

StayLive Work Authority Recipient: Provisional

Guide for WA Recipients (Provisional) and Employers

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Guide Purpose

This guide supports provisional **Work Authority (WA) Recipients** and their **employers** as they progress from *Work Ready* (Provisional) to *Work Capable* (Certified) certification.

It provides practical direction on how to apply learning from the WA Recipient eLearning module in real-world work situations, and explains the role of employers in providing general supervision and validation of practice as part of meeting PCBU obligations.

The guide has three main aims:

1. **Set the scene** - clarify how the Provisional period fits within the StayLive competency framework and what is expected of both Recipients and Employers.
2. **Support effective on-the-job learning** – offer examples and self-reflection prompts to help Recipients build capability safely and confidently.
3. **Promote consistency and shared standards** – so that everyone working under the StayLive Work Control Procedures (WCPs) experiences the same quality pathway to certification.

Who the Guide is for

- **Provisional WA Recipients** – individuals who have completed the eLearning module and are now applying their learning under general supervision.
- **Employers** of provisional WA Recipients – having a duty to provide information, supervision, training and instruction ensure that suitable general supervision is provided in the workplace and confirm that their employee meets the requirements for the StayLive WA Recipient Certified (work capable) status.

How to use the Guide

The WA Recipient Provisional to Work Capable process is a collaborative effort between the provisional Recipient, Issuers, and other experienced support staff. This collaboration ensures the process remains manageable and fair, while delivering an authentic, valid experience that produces reliable outcomes.

This guide is your reference to industry-agreed best practice relevant to the WA Recipient certification and references both StayLive specific and general learning concepts.

For best results, use in conjunction with:

- StayLive Work Control Procedure: Work Authority
- SM-EI
- StayLive Training & Competency Guideline

Together, these resources ensure a supported, consistent, and capability-focused pathway from Provisional to Certified WA Recipient.

Context

StayLive and the Work Control Procedures

The **Work Control Procedures** (WCPs) working group's mandate is to set out requirements for applying SM-EI and WCPs to generating plant and facilities to ensure consistent interpretation and practical compliance across the NZ generation sector. The group has representation from the following: Meridian, Genesis, Contact, Manawa, Nova, Mercury & Pioneer.

The main purpose of the StayLive Work Control Procedures is as our primary system for safe access to work on plant and equipment.

- They cover WorkSafe legislative requirements.
- Are aligned to the SM-EI Safety Rules for Generation, Transmission and Distribution.

The WCPs:

- Provide guidance where it doesn't exist or is not to the required standard.
- Support a risk-based approach to safe plant access.
- Are structured to aid understanding & application for newbie to experienced practitioners.
- Prescribe common practices, transferable across WCP member companies.

StayLive and the WCP working group have agreed to an industry-wide solution to WCP competency, developing a strategic approach to WCPs competency to a defined standard ensuring consistent application from Work Party Member through to Permit Issuer. **By doing the following, we endeavour to keep people and plant safe - meeting PCBU obligations, adding value, and keeping provision efficient.** Ensuring:

- **Managed risk** for people and plant safety.
- It's **learner-paced**, allowing individuals to confirm their understanding and revisit any areas of uncertainty.
- It **fits into the workflow** as much as possible.
- Everyone is clear about the level of training provided.
- Competency is **transferrable** and workable for internal and external resource.

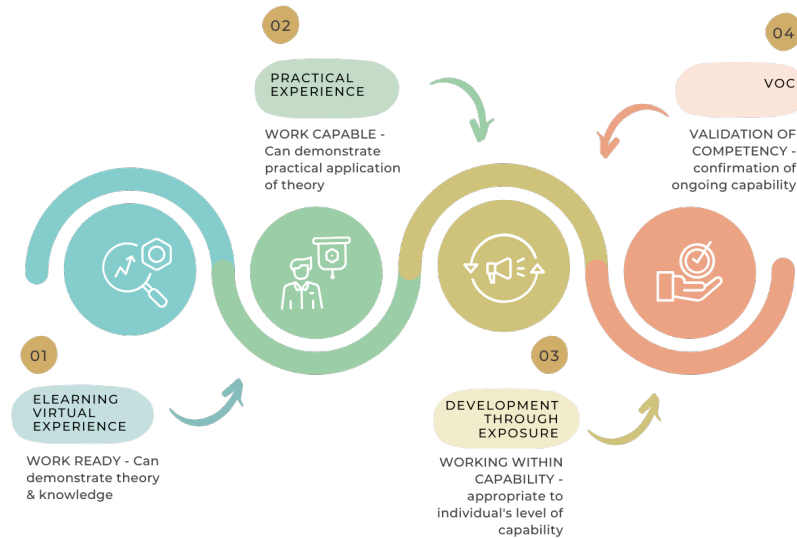
StayLive Work Ready / Work Capable

The StayLive WCP competency pathways are aligned to the StayLive Training & Competency Guideline¹ and reflect the Work Ready / Work Capable format.

Work Ready - Can demonstrate theory and knowledge

¹ StayLive Training & Competency Guideline available on the StayLive website

Work Capable - Can demonstrate **practical application** of theory



Achieving StayLive WA Recipient Certification

StayLive WCP certification pathways have been designed as a straightforward, consistent way to get up to speed and stay on track with the work control system and procedures, from Work Party Member to Permit Issuer.

Work Ready: eLearning Module: Work Authority Recipient

The StayLive WA Recipient eLearning module is made up of introductory concepts delivered via scenario-based experiences and is the next best thing to on-the-job exposure.

Work Capable: Provisional coaching on-the-Job

We know from experience that people build on their formal learning once they are on site working alongside experienced staff, such as local operators. This is the foundation of the Work Capable / Provisional approach for the StayLive WA Recipient certification, ensuring that learning continues through real-world practice and guidance under general supervision.

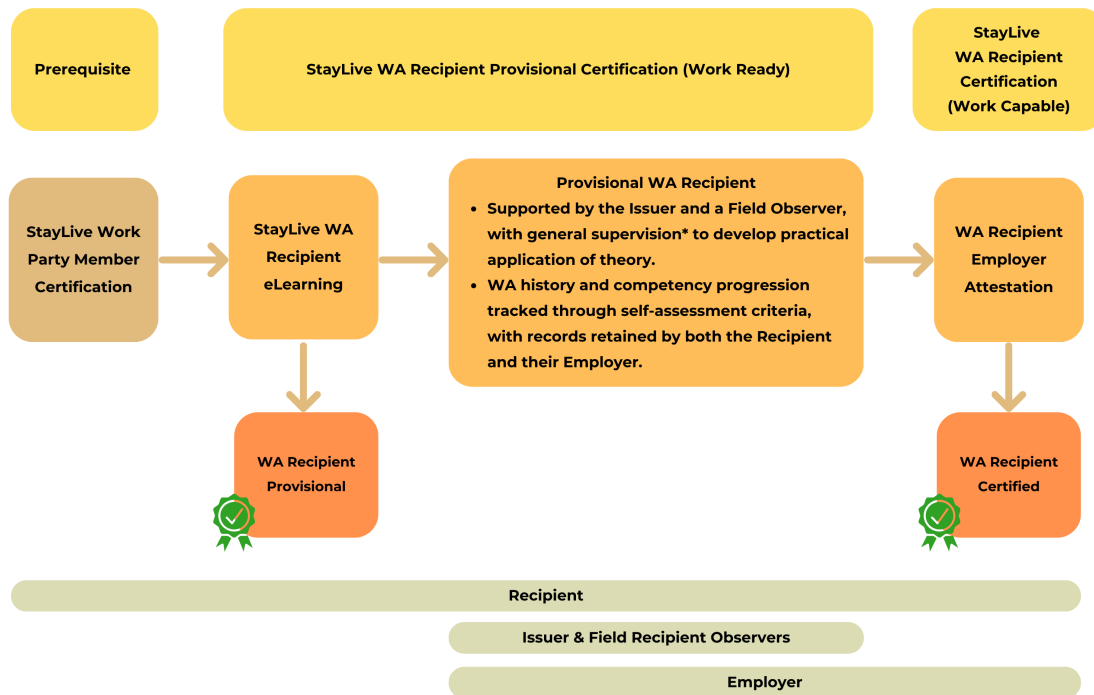
'I found talking with the operators on the station more intuitive than the training because they can explain in relation to my role and made it easier.' StayLive WCP Competency *Deep Dive* survey

WA Recipient Provisional to Work Capable

The Provisional period serves as a support phase for applying the eLearning concepts in real-world practice.

After completing the eLearning, the individual may perform the role of WA Recipient under general supervision and close guidance of the Issuer and other experienced Recipients in the field.

Newbie Work Authority (WA) Recipient Process

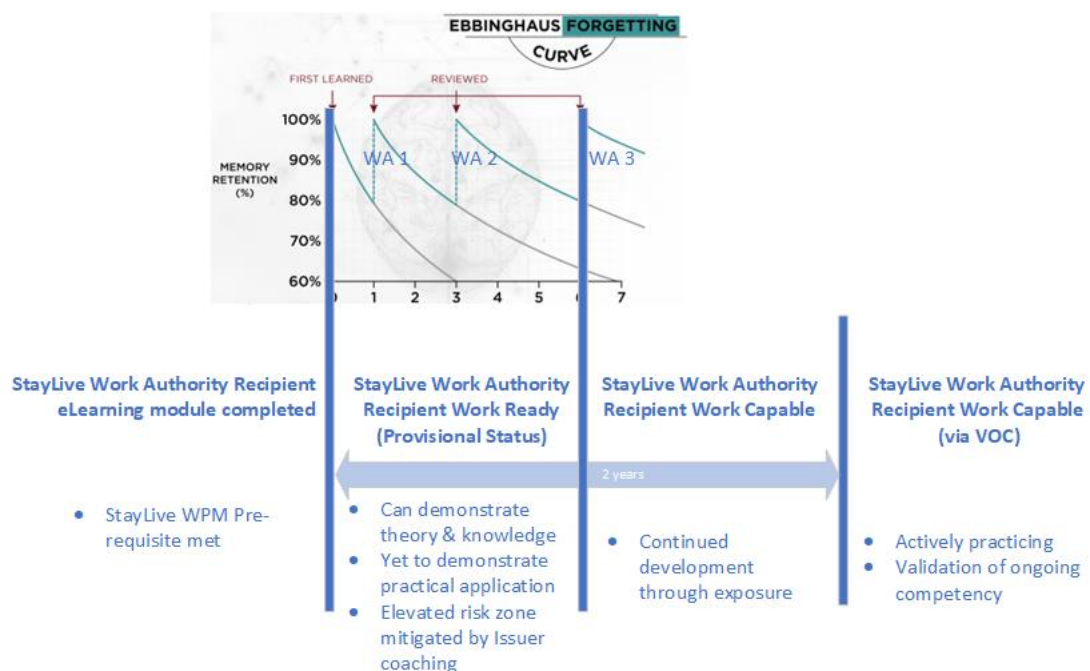


*EEA Guide to Supervision for Health & Safety

General supervision: Where the Work Party or Worker being supervised is under such control and direction to the extent necessary to ensure the work is carried out competently and while the work is being undertaken, all appropriate health and safety requirements are being implemented.

Provisional status is clearly communicated to the Issuer and remains in effect until they have successfully completed the responsibilities of a Recipient for at least three different Work Authorities within a twenty-four-month period.

This process reinforces and formalises practices already proven effective in the field.



This process builds on what already works well in the field by:

- Adapting to individual learning needs.
- Integrating seamlessly into existing workflows and processes.
- Supporting just-in-time learning for specific tasks — improving both efficiency and outcomes.
- Acknowledging that Issuers are well placed to identify Recipients who may need additional support or guidance.
- Strengthening the capability of Issuers as well as Recipients — we learn through teaching.

Supporting people to carry out their job as they need it results in the highest possible level of performance. The urge to learn is strongest when you are confronted with a problem to solve!



Performance support is most relevant when we put something into practice but are uncertain how, when a problem arises, or something goes wrong or when something changes within an organisation, e.g. new operating procedures or a new IT system.

Roles and Responsibilities

WA Recipient Provisional

- Take ownership of your learning journey – **review your Self-Evaluation regularly** and seek feedback from experienced Recipients, supervisors and Issuers.
- Keep a copy of the StayLive Work Authority Procedure handy as a reference guide.
- Apply the Work Authority process carefully and ask questions whenever unsure.
- **Record examples of work** carried out under supervision **using the WA Tracker** – these support your future validation.
- Demonstrate safe behaviours, clear communication, and an understanding of your responsibilities as Work Party Supervisor.
- Provide advance notice to Issuers of pending provisional Work Authority activities to allow additional time for coaching and feedback.

Employer

- Where possible, give future WA Recipients early exposure to the system and the Recipient function as part of a work party before stepping fully into the role.
- **Ensure general supervision is in place** whenever a provisional Recipient performs the WA Recipient role. In practice, this works best when a member of the work party can fulfil this role.
- **Nominate or coordinate** with the asset owner to ensure experienced staff are available to **provide day-to-day guidance**
- **Review and endorse** the individual's progress at appropriate intervals (e.g., using the Employer Attestation Form).
- **Encourage reflection** and constructive discussion after each Work Authority.

Issuer / Experienced Field Recipient

- Provide coaching and feedback as part of normal issuing or field interaction.
- Adjust the level of guidance according to the Recipient's experience and confidence.
- Support the employer by raising any concerns or confirming readiness for certification.

General Supervision

General supervision must ensure that the provisional Recipient is under appropriate control and direction to confirm the work is carried out competently and that all health and safety requirements are implemented while the work is underway. It is the employer's responsibility to ensure that general supervision is provided

Purpose of the Provisional Period

The Provisional period provides a structured opportunity for the Recipient to consolidate and apply their learning in real work situations, supported and guided by experienced Issuers and Recipients.

How Concerns about Recipient Competency will be Managed: Opportunity to Revoke Certification if ‘Not Yet Competent (NYC)’

At any time, where an Issuer is concerned that the certified individual does not meet the standard required to carry out their Recipient role, they shall follow the following process:

- **Do not issue** the WA to the individual in question.
- **Arrange for an alternative Recipient** to carry out the role for this WA.
- **Communicate your concerns clearly**, using specific evidence and examples, and recommend ongoing development.
- **Report the issue** to the individual’s direct manager for further review.

Appeals Process

If an individual is refused a sign-on to a WA and disagrees with the decision, they have the right to dispute it. In such cases, they may request further assessment or evaluation.

All disputes regarding sign-on refusal will be subject to review by the site owner.

WA Recipient Provisional Summary

The StayLive WA Recipient Provisional / Work Capable process was developed by technical experts from across the industry and endorsed by your peers and senior management. It represents what's expected of a competent WA Recipient in real-world practice.

Use your **WA Recipient Self-Evaluation** to reflect on your current capability and identify areas for growth.

Before taking on the responsibilities of Work Authority Recipient Provisional, make sure you understand what's expected of you, feel ready to apply your learning, and have everything you need to carry out the role safely and effectively.

Stay focused on the performance objectives, take notes on what you learn, and seek or accept constructive feedback to keep building your capability.

You are developing the skills and confidence needed to become a capable WA Recipient Certified — and support is always available if you need guidance along the way.

Learning on the Job

Making the Most of Your Provisional Period

The Provisional period is your opportunity to gain real-world experience while developing confidence carrying out the Work Authority (WA) responsibilities and applying the WA process.

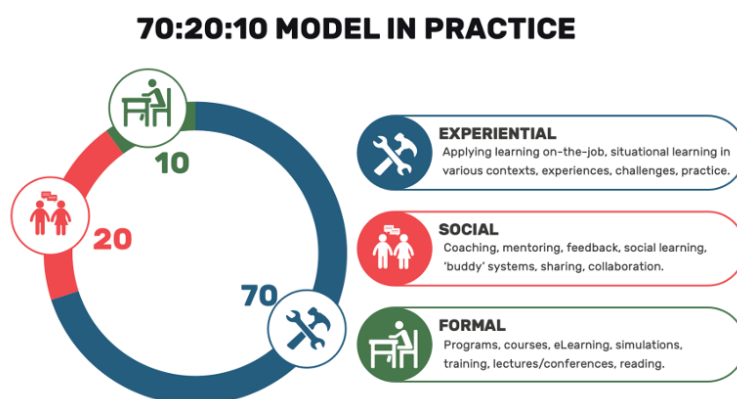
To get the most out of this time:

- Treat every WA as a learning experience — **reflect on what went well and what you could do better next time.**
- **Ask questions** — about plant, systems, and why things are done a certain way.
- Use your **Self-Evaluation and WA Tracker** form to track progress and identify areas for further support.
- **Seek feedback** from Issuers, experienced Recipients, and your employer after each job.
- **Keep records** of Work Authorities completed under supervision to support validation later.

A Coaching Approach

StayLive recognises that using a coaching approach to develop Work Capable individuals builds clarity, purpose, and open communication. It helps people understand what they are doing and why it matters, while encouraging active questioning and listening.

Applying a coaching mindset during work control or general supervision turns everyday tasks into valuable learning opportunities, reinforcing safety and good practice in real time. This reflects the 70:20:10 model of learning.



According to the 70:20:10 model of learning, effective learning and development occurs through a combination of:

- 70% experiential learning on the job
- 20% social learning through being coached, mentored, sharing and collaboration
- 10% formal learning such as classroom events or courses

Professional Discussion and Feedback

The best learning happens through conversation and observation.

Your Issuer or field supervisor may ask you prompting questions about the WA process or specific steps.

This is not a test — it is a chance to show how you think and to learn from their experience.

When receiving feedback:

- Listen with an open mind and ask for examples.
- Note any gaps in understanding and follow up before your next WA.
- Recognise what you're already doing well — confidence comes from practice and positive reinforcement.

Self-Evaluation and Reflection

After each WA cycle, take a moment to reflect:

Reflection Prompt	Purpose
Which steps of the WA process felt most confident?	Identify your strengths and build on them.
Which steps were less clear or needed help from others?	Plan targeted practice next time.
Did I fully understand the RASMs?	Reinforce risk awareness and accuracy.
Did I communicate effectively with my work party and Issuer?	Strengthen leadership and clarity.
What will I do differently next time?	Create a cycle of continuous improvement.

Employers can use these same prompts to discuss progress and support ongoing development.

When Ready to Progress to Certified WA Recipient

A WA Recipient Provisional may be recommended for WA Recipient Certified once they have:

- Successfully performed the Recipient role for at least three Work Authorities within 24 months.
- Demonstrated consistent safe practice and understanding of the WA and WCP system.
- Received positive endorsement from their employer and supporting Issuers.
- Completed any required follow-up learning identified through Self-Evaluation.

Employers complete the Employer Attestation and submit the confirmation through the StayLive validation process to finalise certification.

Continuous Improvement and Learning Culture

It's important to note, that the process of Provisional coaching is identifying opportunity for improvement and filling of any competency gaps during the WA cycle.

Developing capability is an ongoing process.

StayLive encourages everyone to use each job as a chance to share knowledge and refine practice.

Good practice for Recipients:

- Stay curious — ask why and understand the reason behind each step.
- Seek feedback often — not just at the end of a job.
- Reflect — use your Self-Evaluation / WA Tracker to capture learnings and set goals.

Good practice for Employers:

- Encourage open discussion with the Recipient and anyone carrying out general supervision on your behalf.
- Celebrate progress and share success stories across teams.
- Keep records current and support ongoing competency renewals / VoC.

Definitions

Appeal: A process which allows a person who has been refused sign on to dispute a decision and to have an opportunity for further assessment / evaluation. Disputes over these decisions shall be subject to site owner review.

Assessment: The process of collecting evidence about competency and making judgement about whether or not competency has been achieved and if further learning is required.

Coach: A person recognised as being competent in terms of this guide, who carries out coaching to support individual development. They will be competent in the subject area being coached or work with a subject expert.

Certification: Shows that an individual has reached a certain level of technical proficiency which often allows them to carry out a designated task.

Competency: The ability to perform to a level as specified by a standard. It is the demonstration of skill, knowledge and behaviours and their application and incorporates in addition to task skill and knowledge, task management skills (managing a range of tasks within a job), contingency management skills (dealing with changes and problems) and work environment skills (dealing with responsibilities and expectations).

Current competency: Competencies need to be reviewed through assessment to ensure that the person is competent in terms of the most recent standards. It is possible that people having been competent in the past or with a different employer may need further training and practice to demonstrate competency.

Evaluation: A step-by-step process of measuring and observing, governed by specific criteria resulting in a final decision / result.

Evidence: Information gathered through the use of a variety of assessment tools which will provide proof from which the assessor can make a judgement about competency. In most assessments evidence is gathered from more than one source, in more than one situation and can have many forms. Direct evidence is observation of performance often in the field, indirect evidence can include evaluation of simulations or skills tests, questioning or reports from others.

Field Staff / Field Recipient: Additional personnel beyond the Issuer, such as maintainers, operators, OMs, PTs, or GCs, and who are role-appropriate for providing coaching to the WA Recipient in the field. Most commonly experienced Recipients.

General Supervision: The EEA definition of General Supervision is: 'Where the Work Party or Worker being supervised is **under such control and direction to the extent necessary** to ensure the work is carried out competently and while the work is being undertaken, all appropriate health and safety requirements are being implemented.'

Note: It is the employer's responsibility to ensure general supervision is provided. This works best when a member of the work party can provide it.

Performance objective: Represents the application of specific skills, knowledge and abilities in the workplace and specifies the required level of performance and set outcomes by which competency can be established.

Self-evaluation: A process that enables an individual to assess their own performance against predefined criteria.

Validation of Competency (VoC): Acknowledges a candidate's continuous practice and provides an opportunity to review performance objectives, ensuring their competency is verified.

Provisional – Practical Steps

During the Provisional period, you will:

- Put theory into practice on actual work sites;
- Receive guidance from Issuers or experienced Recipients; and
- Reflect on each experience to identify strengths and areas to improve.

Employers ensure general supervision is provided and keep records of experience and feedback to support the transition to certification.

The WA Recipient Provisional to Certified journey comprises:

1. **Recipient Self-Evaluation** – following the WA Recipient eLearning
2. **On-Job coaching** from an Issuer / field staff - when the Recipient signs on to and during WA life cycle under general supervision.
3. **Employer Attestation** – completed by the employer and submitted to the appropriate asset owner to record completion.

Recipient Self Evaluation Rating

The rating provides the Recipient with an initial idea as to what they may require additional support and guidance on during the WA cycle from the Issuer and field staff as well as giving them time to reflect on their capability. It will prepare them for the WA Recipient process and give you an idea as to where the Recipient perceives themselves to be.

The rating reflects the Recipient's confidence to carry out the performance objective.

1 = I'm not very confident

2 = I'm mostly confident

3 = I'm confident to do this

Further Reference

Latest StayLive WCPs: <https://www.staylive.nz/Site/staylive/Working-Groups/current-working-groups/work-control-procedures.aspx>

*StayLive Training & Competency Guideline:

<https://www.staylive.nz/Site/staylive/guidelines/training-and-competency/>