

Global Wind Organisation

**CRITERIA FOR TRAINING PROVIDERS
OFFERING
GWO SAFETY TRAINING STANDARDS**



GLOBAL WIND ORGANISATION

Version 5

Valid date: 17 October 2016

Contents

Foreword.....	3
Editorial and approval.....	3
Change log.....	4
1. Introduction to document.....	8
2. Purpose and terms of certification	8
2.1. Purpose of the certification process.....	8
2.2. General terms of use for GWO Certified Training Providers.....	9
3. Certification criteria	9
3.1. Management systems and supporting processes	10
3.2. Physical resources.....	11
3.3. Staff resources	12
3.4. Training and assessment.....	13

Foreword

This document has been updated and approved by Global Wind Organisation's (GWO) Steering Committee September 1, 2016.

The GWO is an association of Wind Turbine owners and manufacturers established in 2009 with the aim of supporting an injury free work environment in the wind industry through cooperation among its members in setting common industry best practice standards for health and safety related training.

This document describes the criteria requirements for Training Providers wishing to offer training in accordance with a GWO Safety Training Standard.

This version 5 will enter into effect on 17 October, 2016.

Editorial and approval

The final editorial and approval of this standard has been made by the GWO Steering Committee.

Change log

Amendments & Dates	Version	Changes	Approved by & Dates
31.08.2016	5	<p>New section 2.2: Introduces general terms of use for Training providers, including new database WINDA</p> <p>All Section 3. Introduces requirement to upload records into WINDA. Maintains requirement to keep records at Training Provider. Removes requirement to issue a physical certificate (makes it optional).</p> <p>New 3.1.3. Details records requirements specific to GWO to be kept in Training Providers own management system, and Records that must be entered into WINDA.</p> <p>3.4.1 Removes requirement to issue certificate to Delegate and replaces it with requirement to ensure delegate has a unique WINDA id, and upload records of training into WINDA.</p> <p>3.4.8 Replaces requirement to keep copies of certificates issued with copies of records uploaded to WINDA.</p> <p>3.4.9 New section - Introduces requirement to upload records of training as soon as practicable and no later than 10 working days from completion of Training Module.</p> <p>3.4.10 Former section 3.4.9 - WINDA ID as specifying marker to identifying personnel.</p>	On behalf of GWO SC, approved by GWO SC Chair and GWO SC Vice-chair. 1 September 2016

		All sections: minor editorial for ease of reading (mostly spelling & grammar).	
15.06.2016	4	<p>Changed title from "...GWO Basic Safety Training" to "...GWO Safety Training Standards" to accommodate the release of the GWO Basic Maintenance Training Standard</p> <p>1 Lists all current GWO Safety Training Standards</p> <p>3 Introduces as prerequisite for certification that Training Providers accepts that a fee payment structure applies for Certified Training Providers, and re-introduces the pending requirement to perform upload of training records into a common global database.</p>	GWO SC, June 15
01.12.2015	3	<p>New version effective December 1, 2015. Previous changes regarding the RISE database are rolled back. See specifics below.</p> <p>Changes to previous version.</p> <p>3.1 Removed requirements to enter RISE Service Level Agreement</p> <p>3.1.3 Removed requirements to upload records to RISE, requirements to adding Certification Body name and lead auditor for Training Module, removed request for upload of candidate photography and copy of certificate.</p> <p>3.2.3 Added requirement for mobile training site and on-site training.</p> <p>3.4.1 Removed the need for</p>	GWO SC 30.10.2015

		<p>ensuring Delegate has a RISE ID.</p> <p>3.4.9 Removed entire paragraph relating to RISE.</p> <p>3.4.10 new 3.4.9 Removed the request for RISE ID.</p>	
27.7.2015	2	<p>New version effective at launch of Renewable Industry Safety Exchange (RISE), expected 2 November, 2015.</p> <p>Changes to previous version:</p> <p>3.1 and 3.1.4 Additional requirements for compliance to international and national regulation on data storage and IT systems security</p> <p>3.1.3 Introduces requirement for upload of records to Renewable Industry Safety Exchange (RISE) and specifies additional requirements for information required on certificates.</p> <p>3.4.1 Requirement for delegate registration in RISE.</p> <p>3.4.7 Alternative method of publishing user satisfaction program results for in-house Training Providers.</p> <p>3.4.8 Requirement for record keeping.</p> <p>3.4.9 Requirements for upload of records to Renewable Industry Safety Exchange (RISE) - and enter into Service Level Agreement with RISE operator (Renewable UK) regarding the use of RISE - as a precondition for continued RISE recognition</p> <p>3.4.10 Requirement to verify training and competence</p>	GWO SC 27.07.2015

		records (certificates issued) upon request	
	1	First issue	GWO SC 12.02.2012 <input type="checkbox"/>

1. Introduction to document

The purpose of this document is to provide information and guidance on fulfilling the requirements for obtaining approval as GWO Certified Training Provider with right to offer courses following a GWO Safety Training Standard.

Current GWO Safety Training Standards include:

- GWO Basic Safety Training (5 modules):
 - o First Aid
 - o Manual Handling
 - o Fire Awareness
 - o Working at Heights
 - o Sea Survival

- GWO Basic Safety Training Refresher (5 modules):
 - o First Aid,
 - o Manual Handling,
 - o Fire Awareness,
 - o Working at Heights,
 - o Sea Survival

- GWO Basic Maintenance Training (basic understanding of safety when maintaining hydraulic, mechanical and electrical systems)

The document is intended for use by organisations coming forward for certification for the first time as well as organisations currently in possession of a certificate.

2. Purpose and terms of certification

2.1. Purpose of the certification process

The certification process and the criteria for Certification Body is described in the document: "GWO - Criteria for the Certification Body".

To obtain approval as GWO Certified Training Provider, training provider organisations are subject to an audit process performed by an accredited Certification Body that fulfils the "GWO – Criteria for the Certification Body".

The purpose of this process is to verify that the organisation can consistently deliver training to the relevant GWO Standards (Training Modules).

Current version of the "GWO – Criteria for the Certification Body" document can be found on globalwindsafety.org

2.2. General terms of use for GWO Certified Training Providers

GWO Certified Training Providers are required to pay not-for-profit fees towards the continued development of existing and future GWO Safety Training Standards.

As of 15 June 2016, an annual fee for use of the GWO Safety Training Standards and GWO Certified Training Provider logo has been implemented. The fee will be decided annually by the GWO Steering Committee, and invoiced to the Training Providers in June covering the following year.

Starting October 17, 2016, GWO Certified Training Providers are required to register a user account in WINDA, a global database owned by GWO, and to upload records of certified training to WINDA. A fee structure will apply. This is determined on a not-for-profit basis and decided by the GWO Steering Committee.

Records uploaded to WINDA will be accessible to anyone who registers a user account in WINDA, and will assist the global wind industry in verifying training status of personnel.

The full WINDA Terms and Conditions are accessible on globalwindsafety.org.

3. Certification criteria

Training Providers seeking certification to offer the GWO Safety Training Standard will be required to demonstrate compliance within the following 4 pillars:

1. Management systems and supporting processes
2. Physical resources
3. Staff resources
4. Training and assessment

3.1. Management systems and supporting processes

The Training Provider has a formally documented, effective system for assuring the quality and content of training and assessment and compliance with the GWO approval criteria. The system also complies with international and national regulation on data storage and IT systems security.

Management systems are required to include the following:

- Policy and objectives
- Organisation incl. responsibilities
- Document control and records
- Internal audit
- Handling of NCR's incl. customer complaints
- Management review

3.1.1 An explicit policy for implementing and maintaining the GWO Safety Training Standard (signed by Senior Management). The policy must describe the scope of the GWO Safety Training Standard meaning which Training Modules are included.

3.1.2 Clearly defined organisation and documented staff roles, responsibilities and authorities within the organisation for the management and delivery of the GWO Safety Training Standard courses or course modules.

3.1.3 A procedure describing how to handle documents/procedures in relation to approval, review, identification of changes and revisions, access, etc.

3.1.4 Control the maintenance, updating and backup of IT in accordance with international and national regulation on data storage and IT systems security.

3.1.5 Ensure frequent internal audits are conducted by appropriately trained personnel with no conflicting interest in the area(s) being audited, to ensure quality and objective evaluation of all system activities including the on-site training and training facilities. The whole management system shall be audited on a yearly basis.

3.1.6 A procedure describing how to handle non-conformities incl. customer complaints.

3.1.7 Ensure regular reviews by senior management of the Training Providers' delivery of GWO Safety Training Standard courses and

course modules and compliance with certification requirements, the policy and objectives.

3.1.8 In particular for GWO Training Records;

Ensure accurate records are maintained, securely stored and that records of training kept at the Training Provider always include as a minimum the following:

- Delegate first name
- Delegate last name
- Delegate WINDA ID
- Name(s) of trainer
- Site of training conducted (location and country)
- Applicable GWO Standard Training Module (course code)
- Completion date of Training module
- Previous course valid until date (only applicable to refresher training courses)

Ensure these following and matching records are uploaded into WINDA:

- Delegate WINDA ID
- Applicable GWO Standard Training Module (course code)
- Completion date of Training Module
- Previous course valid until date (only applicable to refresher training courses)

3.2. Physical resources

The Training Provider can clearly demonstrate that there are adequate resources to ensure that the training and assessment can be consistently delivered in accordance with the GWO Safety Training Standard requirements.

3.2.1 Resource needs are identified in relation to the specific GWO Training Module and are available.

3.2.2 There are sufficient maintenance activities to ensure that all training equipment and facilities are safe and fit for purpose. The system of maintenance must include:

- A current and accurate inventory of all facilities and equipment used for the delivery of the applicable modules and/or assessment.

- Facility and equipment maintenance plans/contingency plans. These plans shall on a regular basis have been tested in reality in accordance with the risk evaluation.
- Third party certification of facilities and equipment where appropriate (e.g. for lifting equipment etc).
- Accurate recording of maintenance activities conducted on facilities and equipment used in the delivery and/or assessment.

3.2.3 For mobile training sites, training on-site or training at a 3rd party facility, the training and associated training equipment shall comply with the GWO Safety Training Standard requirements

3.3. Staff resources

Staffing and resources are sufficient to deliver training and/or assessment that is current, reliable and in compliance with the specific GWO Safety Training Standard module.

3.3.1 There is sufficient staff with the appropriate qualifications and experience as defined within the specific training module. The general requirements are as follows:

- the trainer has at least 100 hours of teaching experience in general
- the trainer has received at least 20 hours training within the specific Training Module or at least 20 hours in a similar Training Module to that of the GWO Standard
- the trainer has passed a train-the-trainer course or similar
- the trainer has practical teaching experience within the specific training area (equivalent to min 6 months experience)

In order to train on a specific module the trainer must have participated in the course as an observer. After that, as a support trainee and, if approved by lead trainer (during assessment), the trainer can conduct the training himself.

To maintain the approval for a specific training module the trainer must have completed at least 2 training sessions within the last 3 years.

3.3.2 Ensure that staff training and development needs are regularly reviewed and a programme is put in place to meet any requirements which are identified.

3.3.3 Ensure that regular assessment of instructor/assessor competency is undertaken.

3.4. Training and assessment

The Training Provider has a formally documented system to ensure that reliable training and assessment to the required GWO training module is maintained throughout the whole process from first enrolment at the administration to the final certificate.

- 3.4.1 Ensure that administrative requirements are fulfilled. These are required to include the following:
- Delegate registration
 - Ensure that Delegate has a unique WINDA ID and ensure verification of Delegate identity by means of government issued photographic identification or equivalent e.g. passport, driving licence, etc.
 - Verification of Delegate pre-requisites (where required)
 - Upload a record of successfully completed Training Module into WINDA as described above
- 3.4.2 There is documentary evidence to confirm that training and assessment is carried out as specified within the relevant GWO training module. This documentation should include:
- Assessment checklists clearly referenced against the relevant GWO training module.
 - Detailed lesson/exercise plans, clearly referenced against the relevant module (including key learning points, assessment opportunities, instructor/delegate ratios, resources to be used, time allocation, location of training, staff roles etc).
 - A timetable/programme.
- 3.4.3 Ensure all training is conducted safely and Delegate well-being is maintained at all times
- 3.4.4 Ensure candidate assessment is conducted in alignment with GWO Standard requirements.
- 3.4.5 Support candidate appeals against assessment decisions relating to treatment within the assessment process.
- 3.4.6 Ensure accurate records of candidate assessment are maintained and securely stored.

- 3.4.7 Ensure a customer satisfaction programme is in place according to GWO requirements and that the results are published on the Training Providers' homepage. If training occurs in-house, the satisfaction programme results must be published in a place relevant and accessible to delegates and internal procurers of training.
- 3.4.8 The Training Provider shall keep a record over all delegates that successfully have completed the GWO training and/or assessment event, and keep copies of all records uploaded into WINDA. The Training Providers are required to acknowledge and enforce applicable data protection mechanisms regarding candidate records information in compliance with international and national data storage and IT systems security regulation.
- 3.4.9 Records of training shall be uploaded to WINDA as soon as practicable upon completion of training and no later than within 10 working days.
- 3.4.10 Upon request from a 3rd party (GWO, the Delegate trained or any employer within the wind industry), the Training Provider must verify the training and competence records of specific personnel as identified by WINDA ID.