

## ANNEXURE A

### OHS TRAINING SCOPE OF WORK

**1. Occupational Health and Safety management system training (Class room delivery is the preferred mode of delivery however or Microsoft TEAMS will be considered where circumstances demands)**

**Duration:**

4 Days.

**Frequency:**

Training shall be provided on appointment and when the need arises.

**Refresher/Retraining:**

Retraining will be conducted where internal regulations, standards and procedures set change

**Validation of certificate:**

Certificate does not expire

**SAQA Qualification requirements: (No credits required)**

Aligned to SAQA Qualification ID 121527 (Higher Occupational Certificate: Occupational Health and Safety Practitioner modules), SAQA Qualification ID 99714 (Occupational Certificate: Occupational Health and Safety Practitioner modules) and Eskom specific requirements.

**Target Group:**

Line/Operational Managers and Supervisors.

**Purpose:**

1. To build the competency levels of Managers and Supervisors to be able to identify health and safety hazards and manage the associated risks.
2. To focus on empowering leaders at the operational level to take responsibility for ensuring a safe, healthy work environment with high-quality products and services.

**Reference document that may need to be referenced when customising the training material to be Eskom Specific:**

1. Eskom Policy 32-727 SHEQ Policy
2. ISO 45001:2018 Standard
3. Eskom Form 32-0010M ISO 45001 OHS Internal Audit Checklist
4. Eskom procedure 32-520 Occupational Health and Safety Risk Assessment
5. Eskom templates 240-70044602 Occupational Health and Safety Risk Assessment template
6. Eskom template 240-114036246 Occupational Hygiene Health Risk Assessment
7. Eskom template 240-129709629 Fire Risk Assessment
8. Eskom template 240-106061693 Public Safety Risk Assessment
9. Eskom template 240-114036246 Occupational Hygiene Health Risk Assessment
10. Eskom Guideline 240-141494043 Occupational Hygiene Programme Guideline
11. Eskom standard 240-68572545 Safety and Occupational Hygiene Inspection
12. Eskom Form 240-58314417 Person job specification
13. Eskom 32-425 Hearing Conservation Procedure
14. Eskom Procedure 32-407 Behavioural Safety Observations
15. Eskom Standard 240-62582234 OHS roles and responsibilities and statutory appointments.
16. Eskom 240-62196227 Life-saving rules (New revision to be published soon)
17. Eskom 240-43848327 Employees right of refusal to work in unsafe situations.
18. Eskom 32-37 Substance Abuse
19. Eskom Form 240-97789318 Notification of Construction Work
20. Eskom 32-418 Working at Height
21. Eskom 240-77037682 Section 37(2) Agreements
22. Eskom procedure 32-477 Safety, Health, and Environment (SHE) Training and Development procedure
23. Eskom List 240-89306315 Core SHE Competency training matrix
24. Eskom Standard 32-726 Contract and contractor OHS management.
25. Eskom Standard 240-44175132 Eskom Personal Protective Equipment
26. Eskom Procedure 32-95 Incident Management Awareness based on Occupational Health and Safety Incident Management
27. Eskom Standard 240-131838225 Occupational Health and Safety Incident management definitions parameters
28. Eskom Template 240-77046688 Occupational Health and Safety Investigation Report
29. Eskom 240-100003427 Accident Investigation Sheet Annexure 1
30. Generation Issue Management Work Instruction 240-164752963
31. Eskom Standard 32-123 Emergency planning
32. Eskom Standard 32-124 Eskom Fire Risk Management
33. Eskom Template 240-77460915 Emergency Preparedness Plan
34. Eskom Template 240-126915114 Emergency Preparedness Risk Assessment contingency plan
35. Eskom Template 240-129709945 Fire Safety plan

**Course contents:**

At the end of this training, the learners should be able to:

1. Understand the fundamental principles of occupational health and safety (OHS) management system;
2. Gain knowledge of critical steps in the implementation of a successful OHS Management system and programmes;
3. Define the characteristics of a successful occupational health and safety management programme;

4. Inspect work places, identify hazards and risks and implement immediate or long-term controls to ensure health and safety in the workplace;
5. Explain the link between occupational health and occupational hygiene and their impact on workplace safety;
6. Discuss the impact of human behaviour on workplace health and safety;
7. Gain an appreciation of workplace mechanical, electrical safety, PPE, Contractor health and safety, incident management aspects and how to ensure their effective management;
8. Explain the role of leadership and planning in the effective implementation of a health and safety management system;
9. Gain an appreciation of the applicable OHS legal requirements and an ability to comply to these requirements in the workplace;
10. Develop a risk profile and legal register for a designated work area;
11. Establish, maintain and improve the health and safety documented information and reporting systems, controls and processes;
12. Advise on the establishment maintenance and improvement of emergency response and preparedness;
13. Manage the effectiveness of operational Occupational Health and Safety systems for Eskom employees and contractors;
14. Monitor product/service quality, prevent defects, and implement corrective actions.
15. Implement continuous improvement within the organization's processes, products, and services.

#### **Discussion points and/or possible Assessment questions:**

##### **1.1. Occupational Health and Safety Management System**

- List the fundamental principles of occupational health and safety management;
- Discuss the critical steps in the implementation of a successful OHS Management system and programmes
- Define the characteristics of a successful occupational health and safety management programme

##### **1.2. Hazard identification and risk assessment**

- **Types of Risk Assessment:** What are the different types of risk assessment and their purposes?
- Discuss within the group what are the typical Generation Power Station Safety Hazards, Risks, existing and desired controls?

##### **1.3. Guidance on development and implementation of health and safety procedures and work instructions**

- Critical Task Analysis Training
- Written Safe Work Procedures (W.S.W.P) Training
- Roles and responsibilities of supervisors and managers during the execution of work

##### **1.4. Occupational Health**

Occupational health focuses on the overall well-being of employees, addressing both physical and mental health.

Key components:

- **Health Surveillance and Screenings:**

Regular health checks to detect early signs of work-related illnesses. How often should health screenings be conducted for employees?

- **Ergonomics:** Designing workstations and tasks to fit the worker, reducing strain and injury. What ergonomic improvements can be made to reduce workplace injuries?
- **Psychological stress factors:** Providing resources and support for mental health issues such as stress, anxiety and workplace bullying. How can we support mental health and well-being in the workplace?
- **Work-Life Balance:** What policies can we implement to promote a healthy work-life balance?

##### **1.5. Occupational Hygiene**

Occupational hygiene focuses on identifying, evaluating, and controlling occupational hygiene stressors in the workplace that could affect workers' health.

This includes:

1. **Chemical Hazards:** Exposure to harmful chemicals like solvents, pesticides, and heavy metals.
2. **Physical Hazards:** Noise, vibration, radiation, and extreme temperatures.
3. **Biological Hazards:** Bacteria, viruses, fungi, and other biological agents

- **Identifying Hazards:** What are common occupational hygiene hazards in your workplace?
- **Exposure Limits:** How do you determine safe exposure limits for different stressors?

- **Control Measures:** What control measures can be implemented to reduce exposure to hazardous occupational hygiene stressors?
- **Monitoring and Assessment:** How do we monitor and assess the effectiveness of our occupational hygiene program and practices?
- **Air Quality:** Ensuring good ventilation and air filtration to reduce airborne contaminants.
- **Sanitation:** Regular cleaning and disinfection of workspaces.
- **Pest Control:** Preventing infestations of pests that could affect health and safety

#### 1.6. The link between occupational health and occupational hygiene and the effect on workplace safety

- Occupational Health - The early identification of conditions, if any, that could present an increased risk of adverse health effects related to a task being performed, including consideration of factors such as the duration of the task, the materials being used, and the potential for exposure.
- Occupational Hygiene - These are measures put in place to anticipate, recognise, evaluate, communicate, and control environmental stressors in, or arising from, the workplace that may result in injury, illness, impairment, or affect the well-being of workers and members of the community.
- The promotion and maintenance of the highest degree of physical, mental, and social well-being of workers in all occupations.

##### Discussion points/Assessment Questions:

- **Definitions and Scope:** How do we define occupational health and occupational hygiene? What are the key differences and overlaps between the two?
- **Interconnected Roles:** How do occupational health and occupational hygiene professionals collaborate to ensure a safe workplace?
- **Preventive Measures:** What preventive measures in occupational hygiene directly impact occupational health outcomes?
- **Case Studies:** Discuss real-life examples where effective occupational hygiene practices have improved occupational health?

#### Effects on Workplace Safety

- **Hazard Identification and Control:** How does identifying and controlling occupational hygiene hazards contribute to overall workplace safety?
- **Health Surveillance:** How does regular health surveillance help in early detection and prevention of work-related illnesses?
- **Risk Assessment:** How do occupational health and hygiene assessments contribute to comprehensive risk management in the workplace?
- **Training and Education:** What role does training in occupational health and hygiene play in enhancing workplace safety?

#### Practical Applications

- **Integrated Safety Programs:** How can we integrate occupational health and hygiene into our existing safety programs?
- **Policy Development:** What policies can we develop to ensure a cohesive approach to occupational health and hygiene?
- **Employee Involvement:** How can we encourage employee participation in occupational health and hygiene initiatives?
- **Continuous Improvement:** What strategies can we implement for continuous improvement in occupational health and hygiene practices?

#### 1.7. Mechanical Safety

Mechanical safety involves ensuring that machinery and equipment are safe to use. Key elements include:

- **Machine Guarding:** Protecting workers from moving parts.
- **Maintenance:** Regular inspection and maintenance of equipment to prevent malfunctions.
- **Training:** Ensuring workers are trained to use machinery safely

##### Discussion points/Assessment Questions:

- **Equipment Maintenance:** How often should machinery and equipment be inspected and maintained?
- **Safety Guards:** What types of safety guards are necessary for different machines?
- **Training:** What training should be provided to employees operating machinery?
- **Incident Reporting:** How should mechanical safety incidents be reported and investigated?

### 1.8. Electrical Safety

Electrical safety focuses on preventing electrical hazards such as shocks, burns, and fires. Important aspects include:

- **Proper Insulation:** Ensuring all electrical wiring and equipment are properly insulated.
- **Grounding:** Using grounding techniques to prevent electrical shock.
- **Lockout Procedures:** Ensuring that electrical equipment are properly shut off and not started up before maintenance or repair work is completed

#### Discussion points/Assessment Questions:

- **Risk Assessment:** How do we conduct risk assessments for electrical hazards?
- **Protective Equipment:** What personal protective equipment (PPE) is required for electrical work?
- **Safety Standards:** What are the key electrical safety standards we need to comply with?
- **Emergency Procedures:** What should be our emergency response procedures for electrical accidents?

### 1.9. The impact of human behaviour on workplace health and safety

These discussion points should help managers and supervisors delve into the significant role human behaviour plays in maintaining a safe workplace.

#### Understanding the impact of human behaviour on workplace safety

- The role of leadership in Safety Management Training
- Overview of concepts in Behavioural Safety Observation Training
- How to build a positive Safety culture
- Explore some of the Human Performance tools for work teams

#### Discussion points/Assessment Questions:

- **Safety Culture:** How does the overall safety culture in our organization influence individual behaviours and attitudes towards safety?
- **Behavioural Safety Programs:** What are the key components of effective behavioural safety programs, and how can they be implemented in our workplace?
- **Human Error:** What are common types of human errors that lead to workplace accidents, and how can we mitigate them?
- **Leadership and Role Models:** How do leadership behaviours and role models impact safety practices among employees?
  
- **Communication:** How does effective communication contribute to safer behaviours in the workplace?
- **Training and Awareness:** What types of training and awareness programs can help improve safety behaviour among employees?
- **Incentives and Recognition:** What incentives and recognition programs can we implement to encourage safe and responsible behaviours?
- **Employee Engagement:** How can we engage leadership and employees in safety initiatives to foster a sense of ownership and accountability?
- **Continuous Improvement:** What continuous improvement processes can we put in place to ensure ongoing commitment to safety responsibility?

### 1.10. Applicable OHS legal requirements

Understand the following concepts:

- Legal Liability
- Burden of Proof
- Statutory Appointments, and the various roles and responsibility
- Cost of accidents
- Keeping up with changing regulations and ensuring compliance

#### Discussion points/Assessment questions:

Discussion points should help learners gain a comprehensive understating of the legal requirements under the OHS Act and how to effectively implement and maintain compliance in the workplace.

- How can managers and supervisors demonstrate knowledge and understanding of the basic principles of the relevant occupational health and safety legislation?
- What do managers and supervisors need to do to show commitment and comply with health and safety legislation and procedures?
- What management controls are required under legislation to achieve compliance?

- What are some of the key documented information and records to be kept and managed under occupational health and safety legislation?
- Explain the legal obligations of the employer in terms of training and communication.
- Which are some key regulations within the occupational health and safety legislation that are applicable to Eskom and how can managers and supervisors ensure compliance to such?
- How can companies apply common law principles pertinent to health and safety in the workplace.

### 1.11. Construction Regulations Requirements

High level understanding of the Construction Regulation with specific reference to the following:

- Operational Management & Design
- Roles and Responsibilities of Client
- Roles and Responsibilities of Contractors
- Roles and responsibilities of the Construction Health and Safety Manager
- Roles and responsibilities of the Construction Health and Safety Officer
- Medical Fitness
- Contractor Safety management and supervision
- Professional registration requirements and process

#### Discussion points/Assessment Questions:

- When is a Construction Work Permit required?
- What are the roles and responsibilities of the different role players in ensuring the achievement of safety during the planning, execution and close out of construction work

### 1.12. Planning & Leadership

Formulation of one or more detailed plans to achieve optimum balance of needs or demands with the available resources, by identifying the goals or objectives to be achieved, formulating strategies to achieve them, arranging, or creating the means required, and implementing, directing, and monitoring all steps in their proper sequence.

Below discussion points should help learners delve into the critical aspects of planning and leadership, fostering a deeper understanding and more effective practices in these areas.

#### Discussion points/Assessment questions:

##### Planning

1. **Strategic Planning:** How do we develop and implement effective strategic plans that align with our organization's goals?
2. **Goal Setting:** What methods can we use to set realistic and achievable goals for our team or department?
3. **Resource Allocation:** How do we ensure optimal allocation of resources (time, budget, personnel) to meet our objectives?
4. **Risk Management:** What strategies can we employ to identify, assess, and mitigate risks in our planning processes?
5. **Monitoring and Evaluation:** How do we monitor progress and evaluate the effectiveness of our plans?
6. **Contingency Planning:** What contingency plans should we have in place to address unexpected challenges or changes?

##### Leadership

1. **Leadership Styles:** What are the different leadership styles, and how do they impact team performance and morale?
2. **Communication:** How can leaders effectively communicate their vision and goals to inspire and motivate their team?
3. **Decision Making:** What decision-making processes can leaders use to make informed and timely decisions?
4. **Team Building:** How can leaders foster a collaborative and supportive team environment?
5. **Conflict Resolution:** What techniques can leaders use to manage and resolve conflicts within their team?
6. **Leadership Development:** How can we identify and develop future leaders within our organization?
7. **Ethical Leadership:** What role does ethics play in leadership, and how can leaders model ethical behaviour?

#### Integrating Planning and Leadership

1. **Vision and Strategy:** How can leaders align their vision with strategic planning to drive organizational success?
2. **Engaging Stakeholders:** How can leaders engage stakeholders in the planning process to ensure buy-in and support?
3. **Adaptive Leadership:** How can leaders adapt their planning and leadership approaches in response to changing circumstances?

4. **Performance Management:** How can leaders use performance management systems to track progress and achieve strategic goals?

### 1.13. Competency, Training & Communication

- Process to Identify, develop and manage the implementation of SHE training requirements.
- Have knowledge of how identify training needs. How to facilitate training, mentorship, and coaching,
- Knowledge of skills transfer methodology.
- How to execute training and develop learning material, how to conduct safety awareness sessions.
- Understand and apply the training management process,
- Understand Professional Registration requirements and processes.
- Understand consultation processes with Health and Safety Representatives

#### Discussion points/Assessment questions

- **Define Core Competencies:** What are the essential skills and knowledge required for the various roles that you supervise?
- **Competency Assessment:** How can we effectively evaluate and measure competencies within our teams?
- **Skill Gaps:** Identifying and addressing skill gaps – what strategies can we use?
- **Training Needs Analysis:** How do we identify the training needs of our team members?
- **Training Methods:** What are the most effective training methods (e.g., workshops, e-learning, on-the-job training)?
- **Training Evaluation:** How can we measure the effectiveness of our training programs?
- **Feedback Mechanisms:** How can we create a culture of open and constructive feedback?

### 1.14. Procurement Systems and Contractor Management

Knowledge of contract law, Knowledge of contract draft and signoff process and procedure, market trends related to required contracts and commercial procedures.

- Contracts Health and Safety Management Training for Tender Committee members
- Contracts Health and Safety Management Training for SHE Practitioners
- Contracts Health and Safety Management Training for Construction Clerk of works, Project Supervisors, Managers, Engineers, Designers and Agents

#### Discussion points/Assessment questions

##### Procurement System

- **Procurement Process:** What are the key steps in our procurement process, and how can we streamline them?
- **Supplier Selection Criteria:** What criteria should we use to select suppliers to ensure safe working practices, quality and reliability?
- **Cost Management:** How can we effectively manage and control procurement costs?
- **Compliance and Risk Management:** How do we ensure compliance with regulations and manage risks in procurement?

##### Contractor Management Requirements

- **Contractor Selection:** What are the essential criteria for selecting contractors?
- **Performance Monitoring:** How can we effectively monitor and evaluate contractor performance?
- **Contract Terms and Conditions:** What key terms and conditions should be included in our contracts to protect our interests?
- **Communication and Coordination:** How can we improve communication and co-ordination with contractors?
- **SHEQ Compliance:** What measures should we take to ensure contractors comply with all applicable health, safety and quality requirements.

### 1.15. Inspections and Asset Management

- Inspections (internal or external) a thorough examination, check, review of a workplace or process to ensure that health and safety systems meet legislative requirements, Process Control Manuals, policies, and procedures.
- Knowledge of how to plan, schedule, conduct safety inspections, compile reports and monitor implementation of preventative and corrective actions, knowledge of applicable OHS legislations, organisational and other requirements.
- Ability to design and review inspection checklist.
- Plan, schedule, conduct safety inspections, compile reports, and monitor the implementation of preventative and corrective actions within area of responsibility and document results.
- Identify and record potential and actual hazards associated with buildings, equipment, safety processes and practices.
- Identify and record any hazards that requires immediate attention whether they are unsafe conditions or unsafe acts, ensure that existing hazard controls are functioning adequately and where appropriate, recommend corrective actions.
- Understand preventive maintenance philosophies and the benefits of housekeeping practices

## Discussion points/Assessment questions

### Understanding Inspections

- **Types of Inspections:** What are the different types of inspections (e.g., routine, compliance, safety) and their purposes?
- **Inspection Procedures:** What are the standard procedures for conducting inspections effectively?
- **Documentation and Reporting:** How should inspection findings be documented and reported?
- **Frequency of Inspections:** How often should inspections be conducted for different types of assets?
- **Training for Inspectors:** What training is necessary for inspectors to ensure thorough and accurate inspections?

### Asset Management

- **Asset Lifecycle Management:** How do we manage assets throughout their lifecycle, from acquisition to disposal?
- **Asset Tracking and Inventory:** What methods and tools can we use to track and inventory our assets?
- **Maintenance Strategies:** What are the best practices for preventive and corrective maintenance of assets?
- **Cost-Benefit Analysis:** How can we perform cost-benefit analyses to make informed decisions about asset management?
- **Risk Management:** How do we identify and mitigate risks associated with asset management?

## 1.16. Personal Protective Equipment (PPE) Management

### Discussion points/Assessment questions

- **PPE Selection Criteria:** What factors should we consider when selecting appropriate PPE for different tasks and environments?
- **PPE Training and Awareness:** How can we ensure that all employees are properly trained in the use and maintenance of PPE?
- **PPE Compliance and Enforcement:** What strategies can we implement to ensure consistent compliance with PPE requirements?
- **PPE Inventory Management:** How can we effectively manage and track our PPE inventory to ensure availability and proper usage?
- **PPE Maintenance and Inspection:** What are the best practices for maintaining and regularly inspecting PPE to ensure it remains effective?
- **PPE Cost Management:** How can we balance cost considerations with the need to provide high-quality PPE?
- **Feedback and Improvement:** How can we gather feedback from employees on PPE and use it to make continuous improvements?
- **Emergency Preparedness:** How does PPE fit into our overall emergency preparedness and response plans?

## 1.17. Incident Non-Conformity, Reporting and Investigation

- To gain a thorough, operational understanding of the principles, practices, procedures, and policies of incident reporting, recording, investigation and correction to be able to facilitate the process of incident management at site level.
- Describe responsibilities for incidents,
- Explain the legislative requirements applicable to the investigation and reporting of incidents,
- Explain when and why to report workplace incidents.
- Systematic approach of managing, reporting, and performing occupational safety investigations and assessments.
- Understanding causes and consequences of incidents
- Understanding incident investigation and Root Cause Analysis requirements
- High level overview of the incident data management system

### Discussion points/Assessment questions

#### Incidents and non-conformities

- **Identifying Non-Conformities:** What are the common types of incidents and non-conformities we encounter, and how can we identify them effectively?
- **Root Cause Analysis:** What methods can we use to determine the root causes of incidents and non-conformities?
- **Preventive Measures:** How can we implement preventive measures to avoid future incidents and non-conformities?
- **Incidents and Non-Conformities Documentation:** What are the best practices for documenting incidents, non-conformities and corrective actions?

#### Reporting

- **Incident Reporting Procedures:** What are the steps for reporting incidents, and how can we ensure they are followed consistently?
- **Timeliness of Reporting:** How can we improve the timeliness of incident reporting to ensure prompt action?

## Investigation

- **Investigation Protocols:** What protocols should we follow when investigating incidents?
- **Investigation Teams:** Who should be involved in the investigation process, and what roles should they play?
- **Data Collection and Analysis:** What methods should we use to collect and analyse data during an investigation?
- **Corrective Actions:** How do we determine and implement effective corrective actions based on investigation findings?
- **Communication of Findings:** How should we communicate investigation findings to relevant stakeholders?

### 1.18. Emergency Preparedness

Ensuring adherence to preventative measures, being prepared to effectively mitigate the impact of a catastrophic event in order to minimize casualties, injuries, and property damage. Additionally, being able to offer rescue, aid, and assistance in the recovery phase, and possessing the capacity and resources to maintain critical operations without becoming overburdened by increased demand.

#### Discussion points/Assessment questions

##### Emergency Preparedness

- **Risk Assessment:** What are the potential emergencies we need to prepare for, and how can we assess the risks associated with them?
- **Emergency Response Plans:** What should be included in our emergency response plans, and how can we ensure they are comprehensive and effective?
- **Roles and Responsibilities:** Who are the key personnel involved in emergency response, and what are their specific roles and responsibilities?
- **Communication Strategies:** How can we ensure effective communication during an emergency, both internally and externally?
- **Training and Drills:** What types of training and drills should we conduct to prepare our team for emergencies?
- **Resource Management:** What resources (e.g., equipment, supplies) do we need to have on hand for emergency situations, and how can we manage them effectively?
- **Evacuation Procedures:** What are our evacuation procedures, and how can we ensure everyone knows and follows them?
- **Coordination with External Agencies:** How can we coordinate with external agencies (e.g., fire department, medical services) during an emergency?
- **Post-Emergency Recovery:** What steps should we take to recover and resume normal operations after an emergency?
- **Continuous Improvement:** How can we continuously improve our emergency preparedness plans based on lessons learned from drills and actual incidents?

### 1.19. Quality Management

To teach Managers and Supervisors how to monitor product/service quality, prevent defects, and implement corrective actions. To emphasize the need for continuous improvement within the organization's processes, products, and services.

#### Reference document to be incorporated and referred to when customising the material to be Eskom Specific:

ISO 9001:2015 Standard Requirements

ISO 19011:2018 Guideline for auditing management systems

#### Discussion points and Assessment questions

At the end of this topic, the learners should be able to:

- Identify and correct nonconformities and take action(s);
- Investigate nonconformities, determine their root causes and take action in order to avoid their recurrence;
- Evaluate the need for action(s) to prevent nonconformities and implementing appropriate actions designed to avoid their occurrence;
- Record and communicate the results of corrective action(s) and preventive action(s) taken;
- Review the effectiveness of corrective action(s) and preventive action(s) taken;
- Understand the Corrective Action process which is designed to detect non-conformances and provide corrective action to prevent the occurrence of undesired events;
- Understand that a preventive action is change implemented to address a weakness in a management system that is not yet responsible for causing non-conformances;
- Integrate quality management into the operations;
- Verify that inspections are executed with sufficient up-to-date information;
- Ensure quality control activities are carried out on the operations as required;
- Ensure Inspection and Test / Quality control plan are fully implemented;
- Ensure calibration is carried out and instruments used are calibrated and traceable to national/ international standards.
- Ensure that the Control of records intended to demonstrate conformance to specified requirements are filed and kept appropriately.

- Conduct management review to assess the management system status.
- Gain a high-level overview of the Eskom SAP Quality Issue Management (QIM)

### 1.1. Explain Measurement and Monitoring

- **Key Performance Indicators (KPIs):** What KPIs should we use to measure our performance, and how do we select them?
- **Data Collection Methods:** What methods and tools can we use to collect accurate and reliable data?
- **Real-Time Monitoring:** How can we implement real-time monitoring systems to track performance continuously?
- **Data Analysis:** What techniques should we use to analyse the data we collect, and how can we interpret the results effectively?
- **Reporting:** How should we report our measurement and monitoring results to stakeholders?

### 1.2. Explain Auditing

- **Audit Types:** What are the different types of audits (e.g., internal, external, compliance) and their purposes?
- **Audit Planning:** How do we plan and prepare for audits to ensure they are thorough and effective?
- **Audit Execution:** What are the best practices for conducting audits, including data collection and interviews?
- **Audit Findings:** How should we document and communicate audit findings to relevant parties?
- **Follow-Up Actions:** What steps should we take to address audit findings and ensure continuous improvement?

### 1.3. Explain Corrective and Preventive Systems

- **Identifying Issues:** How do we identify issues that require corrective or preventive actions?
- **Root Cause Analysis:** What methods can we use to determine the root causes of identified issues?
- **Developing Action Plans:** How do we develop effective corrective and preventive action plans?
- **Implementation:** What strategies can we use to implement corrective and preventive actions successfully?
- **Monitoring Effectiveness:** How do we monitor and evaluate the effectiveness of our corrective and preventive actions?
- **Continuous Improvement:** How can we integrate corrective and preventive actions into our continuous improvement processes?

**There will be continuous assessments through discussions, quizzes, and practical exercises and final Summative assessment at the end of each topic**