

SUPERVISION RECORD GUIDANCE

This Record and associated guidance is intended to provide for a consistent approach by Principal Duty Holders (PDH) and Qualified Supervisors (QS) to ensure the adequate supervision of Electrical work undertaken by their business and should be read in conjunction with the NICEIC & ELECSA PDH and QS Guide to Roles and responsibilities. The supervision records will be reviewed during the surveillance visits undertaken by NICEIC and ELECSA assessors.

The PDH is responsible for ensuring that there are systems in place where all Electrical work undertaken is carried out by competent persons and for ensuring employees (which may include temporary, agency, self-employed and/or subcontracted labour) are adequately and appropriately advised or supervised to ensure, so far as is reasonably practicable, the health and safety of their employees and customer.

The QS is responsible for the quality and compliance of the day to day work of the business and it should be noted that this responsibility may affect the amount of time the QS is engaged directly in electrical work. The importance of the role of the QS and the adequacy of the supervision in the overall process of ensuring that the electrical installation work is compliant can, in some instances, be disregarded through worker ignorance and/or ineptitude regarding the knowledge, attitude, skills and time required to do the job.

The level of supervision necessary for electrical installation work undertaken by the business will be determined by the level of competence of each operative regarding the risks involved in the work they are being instructed to undertake.

What is Supervision?

It is important for all staff to have supervision, whatever their job role. This helps people to understand what is expected of them and to talk about how they are doing and any problems they face. It also gives people the chance to talk through any topics related to their area of work so that they can continue to learn and keep up-to-date.

Supervision is also important as a way of making sure that staff are working competently using good, safe practice and this helps to provide a quality service and assists with ensuring safety.

How often should it happen?

The minimum standard will vary between business and staff, for some this will only be in the form of management supervision, for others it may be a combination of this and on-site supervision on a regular basis. It includes appraisal and development reviews, and all supervision activity must be formally recorded, and that could be achieved using this record.

How can supervision be carried out?

There are different ways that supervision might take place, here are some different ways that supervision may take place:

- One to One Supervision: a private meeting between the supervisor and individual, which could be for management or technical discussions.
- Team meetings: if these events are being counted as supervision, they need to be recorded as such.
- Group Supervision: This may be used for on-site supervision.
- Operational supervision: where the work is allocated to a person, and is reviewed to assess progress, identify any issues, difficulties and good practice and the like.
- Appraisal meetings: this may be a formal annual review of performance and development by a line manager, nominated deputy or senior colleague and will take place at least annually for all staff. Whilst it is a form of managerial supervision the frequency does not always constitute adequate supervision.
- One to one peer supervision: people in similar roles at the same level supporting each other professionally.
- Opportunistic supervision: usually short unplanned meetings about specific technical issues and other learning opportunities that are useful to both manager and member of staff.