

# Supervisor Development Training – Arboriculture & Forestry



## At a glance...

### Customised Provision

Delivery Method:	Classroom
Prerequisites:	Minimum 4 years industry experience

### Introduction

A course for existing or potential supervisors within the Arboricultural & Forestry industry, covering supervisor soft skills and industry knowledge.

### Overview in brief

A course for the development of existing or potential supervisors which covers supervisor skills and knowledge including: industry agreed operational standards and legal requirements and softer management skills such as communication (including body language and questioning techniques) error correction, behavioural safety skills and knowledge.

### The finer details

#### 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 supervisor role in business profitability and sustainability and customer care.
- Existing industry standards (FISA, AA, HSE, and sector specific standards where applicable e.g. ENA G55, BSI 3998, AA Technical Guides, RSSB standards).
- Risk assessment review and production (hierarchy of control, generic, site specific, point of work, applicable to the specific business).





## **Soft skills**

- Behavioural safety (awareness, objectives, personal standards and attitudes. Identification of trends / indicators, attitude development and team involvement, rewarding behaviours, safe and unsafe acts (SUSA).
- Communication skills and techniques, individual and group worker engagement and constructive feedback.
- Delivery of team briefings / toolbox talks / safety bulletins and alerts.
- Encouraging team efficiency, performance, communication and involvement in work site quality monitoring.
- Team monitoring, coaching and error correction.
- Customer care awareness.
- The importance of time management and completion of related company documentation and management evidence requirements.
- 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 and accident reporting etc).
- Incident and accident management and emergency planning.

## **Industry operational good practice awareness including quality and equipment monitoring**

- Ground based and aerial operations standards (chainsaw use, hand tools, felling, stump analysis, climbing good practice, sectional dismantling, rigging, rope access, manufacturers and FISA / AFAG / AA ICOP and TG1-5 guidance)
- Arboricultural good pruning practice BS3998
- Electrical safety refresher (G55, GS6, HSG47, CAT & Genny, Red zone working).
- LOLER, PUWER and ESQCR requirements.
- Traffic management awareness (NRSWA) and warning signage.
- Machine operational good practice standards (tree shears, grapple saw, flail, MEWP's, chipper and stump grinding operations, risk zones, operator protection ROPS, FOPS, TOPS, OPS, maintenance considerations).





- Powered hand tools (hedge and brush cutters, clearing saws, blowers, drills).
- Welfare and PPE standards.
- Emergency planning (machine and personnel) and rescue.
- Wildlife and environmental assessment (biosecurity, Ash die back update, 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).

### Who should attend?

Existing or potential supervisors.

Supervisors needing a refresher or looking to build their existing skills and knowledge.

Related roles seeking continual professional development (CPD) evidence.

### What will be covered?

The course can be tailored to:

- The individual attendee's work operations
- The specific contract and client requirements
- The specific employer requirements
- Customers specific aims and objectives are agreed at the course planning stage

The aim of this development 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

