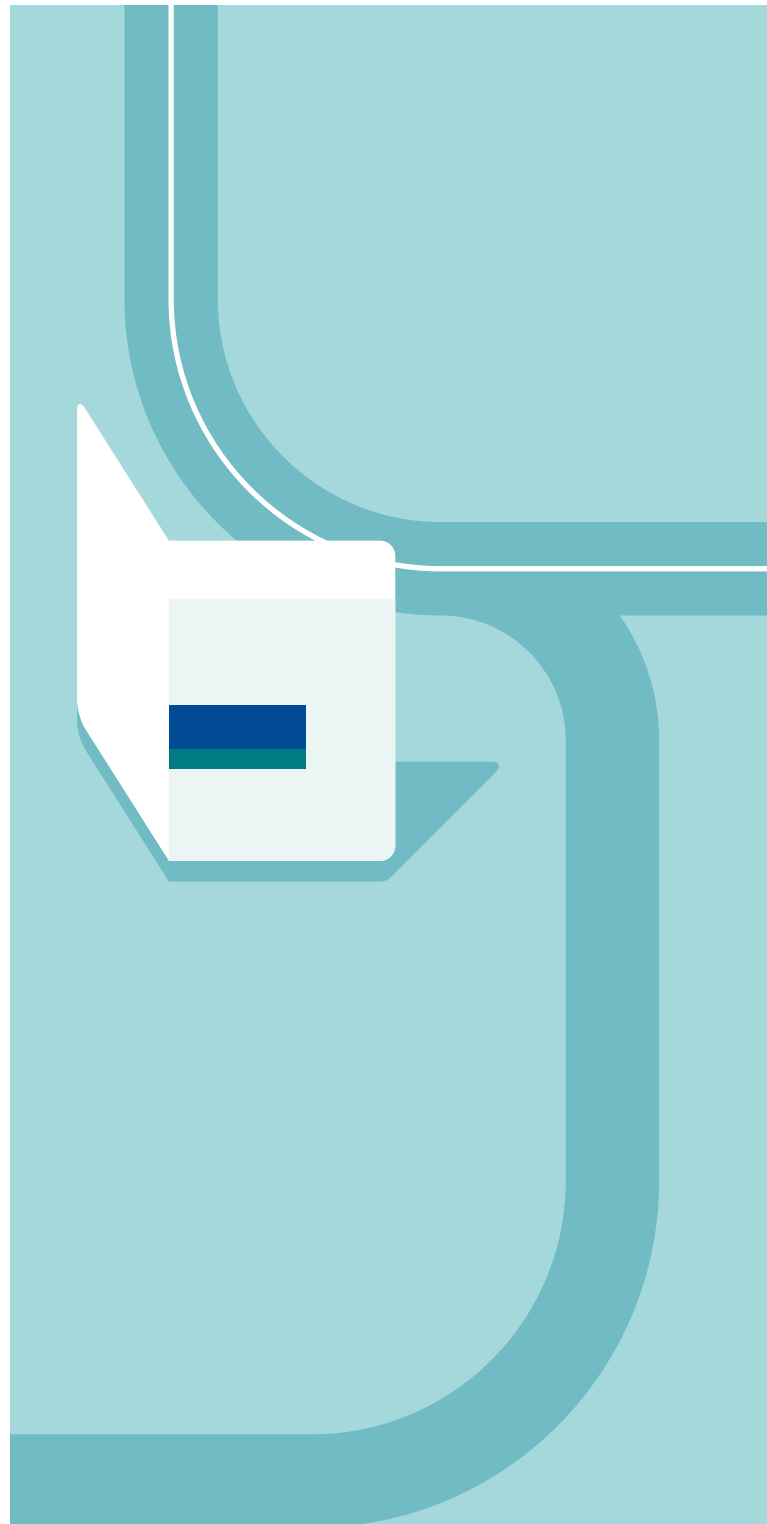
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