BSBWHS405
Contribute to
Implementing & maintaining
WHS management systems

Student Study Guide
Acoustar and Noise Measurement Services Pty Ltd is a registered training organization (RTO Registration Identifier 41013) under the Australian Skills Quality Authority (ASQA) providing BSB41415 Certificate IV Work Health and Safety qualification and MSS11 Sustainability Training Package (noise and noise management) units of competency.

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WELCOME!

The Acoustar course content is designed to be easy to understand. We provide practical work with theory to give a rounded understanding of a particular topic. Your trainers are practical people who work in industry and show you how to promote best practice in the workplace and avoid pitfalls in legislation, codes of practice and workplace guidelines.

Our projects relate to your work, and we guide you through each assignment so the key issues become clear and can be used in your workplace. Our study guides allow an easy progression from identifying basic issues to assessing complex solutions.

STUDY GUIDE

Your study guide has been carefully developed and customised for this unit of competency. Read and research the following information carefully. It is important not to limit your research to the sources provided.

Course Learning Guides
Acoustar BSBWHS405 Study Guide

Course required reading (available from Acoustar library in pdf format)


Course recommended reading (available from Acoustar library in pdf format)
Western Australia WorkSafe ‘Safetyline Institute’ BSBWHS409A ‘Assist with workplace monitoring processes’ background reading materials (provided under licence)

- General Duty of Care – Part 1
- General Duty of Care – part 2
- General WHS Information Sources
Reading (available on loan from the Acoustar Library)

*Managing Occupational Health and Safety, A Multidisciplinary Approach*
  - Chapter 6 Case study: working hours and health; page 277
  - Chapter 9 Worker communication and involvement in occupational health and safety; page 469
  - Chapter 10 Approaches to managing occupational health and safety; page 516

Program recommended reading - WHS (not included)

- Association of Canadian Search, Employment and staffing services (ACSESS) 2009, *health and safety management system review form*
- Comcare 2012, *the management of work health and safety in the commonwealth jurisdiction*
- ComLaw, *Work health and safety Act 2011*
- Health and safety executive 2001, *a guide to managing health and safety performance*
- NSW business chamber 2012, *model WHS regulations*
- Office of government commerce 2006, *successful delivery pocketbook*
- Office of the Australian safety and compensation council (ASCC) 2055(a), *guidance for small business on the use of positive performance indicators*
- Office of the Australian safety and compensation council (ASCC) 2055(a), *guidance on the use of positive performance indicators*
- Safe work Australia 2012, *guide for major hazard facilities: safety management systems*
- Safe work Australia, *legislative fact sheet series: consultation obligations*
- Safe work Australia, *legislative fact sheet series: health and safety committees*
- Safe work Australia, *legislative fact sheet series: health and safety representatives*
- Safe work Australia, *work health and safety consultation, co-operation and co-ordination code of practice*
- Safe work SA 2006, *workplace health and safety handbook*

Websites:

- [www.comcare.gov.au](http://www.comcare.gov.au) – Commonwealth workplace safety, rehabilitation and compensation Regulator
STUDYING

Your Study materials consist of a set of documents:

- This Study Guide
- The set texts
- The assessment tasks; and
- A face-to-face tutorial program

The training program is arranged over a tutorial program and assessment tasks to be completed. A trainer-assessor will be assigned to you to help you through the program. The program is weighted towards practical work. Theory and background readings will be made available.

The assessment tasks are in three groups:

- Learning the **knowledge** underpinning the real-world building, environmental and workplace acoustics and noise control. The assessment tasks will be discussed briefly in the tutorials and are completed at home.

- **Case scenarios** dealing with real-world situations.

- **Practical** assessments that are the heart of the training program. These are done at home.

The unit is based on a minimum of 40 hours tutorial and at-home / work related activity for a person without prior knowledge. A person with prior knowledge may complete the unit in less time.

There are strict rules governing study and factual evidence of your work. Please read your assessment questions carefully.

The next section presents summary information to the content and structure of the unit:

- Work Health and Safety Action Plan
- OH&S Management System Checklist (AS4801:2001)
## Work Health and Safety Action Plan

<table>
<thead>
<tr>
<th>Safety Issue or Hazard</th>
<th>Action Required</th>
<th>Person Responsible</th>
<th>Date of Action to be Completed</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHS Policy</td>
<td>Develop a written WHS policy (in consultation with employees) that states the organisation’s commitment to WHS and outlines specific WHS responsibilities for managers and employees. Review and update regularly. (check date)</td>
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<td></td>
<td>Communicate policy to all employees, contractors and clients.</td>
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<tr>
<td>Consultation</td>
<td>WHS is a standing agenda item at board meetings, management meetings and team meetings.</td>
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<td></td>
<td>Develop and implement sources of information for staff—notice boards, newsletters.</td>
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<td></td>
<td>Determine if Health and Safety Committees and workgroups are required, elect HSR if requested, Arrange for HSR training within 2 months of request</td>
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<td></td>
<td>Develop an issues resolution procedure, train staff.</td>
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<tr>
<td>Induction</td>
<td>Develop induction process and checklist. Ensure coverage of permanent staff, casual staff, school experience student’s contractors and (don’t forget the sausage sizzle volunteers)</td>
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<tr>
<td>Training</td>
<td>Identify safety training needs (TNA) and develop a detailed training plan.</td>
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<td></td>
<td>Train supervisors/managers and workers.</td>
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<tr>
<td>Hazard/ incident/ accident reporting</td>
<td>Develop procedure for proactive WHS hazard reporting.</td>
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<td></td>
<td>Train all staff in procedure and encourage participation</td>
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<td></td>
<td>Develop procedure and supporting documentation for near miss/</td>
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<tr>
<td><strong>Incident Reporting</strong></td>
<td>Develop a procedure (in consultation with employees) for notifying Workplace Health and Safety Queensland (WHSQ) following a serious incident.</td>
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<tr>
<td><strong>Manual Handling</strong></td>
<td>Identify and list any tasks considered to involve manual handling based on Code of Practice – Manual Handling.</td>
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<tr>
<td></td>
<td>Assess and develop controls.</td>
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<tr>
<td><strong>Slips, Trips &amp; Falls</strong></td>
<td>Undertake regular workplace inspections to identify any slip/ trip/ fall hazards, and implement controls. Develop Risk analysis procedures for this.</td>
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<tr>
<td><strong>Hazardous Substances</strong></td>
<td>Develop a Register of all chemicals stored on premise. The register can form the index to the Safety Data Sheet (SDS) file.</td>
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<td>Obtain and review SDSs to assess safe use.</td>
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<td>Using the information provided on the SDSs, train staff in the safe use of chemicals used.</td>
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<td></td>
<td>Provide, and train staff in the use of, required Personal Protective Equipment.</td>
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<td></td>
<td>Complete a workplace inspection and ensure that all chemicals are adequately labelled, in appropriate containers and stored appropriately.</td>
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<td></td>
<td>Develop appropriate handling and disposal methods for sharps. Train staff.</td>
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<tr>
<td>Workplace Bullying</td>
<td>Develop and communicate a ‘no bullying’ policy.</td>
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<td></td>
<td>Develop and communicate procedures for reporting and investigating and resolving incidents of workplace bullying.</td>
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<td>Develop and communicate a conflict management process.</td>
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<td></td>
<td>Provide training for those in supervisory roles.</td>
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<tr>
<td>Occupational Violence</td>
<td>Identify and list situations/environments where there is the potential for occupational violence to occur. Develop a risk register for this</td>
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<td></td>
<td>Implement controls and monitor effectiveness.</td>
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<td>Train workers in the prevention of aggression and violence</td>
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<tr>
<td>Off-site workers</td>
<td>Ensure that procedures for hazards below, control WHS risks for off-site workers:</td>
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<tr>
<td></td>
<td>- Hazardous substances</td>
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<td></td>
<td>- Manual handling</td>
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<td></td>
<td>- Workplace layout and housekeeping</td>
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<td></td>
<td>- Occupational violence</td>
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<td>- Biological hazards</td>
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<td>- Electrical hazards</td>
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<td>- Emergency evacuation</td>
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<td>- Emergency communication</td>
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<td></td>
<td>- First aid</td>
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<td></td>
<td>- Supervision</td>
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<tr>
<td>Office/computer workstations</td>
<td>Provide appropriate equipment, set up workstations and train staff.</td>
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<tr>
<td>Electrical Safety</td>
<td>Undertake regular workplace inspections to identify any electrical equipment (plugs, sockets, switches, cords, leads appliances, power tools, power boards and extension leads).</td>
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<td></td>
<td>Maintain electrical equipment in line with Australian Standard 3760-2000. (Test and Tag)</td>
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<tr>
<td>Student Study Guide BSBWHS405 Contribute to WHS Management Systems</td>
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<td>---------------------------------------------------------------</td>
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<tr>
<td><strong>First Aid</strong></td>
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<tr>
<td>Develop and communicate a procedure for the immediate withdrawal of any faulty items, and repair if appropriate.</td>
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<tr>
<td>Determine the first aid needs of your workplace.</td>
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<tr>
<td>Train first aiders.</td>
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<td>Put together first aid kits and establish a protocol to check and replenish them regularly.</td>
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<td>Develop first aid procedures and communicate to all staff.</td>
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<tr>
<td><strong>Contractor management</strong></td>
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<tr>
<td>Develop procedures for the management of contractors – including cleaners, electricians, equipment service personnel – that covers WHS requirements.</td>
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<tr>
<td><strong>Purchasing equipment</strong></td>
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<tr>
<td>Develop and implement a procedure for considering WHS issues prior to the purchase of any plant or equipment including fixtures and fittings.</td>
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<tr>
<td><strong>Emergency preparedness</strong></td>
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<td>Develop emergency response procedures. Include robbery bomb threat and loss of utilities</td>
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<tr>
<td>Train staff.</td>
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</table>
### OH&S MANAGEMENT SYSTEM CHECKLIST - AS 4801:2001

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<tr>
<th>Item No.</th>
<th>ISO Ref</th>
<th>Standard Requirements</th>
<th>Status A,N,A,N/A</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td></td>
<td>4.1 General Requirements</td>
<td>Has the organisation an established and maintained OHSMS</td>
<td></td>
</tr>
<tr>
<td>4.2</td>
<td></td>
<td><strong>OHS policy</strong></td>
<td></td>
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</tr>
<tr>
<td>1.</td>
<td>4.2</td>
<td>Is there an OHS policy authorised by the organisation's top management that clearly states overall OHS objectives and demonstrates a commitment to improving OHS performance.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>4.2 (a)</td>
<td>Is the policy appropriate to the nature and scale of the organisation's OHS risks.</td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
<td>4.2 (b)</td>
<td>Does the policy shall include the commitment to establish measurable objectives and targets to ensure continued improvement aimed at elimination of work-related injury and illness.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>4.2 (c)</td>
<td>Does the policy include a commitment to comply with relevant OHS legislation and with other requirements placed upon the organisation or to which the organisation subscribes.</td>
<td></td>
<td></td>
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<tr>
<td>5.</td>
<td>4.2 (d)</td>
<td>Is the policy documented, implemented, maintained and communicated to all employees.</td>
<td></td>
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<tr>
<td>6.</td>
<td>4.2 (e)</td>
<td>Is the policy available to interested parties.</td>
<td></td>
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<tr>
<td>7.</td>
<td>4.2 (f)</td>
<td>Is the policy reviewed periodically to ensure it remains relevant and appropriate to the organisation.</td>
<td></td>
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<tr>
<td>4.3</td>
<td></td>
<td><strong>Planning</strong></td>
<td></td>
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<tr>
<td>8.</td>
<td>4.3.1</td>
<td>Planning identification of hazards, assessment and control of risks</td>
<td>Has the organisation established, implemented and maintained documented procedures to identify the OHS hazards/risks and access and control the associated hazards/risks of activities, products and services over which an organisation has control or influence, including activities, products or services of sub-contractors and suppliers.</td>
<td></td>
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<tr>
<td>9.</td>
<td>4.3.1 (cont.)</td>
<td></td>
<td>Has the organisation developed its methodology for hazard identification, hazard/risks assessment and control of hazards/risks, based on its operational experience and its commitment to eliminate workplace illness and injury, is the methodology kept up-to-date.</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>4.3.2</td>
<td>Legal Requirements</td>
<td>Has the organisation established, implemented and maintained procedures to identify and have access to all legal and other requirements that are directly applicable to the OHS issues related to its activities, products or services, including relevant relationships with contractors or suppliers.</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>4.3.2 (cont.)</td>
<td></td>
<td>Does the organisation keep this information up-to-date. Is relevant information on legal and other requirements communicated to employees.</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>4.3.3</td>
<td>Objectives &amp; Targets</td>
<td>Has the organisation established, implemented and maintained documented OHS objectives and targets, at each relevant function and level within the organisation. Are the organisation's objectives and targets consistent with the OHS policy, including the commitment to measuring and improving OHS performance.</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>4.3.4</td>
<td>OHS Management Plans</td>
<td>Has the organisation established and maintained management plans for achieving its objectives and targets. Do they include: a) designation of responsibility for achievement of objectives and targets at relevant functions and levels of the organisation; and b) outlining the means and timeframe by which objectives and targets are to be achieved.</td>
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<tr>
<td>14.</td>
<td>4.3.4 (cont.)</td>
<td></td>
<td>Are procedures established to ensure that current plans are reviewed, and if necessary amended to address such changes at regular and planned intervals, and whenever there are changes to the activities, products, or</td>
<td></td>
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</table>
### National Prequalification System for Civil (Road and Bridge) Construction Contracts
#### OH&S Management System Checklist for Categories R1/B1

<table>
<thead>
<tr>
<th>Item No.</th>
<th>ISO Ref</th>
<th>Standard Requirements</th>
<th>Status A,N,N/A</th>
<th>Comments</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Implementation</strong></td>
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<tr>
<td>4.4</td>
<td></td>
<td><strong>Structure and responsibility</strong></td>
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<tr>
<td>4.4.1.1</td>
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<td><strong>Resources</strong></td>
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<tr>
<td>15.</td>
<td></td>
<td>Has management identified and provided the resources required to implement, maintain, and improve the OH&amp;SMS. Do resources include human resources and specialised skills, technology and financial resources.</td>
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<td>16.</td>
<td></td>
<td><strong>Responsibility &amp; Accountability</strong></td>
<td></td>
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<tr>
<td>4.4.2</td>
<td></td>
<td><strong>Training and competency</strong></td>
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<tr>
<td>17.</td>
<td></td>
<td>Has the organisation in consultation with employees identified training needs in relation to performing work activities competency, including OH&amp;S training. Are procedures in place to ensure that OH&amp;S competencies are developed and maintained. Are personnel assessed as competent, on the basis of skills achieved through education, training or experience, to perform assigned tasks taking into account the OH&amp;S obligations, hazards and risks associated with the work activities.</td>
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<td>18.</td>
<td></td>
<td><strong>(cont)</strong></td>
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<td>19.</td>
<td></td>
<td>Have procedures been developed for providing OH&amp;S training. Do these procedures take into account: a) the characteristics and composition of the workforce which impact on occupational health and safety management; and b) responsibilities, hazards and risks.</td>
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<td>20.</td>
<td></td>
<td><strong>(cont)</strong></td>
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<td>21.</td>
<td></td>
<td><strong>Consultation, communication and reporting</strong></td>
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<td>22.</td>
<td></td>
<td><strong>Consultation</strong></td>
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<td>23.</td>
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<td>24.</td>
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<td>25.</td>
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OH&S Checklist November 2010
# National Prequalification System for Civil (Road and Bridge) Construction Contracts

## OH&S Management System Checklist for Categories R1/B1

<table>
<thead>
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<tbody>
<tr>
<td>26.</td>
<td>4.4.3.1 (cont.)</td>
<td>Do those representing the employees and employer receive appropriate training to undertake effectively their involvement in the development, implementation and review of OHS arrangements.</td>
<td></td>
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</tr>
<tr>
<td>27.</td>
<td>4.4.3.2</td>
<td>Communication Does the organisation have procedures for ensuring that pertinent OHS information is communicated to and from employees and other interested parties.</td>
<td></td>
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<tr>
<td>28.</td>
<td>4.4.3.3</td>
<td>Reporting Are appropriate procedures for relevant and timely reporting of information established to ensure the OHSMS is monitored and performance improved.</td>
<td></td>
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<tr>
<td>29.</td>
<td>4.4.3.3 (cont.)</td>
<td>Do reporting procedures cover the following: - OHS performance reporting (including results of OHS audits and reviews). - Reporting of incidents and system failures. - Reporting on hazard identifications. - Reporting on hazard risk assessment. - Reporting on preventive and corrective action. - Statutory reporting requirements.</td>
<td></td>
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<tr>
<td>30.</td>
<td>4.4.4</td>
<td>Does the organisation establish, implement and maintain information, in a suitable medium such as in print or electronic form, to a) describe the core elements of the management system and their interaction; and b) provide direction to related documentation.</td>
<td></td>
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</tr>
<tr>
<td>31.</td>
<td>4.4.5</td>
<td>Document &amp; Data Control Has the organisation established, implemented and maintained procedures for controlling all relevant documents and data required by this Standard.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>32.</td>
<td>4.4.5 (cont.)</td>
<td>a) Can documents and data readily located.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>33.</td>
<td>4.4.5 (cont.)</td>
<td>b) Are documents and data periodically reviewed, revised as necessary and approved for adequacy by competent and responsible personnel.</td>
<td></td>
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</tr>
<tr>
<td>34.</td>
<td>4.4.5 (cont.)</td>
<td>c) Are current versions of documents and data available at all locations where operations essential to the effective functioning of the OHSMS are performed.</td>
<td></td>
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<tr>
<td>35.</td>
<td>4.4.5 (cont.)</td>
<td>d) Are obsolete documents and data promptly removed from all points of issue and points of use or otherwise assured against unintended use.</td>
<td></td>
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<tr>
<td>36.</td>
<td>4.4.5 (cont.)</td>
<td>e) Are archival documents and data retained for legal or knowledge preservation purposes or both, suitably identified.</td>
<td></td>
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</tr>
<tr>
<td>37.</td>
<td>4.4.5 (cont.)</td>
<td>Have procedures and responsibilities been established and maintained concerning the creation and modification of the various types of documents and data and does this preclude the use of obsolete documents.</td>
<td></td>
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<tr>
<td>38.</td>
<td>4.4.6</td>
<td>Hazard Identification, risk assessment and control of risks</td>
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<tr>
<td>39.</td>
<td>4.4.6.1</td>
<td>General Has the organisation established, implemented and maintained documented procedures to ensure that: a) hazards are identified; b) hazards/risk are assessed; c) hazards/risk are controlled; and then d) steps (a) to (c) are evaluated.</td>
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<td></td>
<td>4.4.6.2</td>
<td>Hazard Identification Does the identification of hazards in the workplace shall take into account: a) the situation or events or combination of circumstances that has the potential to give rise to injury or illness; b) the nature of potential injury or illness relevant to the activity, product or service; and</td>
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**OH&S Checklist November 2010**
### National Prequalification System for Civil (Road and Bridge) Construction Contracts

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<tr>
<td>40.</td>
<td>4.4.6.2 (cont.)</td>
<td>c) past injuries, incidents and illnesses.</td>
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<td>Does this identification process also include consideration of:</td>
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<td></td>
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<td>i) the way work is organised, managed, carried out and any changes that occur in this;</td>
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<td></td>
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<td>ii) the design of workplaces, work processes, materials, plant and equipment;</td>
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<td>iii) the fabrication, installation and commissioning and handling and disposal (of materials, workplaces, plant and equipment);</td>
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<td>iv) the purchasing of goods and services;</td>
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<td></td>
<td>v) the contracting and subcontracting of plant, equipment, services and labour, including contract specification and responsibilities to and by contractors; and</td>
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<td></td>
<td></td>
<td>vi) the inspection, maintenance, testing, repair and replacement (of plant and equipment);</td>
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</table>

| 41.      | 4.4.6.3 | Risk Assessment |                |          |
|          |         | Are all risks associated with each identified hazard assessed and have risk control priorities been assigned, based on the established level of risk. |                |          |

| 42.      | 4.4.6.4 | Risk Control |                |          |
|          |         | Are all risks, identified through the assessment process as requiring control, controlled through a preferred order of control methods (commonly referred to as a hierarchy), based on reasonable practicability, is elimination the first control method to be considered. |                |          |

| 43.      | 4.4.6.5 Evaluation | Evaluation |                |          |
|          |         | Are the hazard identification, hazard/risk assessment and control processes of hazards/risk subjected to a documented evaluation of effectiveness and modified as necessary. |                |          |

| 44.      | 4.4.7 | Emergency Preparedness and Response |                |          |
|          |         | Are all potential emergency situations identified and emergency procedures documented for preventing and mitigating the associated illness and injury. Has the organisation periodically tested such procedures. |                |          |

### 4.5 Measurement and Evaluation

| 45.      | 4.5.1 | Monitoring and Measurement |                |          |
|          |         | General |                |          |
|          |         | Has the organisation established, implemented and maintained documented procedures to monitor and measure on a regular basis the key characteristics of its operations and activities that can cause illness and injury. Is the effectiveness of these measures evaluated. |                |          |

| 46.      | 4.5.1.1 (cont.) | Is appropriate equipment for monitoring and measurement related to health and safety risk identified, calibrated, maintained and stored as necessary. Are records of this process retained according to the organisation’s procedures. |                |          |

| 47.      | 4.5.1.1 (cont.) | With regard to the OHSMS, has the organisation established, implemented and maintained procedures to monitor: |                |          |
|          |         | a) performance, effectiveness of relevant operational controls and conformance with the organisation’s objectives and targets; and |                |          |
|          |         | b) compliance with relevant OHS legislation. |                |          |

| 48.      | 4.5.1.2 | Health Surveillance |                |          |
|          |         | Has the organisation identified those situations where employee health surveillance is required and implemented appropriate systems. Do employees have access to their own individual results. Where specified by legislation, is the health of employees exposed to specific hazards monitored and recorded. |                |          |

| 49.      | 4.5.2 | Incident Investigation, Corrective and Preventative action |                |          |
|          |         | Has the organisation established, implemented and maintained procedures |                |          |

OH&S Checklist: November 2010
### National Prequalification System for Civil (Road and Bridge) Construction Contracts

#### OH&S Management System Checklist for Categories R1/B1

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<td><strong>for:</strong></td>
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<td></td>
<td></td>
<td>a) investigating, responding to, and taking action to minimise any harm caused from, incidents;</td>
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<td></td>
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<td>b) investigating and responding to system failures; and</td>
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<td></td>
<td>c) initiating and completing appropriate corrective and preventive action. Has the organisation implemented and recorded any changes in the OHSMS procedures resulting from incident investigations and corrective and preventive action.</td>
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<tr>
<td>4.5.3</td>
<td>4.5.3</td>
<td><strong>Records and records management</strong></td>
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<td>50.</td>
<td></td>
<td>Has the organisation established, implemented and maintained procedures for the identification, maintenance and disposition of OHS records, as well as the results of audits and reviews.</td>
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<td>Are OHS records legible, identifiable and traceable to the activity, product or service involved.</td>
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<td>Are OHS records stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration or loss. Are their retention times established and recorded.</td>
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<td>4.5.4</td>
<td>4.5.4</td>
<td><strong>OHSMS audit</strong></td>
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<td>51.</td>
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<td>Has the organisation shall established, implemented and maintained an audit program and procedures for periodic OHSMS audits to be carried out by a competent person, in order to:</td>
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<td>a) determine whether the OHSMS:</td>
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<td>i) conforms to planned arrangements for OHS management including the requirements of the current version of AS/NZS 4801;</td>
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<td>ii) has been properly implemented and maintained; and</td>
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<td>iii) is effective in meeting the organisation’s policy as well as objectives and targets for continual OHS improvement; and</td>
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<td></td>
<td>b) provide information on the results of audits to management and employees. Is the audit program, including any schedule, based on the OHS importance of the activity concerned, and the results of previous audits. Do the audit procedures cover the scope, frequency, methodologies and competencies, as well as the responsibilities and requirements for conducting audits and reporting results.</td>
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<tr>
<td>4.6</td>
<td>4.6</td>
<td><strong>Management review</strong></td>
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<td>52.</td>
<td></td>
<td>Has the organisation’s top management, at intervals that it determines, reviewed the OHSMS, to ensure its continuing suitability, adequacy and effectiveness. Does the management review process ensure that the necessary information is collected to allow management to carry out this evaluation and is this review documented.</td>
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<td></td>
<td>Has management reviewed the continued relevance of, and changed where appropriate, policy, objectives, responsibilities and other elements of the OHSMS, in the light of OHSMS audit results, changing circumstances and the commitment to continual improvement.</td>
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BSBWHS405

Overview
BSBWH5405 Contribute to implementing and maintaining WHS management systems

Slide 1

Element 1
Contributing to developing and promoting WHS policy

Slide 2

A WHS management system is:
‘the part of the overall management system which includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining WHS policy, and so managing the WHS risks associated with the business or the organisation’.

Slide 3
Slide 4

The following resources can be used to help develop a WHSMS:
- Australian WHS Standards
- Guidance material
- Regulatory bodies

Slide 5

WHS policies generally include the following elements:
- A commitment to comply with legislation
- A commitment to achieve targets
- Details of the planned approach
- Details of injury management and return-to-work strategies
- Description of evaluation methods
Slide 7

- Promote the WHS policy to workers by:
  - participating in induction activities
  - arranging buddies for new workers
  - modelling safe work practices
  - responding quickly to WHS inquiries
  - encouraging suggestions and consultations
  - communicating regularly about WHS.

Slide 8

- Consulting about WHS is a legislative requirement.
- Benefits of consultation include:
  - Accessing skills and knowledge from all areas of the organisation
  - increased ownership and commitment to WHS
  - improved working relationships
  - prompt resolution of issues.

Slide 9

- Consultation should involve:
  - PCBUs
  - officers
  - workers
  - clients
  - suppliers.
Tailor your consultation strategy to suit the audience; for example:
- arrange meetings
- distribute posters and flyers
- establish suggestion schemes
- distribute newsletters and emails about WHS
- conduct worker briefings.

To fulfil your WHS responsibilities, you should:
- apply the WHS policy in a way that suits your work area
- communicate the policy to others in the organisation.

Communicating the WHS policy may involve:
- newsletter articles
- posters
- notices
- emails
- demonstrations
- information DVDs
- training sessions
- articles on the organisation’s intranet.
Tailor your message to suit your audience by:
- using plain English and avoiding jargon
- using visual aids wherever possible
- providing written materials in other languages (if required)
- providing practical training where relevant
- encouraging participation and confirmation of key information.

A duty holder is:
‘any person who owes a work health and safety duty under the WHS Act including a PCBU, designer, manufacturer, importer, supplier, installer of products or plant used at work … an officer and workers. More than one person can have the same duty in which case the duty is shared. Duties cannot be transferred’.
Slide 16

- Duty of care varies by position:
  - **PCBU**: provide a safe and healthy workplace and protect all workers and visitors
  - **Officers**: make or contribute to decisions that affect the business or undertaking
  - **Workers**: take reasonable care for their own safety and that of others
  - **Others**: take reasonable care for their own health and comply with instructions of workers

Slide 17

- If you are responsible for health and safety in the workplace, you may need to:
  - comply with any reasonable instruction from the PCBU
  - take reasonable care for your own health and safety
  - follow policies and procedures of which you are aware
  - take ownership of own health and safety where you have control or influence.

Slide 18

- A WHSMS is a comprehensive and systematic process developed by an organisation to ensure the elimination or reduction of health and safety risks.
Slide 19

Benefits of a WHSMS include:
- ensuring a safe and healthy workplace
- helping an organisation comply with legislative requirements
- reducing accidents and near-misses
- increasing staff morale
- attracting and retaining staff
- improving competitiveness.

Slide 20

Elements of a WHS plan include:
- complying with WHS legislation
- setting and monitoring objectives, targets and performance indicators
- identifying hazards and controlling risks.

Slide 21

Use the following resources to help develop a WHS plan:
- Government organisations
- WHS regulatory bodies
- Industry associations
- Unions
- Professional services
Slide 22

- When creating a WHS plan, define:
  - **objectives**: a clear statement of what the organisation wishes to accomplish
  - **targets**: defines the objective; make it SMART
  - **performance indicators**: a method for measuring whether the target is achieved.

Slide 23

- Reducing risks involves:
  - **identifying hazards**: conduct safety audits, surveys, observations and interviews
  - **understanding risks**: work out the possible consequences
  - **developing controls**: consult with workers to develop an acceptable solution.

Slide 24

- PCBU must develop a suitable injury management system as part of the WHSMS.
- Responsibilities for injury management will vary depending on the size of the organisation and the nature of its work.
• Effective injury management helps to:
  - reduce compensation costs
  - retain experience and skilled workers
  - improve morale
  - reduce loss of earnings for workers
  - reduce the financial and psychological effect of injury on workers.

• Injury management procedures should include:
  - immediate first aid or medical treatment
  - informing regulatory bodies as required
  - supplying and assisting workers with a compensation claim form
  - rehabilitating the worker back to regular duties or retraining them.

• A return-to-work plan should include:
  - worker’s goals and objectives
  - modified tasks and duties
  - days and hours to be worked
  - restrictions or limitations
  - start, completion and review dates.
Slide 28

- Supporting a worker to return to work involves:
  - early contact with the worker
  - helping the worker apply for compensation
  - communicating with fellow workers and management
  - recording case notes
  - arranging suitable duties during rehabilitation
  - engaging all stakeholders in the plan
  - reviewing the plan regularly.

Slide 29

- Consulting with workers about WHSMS includes:
  - sharing information
  - providing opportunities to share views and contribute
  - considering all views
  - advising on consultation outcomes.

Slide 30

- Strategies for effective consultation include:
  - using simple English without jargon
  - using resources from regulatory bodies
  - recognising any language or cultural issues
  - allowing for any existing trust issues.
Slide 31

Strategies for planning and encouraging contributions include:
- conducting regular toolbox or staff meetings
- displaying memos and planning documents in communal areas
- implementing suggestion boxes
- writing articles for the newsletter or intranet
- arranging demonstrations
- inviting specialists to speak.

Slide 32

Element 3
Contributing to implementing the WHSMS plan

Slide 33

A WHSMS action plan should include:
- an outline of key areas
- dates for action
- names and titles of duty holders responsible
- review dates and completion dates.
Slide 34

- Create individual action plans to help you monitor progress of specific action items.

Slide 35

- Support mechanisms to implement WHSMS plans include:
  - resources and responsibility
  - training and competency
  - consultation, communication and reporting
  - documentation
  - data control
  - hazard identification, risk assessment and risk control
  - emergency procedures.

Slide 36

- Review and update action plans regularly, including:
  - recording actions taken
  - recording progress made and obstacles encountered
  - modifying actions as required
  - identifying required resources.
Strategies for explaining the WHSMS plan to team members include:
- explaining the overall plans for WHS
- explaining why team members must follow policies and procedures
- outlining specific responsibilities
- describing how the WHSMS plan will benefit team members.

To confirm team members have understood your explanation:
- observe team members at work
- provide opportunities for team members to ask questions
- monitor reported incidents
- seek feedback from third parties.

To communicate effectively with team members, you should:
- clearly understand WHS terminology
- use appropriate language
- be able to summarise and communicate key WHS information
- adjust your message for the literacy level and culture of the audience.
Slide 40

- Consultation requirements extend to implementing the WHSMS plan.
- Engage workers in implementation by:
  - arranging meetings
  - organising workshops and forums
  - conducting one-on-one discussions
  - providing training sessions and information updates.
Slide 43

Element 4 Contributing to evaluating WHS performance

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Slide 44

- A review of WHS performance should include:
  - evaluation of WHS policy
  - review of WHS objectives, targets and performance indicators
  - findings of WHSMS audits and surveys
  - evaluation of the effectiveness of the WHSMS.

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Slide 45

- Documentation to help evaluate the WHSMS may include:
  - WHS policy and procedures
  - incident reports and investigations
  - hazard identification/risk management procedures
  - manual-handling procedures
  - training records
  - minutes of meetings
  - return-to-work programs
  - WHS performance statistics.
• External sources of information to help evaluate the WHSMS include:
  - government departments and regulatory bodies
  - Internet sites
  - manufacturers' manuals and specifications
  - newspapers, journals and industry publications
  - WHS specialists and consultants
  - industry networks and associations.

• Procedures for evaluating the WHSMS may include:
  - observation
  - document analysis
  - surveys and focus groups
  - benchmarking.

• An evaluation process should include:
  - auditing
  - checking for compliance
  - maintaining currency
  - reviewing incident investigation processes
  - monitoring effectiveness of risk controls
  - monitoring workers' health
  - reviewing record-keeping procedures.
Slide 49

- When engaging duty holders in the evaluation process, explain:
  - the reason for evaluating WHS performance
  - the areas that will be evaluated
  - the methods you will use
  - contributions.

Slide 50

- Duty holders to consult about evaluation processes may include:
  - managers
  - supervisors
  - HSRs and other worker representatives
  - health and safety committees
  - workers
  - others.

Slide 51

Element 5 Contributing to reviewing and improving the WHSMS
Slide 52

- Analyse the results of the evaluation to identify strengths and opportunities for improvement.

Slide 53

- Evaluation records to analyse may include:
  - health and safety audits
  - checklists, surveys and observation records
  - incident investigations
  - injury reports
  - workers compensation claims
  - accident-free days
  - training records
  - meeting minutes
  - action plans.

Slide 54

- Evaluation records should demonstrate whether:
  - WHS procedures reflect legislative requirements
  - procedures are being followed
  - assigned roles and functions are being carried out
  - hazard identification and risk control methods are working
  - communication strategies are effective
  - policies and procedures are achieving their objectives.
Slide 55

After analysing the evaluation records:
- discuss the findings with all relevant stakeholders
- identify areas for improvement
- identify improvement actions
- develop action plans for priority items.

Slide 56

When outlining the evaluation results and recommendations to stakeholders:
- explain the evaluation process
- explain the results, including evidence
- describe the planned improvement actions.

Slide 57

When explaining the improvement actions, make sure stakeholders know:
- the details of the improvement action
- how they will be affected
- their role and responsibilities
- the priorities and time line
- how the improvement will be monitored and evaluated.
Strategies to help resolve concerns about improvement actions include:
- reminding people of their duty of care
- using the evaluation results to explain the need for change
- explaining any relevant limits, such as financial constraints
- explaining the details of the change.

Underpinning knowledge questions
- Complete 11 of the 14 questions as directed

Case Scenario assessment
- Assessment task 3 only

Practical assessment
- Present your case study document as part of your presentation
BSBWH405

Course Content
COURSE CONTENT

WELCOME to the Acoustar Study Guide for Work Health and Safety Unit BSBWHS405 Contribute to implementing and maintaining WHS management systems.

This Roadmap describes the performance outcomes, skills and knowledge required to implement an organisation’s continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage your participation in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

The BSB07 Business Services Training Package was developed by the Innovation and Business Skills Australia Industry Skills Council in consultation with industry stakeholders including employers, unions, peak bodies, professional associations, regulatory bodies, registered training organisations (RTOs) and other relevant parties. The training package specifies the skills and knowledge required to perform effectively in the workplace.

Individual units of competency are nationally agreed statements that describe work outcomes and can stand alone when applied in the workplace.

Q. What is ‘competency’?

A. Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Every job requires a specific set of knowledge and skills and this varies depending on the type and complexity of the job. Competency assessment is about providing a way of building the skills and knowledge people need to perform a job. It is a combination of work practice and knowledge learned through training programs or own study.

To be competent in a task you must have the necessary skills and knowledge to do so. This is the purpose of our training program.
**Elements and Performance Criteria**

*Elements* describe the essential outcomes of a unit of competency.

*Performance criteria* describe the performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the *evidence* guide.

| 1. Contribute to developing and promoting WHS policy | 1.1 Apply knowledge of the elements of WHS policy to contribute to the development and promotion of WHS policy as appropriate to own work area and job role  
1.2 Seek the contribution and support of others in the development and promotion of WHS policy as appropriate to own work area and job role  
1.3 Apply WHS policy to own and others' work areas and job roles, and communicate this to others |
|---|---|
| 2. Contribute to WHSMS planning | 2.1 Apply knowledge of WHS legislation to identify duty holders relevant to own work area and job role  
2.2 Apply knowledge of the elements of a plan to contribute to planning as it applies to own work area and job role  
2.3 Facilitate integration of return-to-work and injury-management procedures into the WHSMS plan  
2.4 Communicate the planning process to others and facilitate their contributions to the plan |
| 3. Contribute to implementing the WHSMS plan | 3.1 Implement the plan as it applies to own work area and job role  
3.2 Communicate and explain the plan to others in relation to their roles and responsibilities as specified in the plan  
3.3 Facilitate the contribution of others to implementing the plan |
| 4. Contribute to evaluating WHS performance | 4.1 Apply knowledge of elements of WHS performance evaluation processes and methods to contribute to evaluation as it applies to own work area and job role  
4.2 Communicate and explain evaluation of WHS performance to others and facilitate their contributions to evaluation |
| 5. Contribute to reviewing and improving the WHSMS | 5.1 Apply knowledge of elements of processes and methods to contribute to the review and improvement of WHS performance as it applies to own work area and job role  
5.2 Communicate and explain review and improvement of the WHSMS to others and facilitate their contribution |
## Definitions to assist in understanding the Performance Criteria

| Elements of WHS policy (as appropriate to the nature and scale of the organisation’s risks) may include: | • commitment to comply with relevant WHS legislation  
• commitment to establish measurable objectives and targets to ensure continued improvement aimed at eliminating work-related injury and illness  
• documenting, implementing, maintaining and communicating the WHS policy to all workers  
• effective rehabilitation management of work injuries and disease  
• injury and claims management  
• making WHS policy available to interested parties  
• return to work of injured workers  
• reviewing WHS policy periodically to ensure it remains relevant and appropriate to the organisation. |
|---|---|
| WHS legislation may include: | • Acts  
• Regulations  
• codes of practice. |
| Duty holders may include: | as specified in WHS Acts:  
➢ persons conducting businesses or undertakings (PCBUs) or their officers  
➢ workers  
➢ other persons at a workplace. |
| Elements of a plan may include: | • compliance with WHS legislation  
• effective injury and claims management  
• effective rehabilitation management of work injuries and disease  
• effective return to work of injured workers  
• identification of hazards and control of risks  
• objectives and targets, and how and when they will be achieved  
• who is responsible for what in the plan. |
| Elements of WHS performance evaluation processes and methods may include: | • auditing  
• complying with WHS legislation  
• incident investigation  
• keeping and maintaining records  
• monitoring effectiveness of risk controls  
• worker health surveillance. |
### Elements of WHS policy

As appropriate to the nature and scale of the organisation’s risks, elements of WHS policy may include:

- Commitment to comply with relevant WHS legislation
- Commitment to establish measurable objectives and targets to ensure continued improvement aimed at eliminating work-related injury and illness
- Documenting, implementing, maintaining and communicating the WHS policy to all workers
- Effective rehabilitation management of work injuries and disease
- Maintaining and communicating the WHS policy to all workers
- Effective rehabilitation management of work injuries and disease
- Effective return to work of injured workers
- Reviewing WHS policy periodically to ensure it remains relevant and appropriate to the organisation.

### WHS legislation

As specified in WHS Acts:

- Acts
- Regulations
- Codes of practice.

### Duty holders

- Persons conducting businesses or undertakings (PCBU) or their officers
- Workers
- Other persons at a workplace.

### Elements of a plan

- Compliance with WHS legislation
- Effective injury and claims management
- Effective rehabilitation management of work injuries and disease
- Effective return to work of injured workers
- Identification of hazards and control of risks
- Objectives and targets, and how and when they will be achieved
- Who is responsible for what in the plan.

### Elements of WHS performance evaluation processes and methods

- Auditing
- Complying with WHS legislation
- Incident investigation
- Keeping and maintaining records
- Monitoring effectiveness of risk controls
- Worker health surveillance.
What skills and knowledge do I need to demonstrate?

Skill set

Every job requires a specific set of skills and knowledge and this varies depending on the type and complexity of the job. Competency assessment is about providing a way of building the skills and knowledge people need to perform a job. It is a combination of work practice and knowledge learned through training programs or own study.

Improved skills & knowledge – improved performance capability

The key to competency assessment is that it is based on actual skills and knowledge that a person can demonstrate in the workplace or other contexts. In this unit the competencies are benchmarked against a pre-set of performance criteria.

These are described the section “Elements and Performance Criteria” This is different to other approaches where there is no requirement to demonstrate knowledge and skills – like approaches where people just answer questions as a test of their general or specific knowledge and skills.

The problem with testing is that it doesn’t guarantee that a person will be able to do something – it just verifies that they know something. To assist you our approach is:

- Assess yourself against a set of competencies.
- Compile a list of evidence that shows your level of competency.
- Identify your development needs.
- Study the assessment questions (“Learning”) and work through the Project (“Understanding, Skill and Application of Knowledge”)
- Send your completed Project to your Trainer / Assessor for Assessment. You are awarded competence in this Unit if you can demonstrate the required level of skills and knowledge.
## Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

<table>
<thead>
<tr>
<th>Skill</th>
<th>Performance Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>1.1, 2.1, 2.3, 4.1</td>
<td>▪ Interprets and analyses complex WHS legislative and organisational texts</td>
</tr>
<tr>
<td>Writing</td>
<td>1.1, 1.2, 1.3, 2.3, 2.4, 3.2, 4.2, 5.2</td>
<td>▪ Uses structure, layout and language suitable for audience to document development of WHS policy and WHSMS plan</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Develops required documentation using appropriate organisational formats and industry specific vocabulary</td>
</tr>
<tr>
<td>Oral communication</td>
<td>1.1, 1.2, 1.3, 2.3, 2.4, 3.2, 4.2, 5.2</td>
<td>▪ Presents information and advice about WHS policy using language, structure and register appropriate to audience</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Asks questions and listens closely to gather required information</td>
</tr>
<tr>
<td>Navigate the world of work</td>
<td>1.1-1.3, 2.1</td>
<td>▪ Takes responsibility for adherence to legal and regulatory responsibilities and organisational policies and procedures in relation to WHS and WHSMS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Keeps up to date on changes to WHS legislation and regulations and organisational policies and procedures</td>
</tr>
<tr>
<td>Interact with others</td>
<td>1.1, 1.2, 1.3, 2.2, 2.4, 3.2, 3.3, 4.2, 5.1, 5.2</td>
<td>▪ Understands what to communicate, with whom and how in context of WHS policy and performance and WHSMS processes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Cooperates with others as part of WHS and WHSMS processes, and contributes to specific activities requiring joint responsibility and accountability</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Collaborates with others to achieve individual and team outcomes</td>
</tr>
<tr>
<td>Get the work done</td>
<td>3.1, 4.1, 5.1</td>
<td>▪ Applies formal processes to plan, sequence and prioritise tasks and workload showing awareness of time and resource constraints and needs of others</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Uses digital systems and programs to assist with planning, implementing and tracking progress and communicating</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Uses formal decision-making processes, setting or clarifying goals, gathering information and identifying and evaluating choices against a set of criteria</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Applies formal problem-solving processes, identifying and evaluating several options for action</td>
</tr>
</tbody>
</table>
The required performance and knowledge for this Unit

During the Assessment your Trainer will be looking for evidence that you have achieved the required skills and knowledge. For most items the evidence can be presented in your Project.

**Performance Evidence**

Evidence of the ability contribute, as appropriate to own job role and work area, to:

- developing work health and safety (WHS) policy
- planning the Work Health and Safety management system (WHSMS) to incorporate return-to-work and injury management procedures and other elements relevant to the work area
- communicating and explaining WHS policy and the WHSMS to others to facilitate their contribution in developing, implementing and evaluating the systems
- implementing the plan
- evaluating WHS performance and communicating the outcomes
- reviewing and improving the WHSMS.

**Knowledge Evidence**

To complete the unit requirements safely and effectively, the individual must:

- outline the elements of the organisation’s WHSMS with reference to the relevant commonwealth and state or territory WHS Acts, regulations, codes of practice and standards.
- identify regulatory authority WHSMS tools, standards and guidance material and explain how they apply to the work area
- explain the importance of effective return-to-work and injury management in a WHSMS
- identify limitations of a WHSMS, problems with WHSMS implementation and possible negative effects on WHS
- outline organisational WHS policies, procedures, processes and systems and how they apply to the work area.
Skills self-assessment

In this section you are asked to make a realistic assessment of your skills BEFORE starting the Unit. If you are unsure mark the Level as ‘Low’. Your trainer will use this assessment to help you complete the Unit.

<table>
<thead>
<tr>
<th>1. Contribute to developing and promoting WHS policy</th>
<th>Current Skill level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Apply knowledge of the elements of WHS policy to contribute to the development and promotion of WHS policy as appropriate to own work area and job role</td>
<td>☐ High ☐ Medium ☐ Low</td>
</tr>
<tr>
<td>1.2 Seek the contribution and support of others in the development and promotion of WHS policy as appropriate to own work area and job role</td>
<td>☐ High ☐ Medium ☐ Low</td>
</tr>
<tr>
<td>1.3 Apply WHS policy to own and others’ work areas and job roles and communicate this to others</td>
<td>☐ High ☐ Medium ☐ Low</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Contribute to WHSMS planning</th>
<th>Current Skill level</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Apply knowledge of WHS legislation to identify duty holders relevant to own work area and job role</td>
<td>☐ High ☐ Medium ☐ Low</td>
</tr>
<tr>
<td>2.2 Apply knowledge of the elements of a plan to contribute to planning as it applies to own work area and job role</td>
<td>☐ High ☐ Medium ☐ Low</td>
</tr>
<tr>
<td>2.3 Facilitate integration of return-to-work and injury-management procedures into the WHSMS plan</td>
<td>☐ High ☐ Medium ☐ Low</td>
</tr>
<tr>
<td>2.4 Communicate the planning process to others and facilitate their contributions to the plan</td>
<td>☐ High ☐ Medium ☐ Low</td>
</tr>
</tbody>
</table>
### 3. Contribute to implementing the WHSMS plan

<table>
<thead>
<tr>
<th>Current Skill level</th>
</tr>
</thead>
</table>

| 3.1 Implement the plan as it applies to own work area and job role |
| High | Medium | Low |

| 3.2 Communicate and explain the plan to others in relation to their roles and responsibilities as specified in the plan |
| High | Medium | Low |

| 3.3 Facilitate the contribution of others to implementing the plan |
| High | Medium | Low |

### 4. Contribute to evaluating WHS performance

<table>
<thead>
<tr>
<th>Current Skill level</th>
</tr>
</thead>
</table>

| 4.1 Apply knowledge of elements of WHS performance evaluation processes and methods to contribute to evaluation as it applies to own work area and job role |
| High | Medium | Low |

| 4.2 Communicate and explain evaluation of WHS performance to others and facilitate their contributions to evaluation |
| High | Medium | Low |

### 5. Contribute to reviewing and improving the WHSMS

<table>
<thead>
<tr>
<th>Current Skill level</th>
</tr>
</thead>
</table>

| 5.1 Apply knowledge of elements of processes and methods to contribute to the review and improvement of WHS performance as it applies to own work area and job role |
| High | Medium | Low |

| 5.2 Communicate and explain review and improvement of the WHSMS to others and facilitate their contribution |
| High | Medium | Low |
What is evidence?

Evidence is a body of facts that proves or supports a belief or proposition to support your competency in this unit. An Assessment needs to contain evidence from your own work and understanding.

The rules of evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure:
- Validity
- Sufficiency
- Authenticity
- Currency

**Validity**
The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

**Sufficiency**
The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a learner’s competency.

**Authenticity**
The assessor is assured that the evidence presented for assessment is the learner’s own work.

**Currency**
The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

What evidence do I need to provide?

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, Range Statement and the Assessment Guidelines for the Unit.
### Evidence Guide

#### Overview of assessment

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Evidence of the following is essential:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• approaching WHS management in a systematic way</td>
</tr>
<tr>
<td></td>
<td>• knowledge of the advantages and limitations of a WHSMS</td>
</tr>
<tr>
<td></td>
<td>• knowledge of relevant commonwealth and state or territory WHS Acts, regulations, codes of practice and standards.</td>
</tr>
</tbody>
</table>

#### Context of and specific resources for assessment

<table>
<thead>
<tr>
<th>Method of assessment</th>
<th>Assessment must ensure access to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• office equipment and resources</td>
</tr>
<tr>
<td></td>
<td>• relevant Acts, regulations, codes of practice, standards and guidelines</td>
</tr>
<tr>
<td></td>
<td>• workplace documentation.</td>
</tr>
</tbody>
</table>

#### Method of assessment

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• BSBWHSH402 Assist with compliance with WHS laws</td>
</tr>
<tr>
<td></td>
<td>• BSBWHSH403 Contribute to implementing and maintaining WHS consultation and participation processes</td>
</tr>
<tr>
<td></td>
<td>• BSBWHSH404 Contribute to WHS hazard identification, risk assessment and risk control</td>
</tr>
<tr>
<td></td>
<td>• BSBWHSH406 Assist with responding to incidents.</td>
</tr>
</tbody>
</table>
What is an assessment?

Assessment is the process of checking your competence to perform to the standard detailed in each element’s performance criteria against a set of pre-determined benchmarks.

Principles of assessment
To ensure quality outcomes, assessment should be:

- Fairness
- Flexibility
- Validity
- Reliability

Fairness
The individual learner’s needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility
Assessment is flexible to the individual learner by:

- reflecting the learner’s needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Validity
Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:

- assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgment of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability
Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

How will I be assessed?

The assessment activities are in the Assessment Guide and designed to enable you to collect evidence for assessment and to assess your skills and knowledge.

Work through the activities. While the activities are listed separately they are designed to build up into an integrated project which is described at the end of the assessment guide.

You should clearly reference your work with full citations for any quotes or references, and list all materials that provided background information for completion of an activity.

While access to an actual workplace is desirable, part of the assessment may be through simulated project activity, scenarios, case studies, role-plays or actual activities.

The integrated project and presentation activity in each assessment guide provides you with an opportunity to consolidate your learning. Ideally the project will be an application of what you have learnt as applied to a workplace, thus providing evidence of your ability to transfer and apply skills and knowledge to new situations.

A mentor, or an appropriate third party familiar with your work, can help provide an independent evaluation of your ability to work consistently and effectively at the required level.

Underpinning Knowledge and Practical Assignments

This is where you show that you have achieved an acceptable level of competence in skills and knowledge for this Unit.

Confidentiality

When collecting material, please ensure that you protect the confidentiality of colleagues, workers and other persons, and block out any sensitive information.

All evidence and coursework you send to Acoustar will be treated in the strictest confidence by your Trainer / Assessor and not made available to any third party.
Assessments

There are three formal assessments:

1. Classwork and completing the Underpinning Knowledge questions with the help of others and your trainer
2. Completing the Case Scenarios in your own time but with the help of others and your trainer as needed
3. Completing the Practical Assessments in your own time and by yourself. You can ask your trainer for assistance.

In addition the Skills and Knowledge questions cover the range of topics in the Foundation Skills. These questions are in the ‘Underpinning Knowledge - Tutorials’ section.

Assessment Conditions

Information for assessors:

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals using interpersonal communication skills in the workplace and include access to:

- equipment, materials and business software packages for making a presentation
- business technology
- interaction with others.
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BSBWHS405

Underpinning Knowledge
Underpinning Knowledge

Instructions to the student

1. Read all of the questions for this unit of competency before commencing.

2. Answer all the questions for this unit of competency. Keep in mind you are studying a Nationally Recognised Certificate IV unit of competency.

3. Your answers must reflect the depth of knowledge and understanding expected of a person who can work without supervision, and demonstrate a level of judgement and decision making.

4. This assessment is to be conducted in a supervised classroom environment. Computers may be used for the purpose of presenting the answers in a neat and professional manner.

5. You must complete all your own work without assistance from other persons and / or sources:
   - The assessor will take steps / make arrangements to ensure students do not share their work and / or answers
   - The assessor will predetermine the timeframe for the assessment and advise the students
   - The assessor will make arrangements to receive the completed assessment via email, USB, printed or similar

6. Unless otherwise specified, your answers should be 100 to 250 words.

7. All questions and tasks must be true and correct to be assessed as satisfactory.

8. Complete the assessment sign off sheet with your assessor.
Question 1
Identify the elements that a health and safety policy should contain.

Question 2
Discuss if a policy should be written in legal terms or in a style and format that is easy to understand. Explain your answer.

Question 3
Discuss how health and safety policies can be promoted.

Question 4
Explain how your organisation’s WHS policy is applied to your work area and job role.

Question 5
Who are duty holders under health and safety legislation?

Question 6
Explain what is meant by the phrase 'reasonably practicable'.

Question 7
What are the elements of a health and safety plan?

Question 8
Explain why return-to-work and injury management is an important part of a safety management system.

Question 9
How can a worker’s return-to-work be facilitated?

Question 10
What is a health and safety plan? What areas can be included?

Question 11
Identify what forms the review and improvement of the health and safety management system can take.

Question 12
What are the objectives of a review into a health and safety management system?

Question 13
Identify barriers to implementing a health and safety management system, and what strategies can be used to overcome them?

Question 14
What documents referred to in the regulatory framework might be used in the design, implementation or certification of a health and safety management system?
Question 15
What are an officer’s legislated obligations relating to due diligence?

Question 16
Explain how the legislative framework is applied to health and safety in Australia.
BSBWHS405

Case Scenarios
Case Scenarios

Instructions to the Student

These case scenarios will be discussed in tutorials with your tutor. Please read and attempt the tasks. There are no assignment answers required.
**Case Scenario Questions**

**Scenario Task 1**
You work for a small business (about 10 workers) and are involved in helping the PCBU implementing and maintaining a health and safety management system. The PCBU has decided the start point is going to be developing and promoting a health and safety policy, and understands there is a duty to consult with workers during this process.

Describe the methods that can be used to facilitate the contribution of others in the development of health and safety policy.

**Scenario Task 2**
For a large workplace of over 200 workers, where the policies below are relevant, copy and complete the table below by entering the information required in the column headings.

<table>
<thead>
<tr>
<th>Existing policies</th>
<th>List reasons why the policy is required</th>
<th>Legal requirements</th>
<th>Which area the policy will apply to</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHS policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environment policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Injury management and rehabilitation policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchasing policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accident, incident and near-miss investigation policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSDS' and registers policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managing bullying, violence and aggression policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electrical safety</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency preparedness and response policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First aid – facilities and trained personnel policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Isolation and lock out policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Noise management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety signage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage racking</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Dave has just started in the position of safety manager with Youbeaut Coal Mine, Central Queensland. Before any work commences, Dave sets about writing the Work Health and Safety Management System (WHSMS) for the security staff to be employed at the mine. Security staff include:

- 20 static guards, manning 4 entry / exit gates 24 hours a day, 7 days a week.
- 10 mobile patrol officers, manning 3 patrol vehicles 24 hours a day, 7 days a week.

He is about to write the organisational policy for WHS.

**Scenario Task 3**
What elements should Dave include in the WHS policy?

**Scenario Task 4**
Nominate two (2) other parties Dave should seek contributions from when developing the WHS policy.

**Scenario Task 5**
What steps do you recommend for Dave to take to ensure the WHS policy can be applied to all work areas and job roles?

**Scenario Task 6**
Identify the duty holders that Dave will need to include in the WHS policy.

**Scenario Task 7**
Identify the elements of a plan that Dave will need to consider when planning his WHS management system.

**Scenario Task 8**
Name three (3) benefits to the organisation if Dave integrates return-to-work and injury management in the WHSMS.

**Scenario Task 9**
Recommend one (1) method Dave can use to communicate the WHS planning process to others to facilitate their contribution to the plan.

**Scenario Task 10**
Explain the key factors Dave should consider when implementing the plan.

**Scenario Task 11**
Identify the elements of the WHS performance evaluation process that Dave should consider.

**Scenario Task 12**
How can Dave ensure his WHSMS is continually improving?
BSBWH5405

Practical Assessment
Practical Assessment

Instructions to the Student

1. Read the study material included in your Study Guide. Read relevant texts from the list of suggested reading websites provided. Read each of the practical activity assessments for this unit of competency before commencing.

2. Answer all of the requirements of the practical activities. Keep in mind you are studying a Nationally Recognised Unit of Competency. Your answers must reflect the depth of knowledge and understanding expected of a person who can work without supervision and demonstrate a level of judgement and decision making.

3. The assessment tasks are to be completed in your own time.

4. Notes, textbooks and computers may be used. Be prepared to:
   - View www.youtube.com
   - Utilise search engines like www.google.com.au
   - Research the websites of organisations specialising in business, management, technology and similar

5. You must complete all your own work without assistance from other persons:
   - The assessor will take steps / make arrangements to ensure students do not share their work and / or answers
   - The assessor will predetermine the timeframe for the assessment and advise the student
   - The assessor will make arrangements to receive the completed assessment via email, USB, printed or similar

6. All aspects of your practical activities must be assessed as satisfactory in order to achieve a satisfactory result for this assessment.

7. Save your work on your computer. Backup your work and secure the backup in an alternate, safe location. For example, save a backup copy on an external drive or another computer.

8. Email your work to your assessor. Plan to present your work to your trainer / assessor at your next class tutorial.

9. Complete the assessment sign off sheet with your assessor.
Practical Assessment Questions

Practical Activity 1
Refer to Case Scenario Assessment for this unit of competency:

*Dave has just started in the position of safety manager with Youbeaut Coal Mine, Central Queensland.*

*Before any work commences, Dave sets about writing the Work Health and Safety Management System (WHSMS) for the security staff to be employed at the mine. Security staff include:*
  - 20 static guards, manning 4 entry / exit gates 24 hours a day, 7 days a week.
  - 10 mobile patrol officers, manning 3 patrol vehicles 24 hours a day, 7 days a week.

*He is about to write the organisational policy for WHS.*

Dave has gathered the security team and wants to explain to them the elements of the WHS performance evaluation process.

Take on the role of Dave, as safety manager with Carmichael Mine. Prepare a short presentation (3-5 min), explaining the elements of the WHS performance evaluation process in terms the security team will understand. During the presentation be sure to demonstrate the following skills and attributes:
  - The ability to communicate with people from a range of backgrounds and with a range of abilities
  - Consultation skills to seek feedback and ideas from the audience
  - Organisational skills, to complete the presentation in an efficient manner, using a logical sequence
  - Use the information provided

Your assessor will ask questions to ensure you fully understand the concepts you are explaining.

Practical Activity 2
Using the guidance information and legislation applicable to your WHS jurisdiction, provide a checklist of actions, starting from the point when a person is injured, which must be taken to manage the workers’ compensation claim and facilitate the worker’s speedy return to work.

The checklist should include a strategy for providing light duties external to the workplace, because the nature of the business makes providing light duties within the business impracticable.

Practical Activity 3
Write a short report of approximately one (1) page about implementing a health and safety plan. Identify how you can communicate the process to your team and gauge the progress and effectiveness of the plan.
Practical Activity 4
Develop a tool for reviewing one (1) area of a health and safety management system. Ensure the tool addresses the following elements relevant to the selected area:

- Hazard identification and risk assessment
- Consultation
- Record keeping
- Legislative compliance

The tool must allow scope for notes regarding conformity to be added by the user. The tool must be easy to follow and follow a logical sequence.
## COVER SHEET

### ASSIGNMENTS SUBMITTED FOR ASSESSMENT

#### STUDENT DETAILS

Your assignments may be submitted by email. Please state whether the answers submitted are for:

- Underpinning Knowledge questions
- Practical questions

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<th>Student Name:</th>
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Email to: admin@acoustar.qld.edu.au
SUBMISSION OF ASSIGNMENT
VIA STUDENT PORTAL
INSTRUCTIONS TO THE STUDENT

1. Read the study material included in this Study Guide. Read relevant texts and from the list of suggested reading websites provided. Read each of the practical activity assessments for this unit of competency before commencing.

2. Upon enrolment, you should have received an invitation to log into the Acoustar Student Portal. Go to your account on the Acoustar Student Portal:
   a. Visit acoustar.qld.edu.au
   b. Click Student Info and then Portal Login
   c. If you do not have a User Name or Password, please contact us.

3. Enter into your course by clicking the course that you have enrolled into. You now have access to the Student Resources and the Assignment Questions for each Unit.

4. Attempt the Assignment Questions; you must satisfactorily complete each Assignment.

If you require assistance, please contact us:
admin@acoustar.qld.edu.au
07 3355 9707 (Business hours)