



اوتوريتي كسلامتن كصيتين
دان عالم سكيتر كيشان
Safety, Health and Environment
National Authority

INDUSTRY GUIDANCE NOTE

TOPIC: MINIMUM STANDARDS FOR APPROVED TRAINING PROVIDER (ATP)			Reference Number: IGN 02 /2021
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MINIMUM STANDARDS FOR APPROVED TRAINING PROVIDER (ATP)

This guidance note is directed at all training providers who deliver safety and health related courses in Brunei Darussalam

1. SUMMARY

This Industry Guidance Note (hereinafter referred to as IGN), which is issued by the Safety, Health and Environment National Authority (SHENA), serves as a guidance to all training providers in Brunei Darussalam. It provides necessary information in regards to the process to be followed by a training provider in ensuring compliance with the Workplace Safety and Health Order, 2009 (WSHO, 2009).

Section 31 of the WSHO, 2009 states that for any safety and health related training course to be conducted, it must be done by a training provider authorised to deliver the training course by SHENA. **NO person shall act as a training provider except with the approval of the Authority (Section 32).**

2. INTRODUCTION

Prior to conducting any occupational safety and health related training to persons other than their own employees, a training provider must first be approved and registered with SHENA. Organisations which conduct in-house training for their own employees, provided no fees are collected, are exempted from the approval and registration requirements.

Once approved and registered with SHENA, the training provider has a duty under the WSHO, 2009 to ensure a safe working and learning environment for its trainers, assessors, verifiers, candidates, administrative staff and contractors involved in the delivery of the safety and health training course, as well as ensuring the safety of visitors onsite. The training course is delivered and provided in accordance with the recommendations below.

In order to be approved and registered to act as an approved training provider, the company or organisation must:

- Be incorporated or registered in Brunei Darussalam;
- Conduct the training and have the training facilities in Brunei Darussalam;
- Provide suitable training facilities/ premises and arrangements for the course, practical experience, examination where applicable;
- Have a quality/ safety management system;
- Employ or appoint competent trainers, instructors, assessors and verifiers; and

- Ensure the course duration does not exceed 6 months.

All companies and organisations who wish to be approved and registered to act as an approved training provider are required to fill in an application form and submit their applications together with relevant supporting documents for approval. Please refer to the application form for further details (**Appendix 1**). Incomplete submissions will be automatically rejected.

The training provider's management system shall include, but not be limited to:

- Relevant policy (i.e. Quality, HSE, etc.);
- Organisation chart;
- Roles and responsibilities of personnel;
- Procedures, instructions, and records;
- Data management;
- Internal processes;
- Improvement opportunities; and
- Emergency procedures.

3. TYPES OF SAFETY AND HEALTH RELATED TRAINING COURSES

The safety and health training course can be sub-categorised into:

- Competency training
- Awareness training

Competency training course is a form of occupational training that requires candidates to demonstrate through theoretical and practical assessments, that they have the proven ability to perform defined and concrete skills related to essential safety and health work performance objectives. Awareness training courses focus on giving fundamental knowledge to ensure candidates have the basic understanding and awareness of the risks, hazards and relevant safety measures required, so that the individual is able to work safely.

Table 1 below shows examples of competency safety and health training courses according to the category:

No	Category	Example(s)
1	Material Handling	Crane Operator, Excavator, Rigging, Forklift, etc.
2	Working at Height	Scaffolding, Rescue at Height, etc.
3	Hot Work	Welding, Marker Fitter, etc.
4	High Pressure-related work	Blaster Painter, Compressed Air, etc.
5	Emergency Response Training	Fire Marshal, Occupational First Aid, etc.
6	Confined Space	Confine Space Rescue, etc.
7	Chemical Handling	Basic Chemical Handling, etc.
8	Transport & Logistic	Heavy Vehicle Driver

Table 2 below show examples of awareness safety and health training courses according to the category.

No	Category	Example(s)
1	Occupational safety and health related	NEBOSH IGC, IOSH, Risk Assessment, etc.
2	Oil and Gas Safety-Related	OPITO IMIST, etc.
3	Construction Safety-Related	Safety and Health in Construction for Workers, Safety and Health in Construction for Supervisor, etc.
4	Electrical	Basic Electrical Safety, etc.
5	Transport & Logistic	Defensive Driving, etc.
6	Food Safety	Basic Food Safety Level 1,2,3, etc.
7	Maritime Safety	Safety and Health in ship operation, Safety and Health for Boat Operators, etc.

Note: Where the candidate is suitably assessed for his understanding, he may be deemed to be competent by the Assessor.

4. EMERGENCY PROCEDURES

As far as reasonably practicable, training providers should ensure that the following emergency procedures are in place at their training facilities and/or premises:

- **Emergency Evacuation Map** – this map shall include the position and the location illustrating the escape routes and nearest muster or assembly area and location of emergency equipment.
- **Emergency Response and Communication Plan** – this shall include a response plan and procedure/ flowchart during an emergency evacuation and the process to be followed, emergency contact numbers, headcount procedures as well as responses to other relevant emergencies. Staff and training course candidates are to be informed of these procedures by any means of communication (e.g. Safety briefing, Safety induction, etc.) prior to commencing the training course. Training provider is encouraged to perform emergency drills in a timely manner.
- **Emergency equipment** – The training provider shall risk assess and identify relevant requirements for emergency equipment. Emergency equipment such as fire extinguishers, fire hose reels, fire alarms, first aid boxes, Automatic Emergency Defibrillator (AED), etc. as relevant, shall be provided and maintained at all times.
- **Appointed First Aider** – the training provider shall appoint a competent first aider and ensure details of the individual are clearly posted. It is recommended that the first aider shall be available to respond within four (4) minutes of an emergency. Where necessary, the training provider shall risk assess the need for additional first aiders on the premises.
- **Appointed Fire Marshal** - the training provider shall appoint a competent fire marshal and ensure details of the individual are clearly posted.

5. TRAINING FACILITIES, TOOLS, EQUIPMENT AND CONSUMABLES (MATERIALS)

All training providers are also required to provide at their training premises (including classrooms and practice grounds) facilities and equipment which must be maintained to a required standard and in full compliance with applicable laws of Brunei Darussalam and where appropriate, equipment should be routinely tested and inspected in accordance with applicable legislation and standards. This is to ensure that all training premises, facilities and equipment are safe and fit for purpose with suitable levels of hygiene in place.

Each training premises shall adhere to the following minimum standards in respect of equipment and facilities, but not limited to:

- Sufficient capacity for the number of candidates;
- Sufficient lighting and ventilation;
- Safe and suitable chairs and tables used;
- Appropriate teaching tools such as a white-board, flipchart, marker pens, suitable audio visual, projector etc;
- Teaching and learning material such as course handouts/training aids;
- Basic necessities (e.g. toilet, resting areas, changing room, etc.);
- Good housekeeping (e.g. no slip trip hazard, protruding object, etc);
- Facilities for refreshments;
- Prayer Room;
- Practical training workshops and areas suitably located and arranged;
- Practical equipment adequately provided to support training needs; and
- Proper signage.

Practical assessment and other equipment that may be used by the instructors/trainers and candidates shall be routinely inspected for suitability, maintained and ensure readiness as well as fit for purpose at all times.

Records of maintenance and inspection should be maintained. Lifting and lifesaving equipment shall be routinely inspected by an approved third-party inspection agency and certified, where applicable. It is recommended that training providers need to be able to provide the documented list of tools, equipment and consumable where applicable.

6. RISK ASSESSMENT

The training provider shall undertake a suitable job hazard assessment/ risk assessment to identify possible hazards and risks that may impact the health and safety of all persons on their training premises or facilities and who may be involved or be impacted by their activities. Such risk assessments shall be documented and reviewed on a routine basis to ensure they remain current to the conditions on the training premises or facilities. The training provider shall be able to clearly demonstrate the implementation of risk management on their site.

7. PERSONAL PROTECTIVE EQUIPMENT (PPE)

The training provider shall ascertain the requirements for personal protective equipment (PPE) and this shall be applicable for the type and duration of the training course, of suitable standard and where relevant, they should be provided by the training provider. PPE shall be maintained at all times.

Where applicable, the PPE required is as listed below, shall be made available although other equipment may also be required, but not limited to:

- a) Foot protection (e.g. safety Boots, safety shoes);
- b) Head protection (e.g. safety helmet, bump caps);
- c) Eye protection (e.g. safety goggles, safety glass);
- d) Hand protection (e.g. leather gloves, latex gloves);
- e) Body protection (e.g. coveralls, apron);
- f) Hearing protection (e.g. ear muff & ear plug); and
- g) Fall from height protection (e.g. safety harness).

*Hygiene measures and requirements shall be in place for all personal protective equipment with due consideration to occupational (e.g. Eczema) and communicable diseases (e.g. COVID-19).

8. CANDIDATE REQUIREMENTS

The approved training provider shall identify and clearly advertise through any means available, the basic criteria or pre-requisites, that are required or anticipated, prior to accepting a candidate to attend a training course. These criteria may refer to the following, however, is not limited to the list provided below:

- 1. Minimum age restriction, as applicable;
- 2. Any relevant qualification or certification that may be necessary;
- 3. Any relevant work experience that may be necessary;
- 4. Fitness to Work medical examination;
- 5. Eyesight, hearing or colour blindness tests;
- 6. Language requirements;
- 7. Declaration of any disabilities; and
- 8. Other concerns as relevant.

9. STAFF RESOURCES: TRAINING COURSE INSTRUCTOR/TRAINER, ASSESSOR AND VERIFIER

Staffing and resources must be sufficient in order for the training provider to deliver training, assessment and verification that is current, reliable and in compliance with SHENA requirements.

The training provider shall ensure that every course instructor/trainer, assessor and verifier shall have a relevant agreement or employment contract with the training provider. *Ad-hoc* course instructors/trainers or part-time instructors/trainers are **NOT** recommended. A valid appointment letter should be issued by the training provider that a particular instructor/trainer/ assessor/ verifier is appointed for a particular training course. There should also be a formal job description/ specification for all jobs involved in the delivery and support of the training course.

It is recommended that the ratio shall not exceed **1 instructor/trainer to 16 candidates** for a classroom/ theory session and **1 instructor/trainer to 8 candidates** for a practical session. Sufficient assessors and internal verifiers with the appropriate training and competencies are required to ensure quality and objective training deliverables.

a) Training Course Instructor/Trainer

The minimum qualification and experience of the instructor/ trainer should include but is not limited to the following criteria:

- Has a valid certificate of competence with respect to the training he/she is conducting with at least 3 years' extensive and relevant work experience in that field or activity;
- Has a valid recognised training and teaching qualification (i.e. Certificate of teaching, Train the Trainer, etc.);
- Has a valid and relevant HSE-related training certificate or equivalent training;
- Be included within the training provider's training development plan or training matrix for trainers to maintain trainer competency; and
- Be knowledgeable concerning the provisions of the Workplace Safety and Health Order, 2009 and its regulations.

The instructor/trainer shall be free from any conflicting interest in order to exercise effective decision-making.

As a general rule, training providers are not allowed to internally certify their own instructors/ trainers.

The training provider shall, at all times, maintain and update the training/competency skills of the course instructors/trainers and their valid certification records.

b) Training Course Assessor and Verifier

Training course instructor/trainer should **NOT** be the assessor/ verifier for the same training course. The assessor and verifier should have an overall degree of understanding sufficient to carry out a credible and suitable assessment relating to the skills and competence of the candidates involved in the assessment.

The minimum qualification and experience of the assessor/verifier should include but is not limited to the following criteria:

- Holds an industry's recognised assessor's award/ qualification and be a discipline expert in the areas being assessed; and
- Has as a minimum the qualifications in the relevant field and a minimum of three (3) years' hands-on and relevant experience as a training instructor/trainer.
- Assessors should meet on a quarterly basis to review practices and concerns. This meeting should be documented.

10. COURSE CONTENT, ASSESSMENT, EVALUATION AND PROCESS OF AWARDING CERTIFICATION FOR THE TRAINING COURSE

Training providers are required to have a formal documented management system for the whole process of dealing with candidates from application, to registration, assessment, certification and record keeping. This is to ensure relevant and reliable training and assessment to the required standard is achieved and maintained. Relevant procedures and actions should be taken to ensure the readiness of all training course candidates before taking any written or practical assessment. A training provider should provide the following as an evidence in the registration process:

For any training provider that has an **external accreditation**, SHENA requires evidence as follows:

- Accreditation for the Training Centre to deliver the said accredited course
- Accreditation by the Accrediting Body to deliver the said accredited course

a) Course Content

- Course plan and content which includes learning outcome, system and methodology for assessing the competency of each candidate in terms of coursework, practical and written assessments.
- Training course should use the current legislation for workplace safety and health as according to Brunei Darussalam context.

b) Assessment

- All training providers are required to follow the four principles of assessment: (i) Validity (ii) Reliability (iii) Integrity (iv) Fairness.
- Any written assessment shall have a standardised format with clear instructions.
 - Multiple Choice Questions (MCQs) shall comprise a selection of four (4) questions and answers to be provided.
 - For Short Answer Questions (SAQs) sufficient space shall be provided for candidates to answer the questions and the marks awarded for each individual question shall be indicated.
 - MCQs and SAQs should be kept within separate sections.
 - Other relevant assessment methodology (i.e. knowledge test, Skills Alignments, Portfolio Demonstration, Synoptic test, etc.)
- Any training course conducted, shall focus on industry requirements and practicalities and the candidates shall be exposed to relevant situations and environment (e.g. Real Work Experience/ Practical experience/ Demonstration).
- For all practical assessments undertaken, the trainer and assessor shall ensure proper supervision and process is in place, the assessment clearly identifies the ability of the participant and the result is documented.

c) Evaluation

- Training course evaluation/ feedback form should be provided to candidates at the end of the training course.
- The Evaluation process helps the training provider to understand the strength and weakness of the training course and to identify opportunities to improve the training course for future candidates.

d) Process of awarding certification

- There should be clear guidelines and process to ensure the consistency of awarding Certifications for every training course conducted by a training provider.

- Courses which involve mere attendance and do **NOT** involve practical assessment of competency, should clearly indicate on the Certification that it is either an awareness course or basic level course or attendance/participation course. Training providers are encouraged to inform all concerned including employers and candidates that such Certificates shall not be used as reference of a person's competency or aptitude.
- Each Certificate awarded to a successful candidate must indicate that the candidate has been assessed and has met the required Learning Outcomes. The Certificate must include the following but is not limited to:
 - Training Provider's name;
 - Course title or competency assessment title;
 - Candidate's name;
 - Assessment date(s) and training date(s);
 - Expiry date;
 - Unique Certificate Number;
 - Instructor's/ Trainer's Name and Signature;
 - Assessor's Name and Signature and
 - Training provider's Managing Director's Name and Signature.

11. RECORD KEEPING

The training provider is recommended to ensure that all training course assessments and candidate records are held in hardcopy for a **minimum 5 years** and electronically, for the life of the training provider. All training providers should ensure their compliance with the provisions under the Record Keeping Order, 2015.

It is recommended that training providers issue verified and certified original of course certificate to the individual candidates upon successful completion of the training course. Copies of the training certification should be held on file.

Training providers should ensure that they have in place a system that allows for computer-based application, registration and maintenance of record of candidates including courses and assessments taken by the candidates which will be available to employers, end-users or clients as well as traceable/ auditable register/ record to substantiate that the training providers have provided the training course and the candidates have received the training and/or assessment.

12. MANAGEMENT SYSTEM

The training provider shall ensure that it has a suitable and fit for purpose management system in place. It is recommended and encouraged that approved training providers have their management system accredited by a recognised body (i.e. ISO) and that such accreditation is maintained for the life of the training provider.

The documentation shall include but is not limited to the training providers' policies, procedures and operations commencing from the receipt of the request for a training course, candidate registration, training preparation, assessment and training performance as well as the recording of results up to the issuance of the final attendance/participation or competency Certificate. It shall also include procedures to maintain equipment and facilities on site.

General Notice

SHENA reminds all approved training providers to ensure that their employees and agents are made aware of the content of this Industry Guidance Note.

Should further clarifications be required please email atp.registration@shena.gov.bn or contact the SHENA Office general line at +673 2382000.

APPENDIX 1 –
SHENA
Application
Form to act as
an Approved
Training Provider



IV. TRAINING PREMISES & FACILITIES INFORMATION				
a) DO YOU HAVE A PREMISES FOR YOUR TRAINING COURSE?		Yes	<input type="checkbox"/>	No <input type="checkbox"/>
b) IF YES, TYPE OF PREMISES <i>(Photograph evidence to be provided)</i>				
Campus building of educational institution	<input type="checkbox"/>	Office Complex	<input type="checkbox"/>	Others (please specify):
Shop House/ Commercial Establishment	<input type="checkbox"/>	Private House	<input type="checkbox"/>	
c) TEACHING EQUIPMENT <i>(Tick if present in your training premises)</i>				
White Board	<input type="checkbox"/>	Flipchart	<input type="checkbox"/>	Others (please specify) :
Marker Pens	<input type="checkbox"/>	Lecture Notes	<input type="checkbox"/>	
Projector	<input type="checkbox"/>	Laptop	<input type="checkbox"/>	
e) LIST OF TRAINING/ PRACTICAL EQUIPMENT <i>(Photograph evidence to be provided if necessary)</i>				



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V. LIST OF TRAINING COURSE(S) OFFERED	
TOTAL NO. OF TRAINING COURSE(S)	

NO	NAME OF TRAINING COURSE	STANDARD FOLLOWED	MODE OF DELIVERY (THEORY/ PRACTICAL/ BOTH)	DURATION	MEDIUM OF INSTRUCTION (LANGUAGE)	ACCREDITATION OR CERTIFICATION (IF ANY)	MAXIMUM PARTICIPANT NO. PER COURSE SESSION
1							
2							
3							
4							
5							



SUPPORTING DOCUMENTS

In order to expedite your application, please ensure that all supporting documents (as relevant) in the list below are attached along with the completed application form. Training provider is encouraged to create a specific folder for each of the sections below.

		CHECKLIST
		<input checked="" type="checkbox"/>
A. BUSINESS PROFILE		
1	Summary of Company Background	<input type="checkbox"/>
2	Company Organisation Chart	<input type="checkbox"/>
3	Company Registration Certificates	<input type="checkbox"/>
4	List of Directors / Owners	<input type="checkbox"/>
5	Copies of Letter of Appointment for Full Time Staff	<input type="checkbox"/>
6	Company HSE Policy	<input type="checkbox"/>
B. TRAINING COURSE & CERTIFICATE AWARDING		
1	Course plan and content	<input type="checkbox"/>
2	Sample Copy of theoretical and practical assessment	<input type="checkbox"/>
3	Copy of course evaluation form/ feedback form for candidates	<input type="checkbox"/>
4	Copy sample of the Certificate Awarded to Successful Candidate	<input type="checkbox"/>
5	Guidelines / Process of Giving Out Certifications	<input type="checkbox"/>
C. INSTRUCTOR/ TRAINER, ASSESSOR & VERIFIER		
1	Curriculum Vitaes	<input type="checkbox"/>
2	Copy of Academic Certificates	<input type="checkbox"/>
3	Copy of Relevant Professional Certificates (<i>e.g. train the trainer, teaching certificate, etc.</i>)	<input type="checkbox"/>
4	Copy of Relevant Safety and Health Training Certificates	<input type="checkbox"/>
D. TRAINING PREMISES, FACILITIES AND EQUIPMENT		
1	Photographs and Layout Plan of Training Premises/Facilities	<input type="checkbox"/>
2	Photographs and Layout Plan of the Practical Training Area	<input type="checkbox"/>
3	List and Photographs of Equipment for Practical Session	<input type="checkbox"/>
4	Certification of Any Equipment Used During Practical Training	<input type="checkbox"/>
E. EMERGENCY PROCEDURES		
1	Emergency Evacuation Layout Plan	<input type="checkbox"/>
2	Emergency Communication Plan	<input type="checkbox"/>
3	Photographs of Emergency Equipment (<i>e.g. Fire Extinguisher [with inspection tag], Fire Alarm, Fire Hose Reel [if applicable], First Aid Box, etc.</i>)	<input type="checkbox"/>
4	List of fire marshal/ first aider (with certificates)	<input type="checkbox"/>
5	Insurance Cover (for premises)	<input type="checkbox"/>
6	Copy of company HSE Induction	<input type="checkbox"/>



اوتوریتی کبھساہن کسلامتن
کھینین: دان عالم سکیتز
Safety, Health and Environment
National Authority

DECLARATION

I, declare that all particulars and information provided in this application and the documents attached here to are true to the best of my knowledge and belief, and I understand that the Safety, Health and Environment National Authority (SHENA) reserves the right to reject this application if, at any stage, the information provided is false and incorrect. Should verification be required on any information provided in this application, I hereby authorise SHENA to carry out the necessary investigations.

DATE

□	□	-	□	□	-	□	□	□	□
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Applicant's signature
Name
Designation

COMPANY STAMP

FOR SHENA USE ONLY

I approve / disapprove the company to act as an Approved Training Provider.

REMARKS:

REF NO: SHENA / NIND / 7.

□	□	□	□	□
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DATE

□	□	-	□	□	-	□	□	□	□
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Approval Signature
Name
Designation

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