



## BSB40215 Certificate IV in Business

### Record of Assessment Outcome

<b>Unit of Competency:</b>		<b>BSBWHS401 – Implement and monitor WHS Policies, procedures and programs to meet legislative requirements</b>	
<b>Student Name:</b>			
<b>Student ID Number:</b>			
<b>Assessor Name:</b>			
<b>Term and Year:</b>			
<b>The student has successfully completed the following assessment task(s):</b>		<b>Yes</b>	<b>No</b>
Assessment 1	Portfolio of Activities	<input type="checkbox"/>	<input type="checkbox"/>
Assessment 2	Project	<input type="checkbox"/>	<input type="checkbox"/>
<b>Overall, the student was assessed as:</b>			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>	
<b>Did the student meet the criteria for the following elements of competency?</b>		<b>Yes</b>	<b>No</b>
1. Provide information to the work team about WHS policies and procedures		<input type="checkbox"/>	<input type="checkbox"/>
2. Implement and monitor participation arrangements for managing WHS		<input type="checkbox"/>	<input type="checkbox"/>
3. Implement and monitor organisational procedures for providing WHS training		<input type="checkbox"/>	<input type="checkbox"/>
4. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks		<input type="checkbox"/>	<input type="checkbox"/>
5. Implement and monitor organisational procedures for maintaining WHS records for the team		<input type="checkbox"/>	<input type="checkbox"/>
<b>The student requires the following skill(s) development before re-assessment:</b>			
<b>Feedback to student on overall performance during assessment:</b>			
<b>The student has been provided with feedback and informed of the assessment result and the reasons for the decision.</b>			
<b>Assessor Name:</b>			
<b>Assessor Signature:</b>		<b>Date:</b>	
I have been provided with feedback on the evidence I have provided. I have been informed of the assessment result and the reasons for the decision.			
<b>Student Name:</b>			
<b>Student Signature:</b>		<b>Date:</b>	

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## BSB40215 – Certificate IV in Business

### BSBWHS401 – Implement and monitor WHS policies, procedures and programs to meet legislative requirements

#### Assessment 1 – Portfolio of Activities

Submission Details			
<b>Student ID Number:</b>			
<b>Student Name:</b>			
<b>Assessor Name:</b>			
<b>Due date:</b>			
<b>Student Declaration:</b>	By signing this declaration, I certify that: <ul style="list-style-type: none"><li>• The assessment work is my own work;</li><li>• All sources and materials have been acknowledged where required;</li><li>• I have not copied or plagiarized in any way materials of another person or work of a fellow student and referenced all sources of information.</li></ul>		
<b>Student Signature:</b>			
Assessment Result Details			
<b>Result:</b>	<b>Satisfactory</b>		<b>Not Satisfactory</b>
<b>Feedback to Student:</b>			
<b>Student Declaration:</b>	I have been provided with feedback on my assessment performance/result from Magill College Sydney assessor.		
<b>Student Signature:</b>			
<b>Assessor Signature:</b>			
<b>Date:</b>			



## Submission details

The assessment task is due on the date specified by your assessor. Any variations to this arrangement must be approved in writing by your assessor.

Submit this document with any required evidence attached. See specifications below for details.

## Performance objective

You must be able to research and conduct a toolbox talk on workplace hazards as well as provide effective workplace training and coaching. This assessment is broken into parts A and B.

## Assessment description

You must select, research, and conduct a toolbox talk on a type of workplace hazard that you have identified through consultation with a work group. Toolbox talks are regularly delivered to small groups in the workplace and highlight workplace health and safety issues.

The hazards you can choose from include:

- Physical hazards
- Psycho-social hazards
- Mechanical hazards
- Chemical hazards
- Sources of energy
- Environmental hazards.

Once you have delivered your talk, you will then need to source a standard operating procedure and train a member of your (real or simulated) work group in that procedure.



## Procedure

### Part A: Toolbox talk procedure

1. Identify a work group in your organisation or simulated work environment agreed to and arranged with your assessor.
2. Consult with the work group to identify a hazard.
3. Conduct research into the hazard through consultation. Where relevant, your consultation should be in accordance with legislative requirements and organisational requirements for consultation.
4. Identify relevant legislation and organisational policies and procedures that may apply to the hazard and its treatment.
5. Deliver a 10–15 minute presentation (a toolbox talk) to your work group on the hazard, including:
  - a. Description:
    - i. Identify specific examples or cases of the hazard
    - ii. Use photos or videos to explain the hazard
  - b. Causes
  - c. Effects
  - d. Control methods (use the hazard control hierarchy)
  - e. Organisational procedures, where relevant
  - f. The importance of consultation in identifying and treating hazards in the workplace
  - g. Results of consultation with other members of the organisation, whs consultants, etc.
  - h. An explanation of the relevant provisions of identified relevant legislation (such as the *work health safety act*), regulations, or codes which may apply to the hazard
  - i. How you plan to follow up to consult again on hazard and treatment
  - j. A description of where work group members can access information about the hazard.
6. Submit a written record of the toolbox talk to your assessor, including plans, consultation notes and email trails, presentation notes, presentation aids, and case studies or examples included in the talk. Ensure you keep copies for your records.



**Note:** If practicable, you can use the internet and YouTube videos to demonstrate examples of hazards.

### **Part B: Training procedure**

1. Choose an organisation's standard operating procedure. You will assess your work group's skill and provide training in this procedure. Be sure to identify objective indicators of successful performance for the procedure.
2. Identify a (simulated or real) work group to train on the safe performance of the procedure.
3. Follow organisational procedures and WHS legislative requirements to consult with the work group and determine training needs on the procedure.
  - a. You should rate the level of skill for each group member on a Skills Matrix (Appendix 1).
  - b. To determine how competent a person is, simply ask them to perform the procedure or recite how it can be done.
4. Develop a written plan for a training session (a maximum of ten minutes) on the safe completion of the procedure.
  - a. You may want to use the Training Plan template (Appendix 2).
  - b. Include key steps of the delivery and consultation with work group.
  - c. Prepare all of the resources required – make sure to include any costs associated with your training session in your plan, costs may include:
    - i. cost of wages
    - ii. lost productivity (cost of time used in activities other than making products or delivering services)
5. Where relevant, follow organisational procedures to report costs to management.
6. Train your work group in the procedure. You may be observed by your assessor.
7. Post a copy of the procedure and skills matrix on your safety team noticeboard or email a copy of the procedures to your safety team and to your assessor.
8. Arrange a follow-up meeting or extra learning opportunity with any individual who still needs or would like extra practise to achieve the desired standard of performance.
9. Prepare and deliver a five- to ten-minute (maximum) follow-up coaching or mentoring session.
  - a. Use coaching or mentoring techniques and the GROW Model template (Appendix 3) to help the individual reach his or her performance goals.



b. You may be observed by your assessor.

10. Submit documents to your assessor as per specifications below. Ensure you keep copies for your records.

## Specifications

### Part A: Toolbox talk procedure

You must:

- Deliver a 10–15 minute toolbox talk, that:
  - Uses presentation aids (photos or videos)
  - Includes an example or case study.
- Submit a written record of your toolbox talk, including:
  - Plans
  - Consultation notes and email trails
  - Presentation notes
  - Presentation aids
  - Case studies or examples included in your talk.

Your assessor will be looking for:

- Evidence of analytical and problem-solving skills to identify hazards
- Evidence of literacy skills to understand and interpret documentation, and to interpret whs requirements.

### Part B: Training procedure

You must:

- Deliver:
  - A ten minute (maximum) training session on a written procedure
  - A five- to ten-minute follow-up coaching or mentoring session
- Submit:
  - A copy of the standard operating procedure on which you based the training



















- A skills matrix (use the training matrix template provided in appendix 1 of this task)
- A training plan
- A coaching/mentoring plan.

Your assessor will be looking for:






- Evidence of analytical and problem-solving skills to identify hazards
- Evidence of coaching and mentoring skills to provide support to colleagues:
  - Planned and well-structured training and coaching/mentoring sessions that facilitate team and individual achievement of identified training needs
- Use of appropriate training, coaching and mentoring methods, including:
  - Introducing the activity
  - Explaining the reason for it
  - Demonstrating how to do it
  - Detect and correct others
  - Encouraging feedback.
  - Appropriate communication of training outcomes
  - Accurate recording of training outcomes.



## Appendix 1 – Skills matrix

Standard Procedure	Operating	Employee			
					
					
					
					

### Legend:

-  **Untrained** Employee has no training
-  **Learner** Employee cannot perform task independently
-  **Practitioner** Employee can perform task independently with supervision
-  **Operator** Employee can perform task independently
-  **Trainer /Coach** Employee can train/coach others to perform task



## Appendix 2 – Training plan

<b>Topic:</b>			
<b>What performance issue does this training session need to address?</b>			
<b>Key point</b>	<b>Bullet points</b> <i>(what will I say)</i>	<b>Resources</b> <i>(handouts/physical demonstration/slides)</i>	<b>Understanding</b> <i>(how will you check for understanding – questions/observation /discussion)</i>



### Appendix 3 – GROW model template

<b>G</b>	Goal	
<b>R</b>	Reality	
<b>O</b>	Options	
<b>W</b>	Will	



**ROLE PLAY CHECKLIST**

<b>Student name:</b>	<b>Student ID:</b>	
<b>Assessor name:</b>	<b>Date:</b>	
<b>OUTCOMES</b>	<b>SATISFACTORY?</b>	
	<i>(Assessor Only)</i>	
	<b>Yes</b>	<b>No</b>
1. Did the candidate accurately explain to the work team, relevant provisions of WHS Acts, regulations and codes of practice?		
2. Did the candidate provide information about the organization's WHS policies, procedures and programs and discuss methods for making information accessible and understandable by the work team?		
3. Did the candidate clearly explain to the work team, information about the identified hazards and the outcomes of risk assessment and control?		
4. Did the candidate communicate to workplace parties the importance of effective consultation mechanisms in managing health and safety risks in the workplace?		
5. Did the candidate apply consultation procedures to facilitate participation of the work team in managing work area hazards?		
6. Did the candidate promptly deal with issues raised through consultation, according to organizational consultation procedures and WHS legislative and regulatory requirements?		
7. Did the candidate identify WHS training needs according to organizational requirements and WHS legislative and regulatory requirements?		
8. Did the candidate made arrangements to meet WHS training needs of team members in consultation with relevant individuals?		
9. Did the candidate provide training, coaching/mentoring sessions that met the training needs of the learners?		
10. Did the candidate provide learning opportunities and coaching and mentoring assistance, to facilitate team and individual achievement of identified WHS training needs?		



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**Comments:**

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**Assessor's Signature**

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# BSB40215 – Certificate IV in Business

## BSBWHS401 – Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### Assessment 2 – Project

Submission Details			
<b>Student ID Number:</b>			
<b>Student Name:</b>			
<b>Assessor Name:</b>			
<b>Due date:</b>			
<b>Student Declaration:</b>	By signing this declaration, I certify that: <ul style="list-style-type: none"><li>• The assessment work is my own work;</li><li>• All sources and materials have been acknowledged where required;</li><li>• I have not copied or plagiarized in any way materials of another person or work of a fellow student and referenced all sources of information.</li></ul>		
<b>Student Signature:</b>			
Assessment Result Details			
<b>Result:</b>	<b>Satisfactory</b>		<b>Not Satisfactory</b>
<b>Feedback to Student:</b>			
<b>Student Declaration:</b>	I have been provided with feedback on my assessment performance/result from Magill College Sydney assessor.		
<b>Student Signature:</b>			
<b>Assessor Signature:</b>			
<b>Date:</b>			



## Submission details

The assessment task is due on the date specified by your assessor. any variations to this arrangement must be approved in writing by your assessor.

Submit this document with any required evidence attached. See specifications below for details.

## Performance objective

You must demonstrate skills for identifying, analysing and monitoring hazards in the workplace.

## Assessment description

You are required to read through the workplace scenario that is listed in Appendix 1 and then undertake the necessary tasks as listed in the procedure.

As part of this assessment you will be required to identify the relevant workplace hazard and fill in an incident report form. After completing the form, you will need to analyse this particular hazard more thoroughly by examining previous incidents and by developing a chart which aggregates this data.

You will then need to run a safety action meeting (SAM), where you will be meeting with your work safety team to analyse recorded incidents, identify the major hazard to address and to discuss and demonstrate treatment of the hazard.

Finally, you will prepare and submit a report on WHS performance and the process you undertook to identify and treat the hazard.

## Procedure

1. Review the scenario provided in Appendix 1.
2. Complete an Incident Report for the hazard that is involved in the scenario (use the form in Appendix 2). You will need to create names and additional information as necessary to fill in the form.
3. Add Rose's incident from the scenario to the data sheet and translate that data into a graph (see Appendix 3).
4. Conduct a safety inspection of your work area with regards to that hazard (see Appendix 4). Your assessor will simulate a workplace for you to inspect and assign you to a work safety team.
5. Organise and chair a Safety Action meeting (SAM) with your work safety team. Negotiate and schedule the meeting with your work safety team.
6. Before the meeting, work with your group to:



- a. Consult on analysis of the hazard and possible treatment
  - b. Consider the costs of control measures for the hazard.
7. During the meeting, use the hazard control hierarchy to recommend and/or demonstrate a practicable treatment. Ensure you take minutes using the SAM form (Appendix 5) to provide evidence of the meeting. Your assessor may choose to observe the meeting.
8. Write a one- to two-page report for your Health and Safety representative (the assessor). Ensure that you:
- a. Describe the process you undertook to identify, analyse and consult on the risk; refer to organisational WHS policies and procedures and relevant legislation for example:
    - i. Specific OHS and WHS legislation requiring maintenance of safe workplace
    - ii. Specific OHS and WHS legislation and regulations and codes of practice requiring institution and implementation of consultative practices
    - iii. Duty of care responsibilities of employers and employees
    - iv. Describe WHS performance with respect to the hazard; outline any inadequacies in existing risk control measures
    - v. Describe the measures you took to control the hazard, including demonstrations or plans to control the hazard.
9. Submit all documentation as per the specifications below. Ensure you keep copies for your records.

## Specifications

You must provide:

- A completed incident report (using the form in Appendix 2) for the observed hazard
- A completed graph in relation to the data analysis (Appendix 3)
- A completed safety inspection form (Appendix 4) including photos or diagrams of the observed hazard
- A copy of minutes from SAM meeting (Appendix 5) showing dates of attendance and participation (the hazard mentioned and discussed)
- A one- to two-page report for your Health and Safety representative (the assessor).



**Note:** All of the above must be collated and presented to the assessor on the agreed due date.

Your assessor will be looking for:

- Analytical and problem-solving skills to:
  - Identify hazards
  - Assess risks in the work area
  - Review information relating to monitoring and evaluating incidents, and the effectiveness of risk controls
- Literacy skills to understand and interpret documentation, and to interpret WHS requirements
- Knowledge of hazards and associated risks in the workplace
- Knowledge of key provisions of relevant WHS Acts, regulations and codes of practice that apply to the business
- Knowledge of organisational policies and procedures relating to hazard management, fire, emergency, evacuation, incident investigation and reporting
- Knowledge of relevance of consultation and participation as key mechanisms for improving WHS and culture
- Knowledge of WHS legislative responsibilities, duties and obligations of managers, supervisors, persons conducting businesses or undertakings (pcbus) or their officers, and workers in the workplace.



## **Appendix 1 – Workplace scenario**

You are employed as a team leader of a group of five administration staff. A rapid growth in the organisation has seen many new computers installed in the office. With so many computers around the office, power extension cables occasionally become loose and end up lying on the floor of the hallway.

In the past three months, a number of your employees have had near-misses where they have almost tripped on a loose cable. To make matters worse, just this morning you witnessed your senior administrator Rosie Thompson trip on a cable and sprain her wrist on impact with the floor. As team leader, you immediately gave Rosie some ice and a bandage and took her to see the local doctor.

Organisational recordkeeping and consultative procedures, which are in place to ensure the organisation adheres to WHS obligations under relevant legislation, require team leaders to:

- Conduct regular workplace inspections and submit safety inspection forms to the relevant person (your Health and Safety representative or you assessor)
- Fill in and submit incident reports for incidents involving accidents or near-accidents involving staff or visitors
- Compile WHS aggregate information and report on safety performance as part of the WHS management system to your Health and Safety representative.

In your workplace's operational plan, the target number of incidents or injuries requiring first aid and/or medical treatment is zero.



## Appendix 2 – Incident report

### Incident report

**Note:** All sections of this form are to be completed. All incidents shall be advised within 12 hours of the incident to ensure appropriate action is initiated.

Personal details		
Family name:		First name:
Contact No:	Phone (w)	(h - if injured)
Occupation:		Gender: <input type="checkbox"/> M <input type="checkbox"/> F
Staff employment status:		
<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual		
<input type="checkbox"/> Contractor <input type="checkbox"/> Visitor		
Division/Department:		

Incident details		
Date of incident:	Time of incident:	AM / PM
Location where incident occurred:		
Briefly describe what happened:		
This incident resulted in:		
<input type="checkbox"/> Injury <input type="checkbox"/> No injury <input type="checkbox"/> Near miss		
<input type="checkbox"/> Property damage <input type="checkbox"/> Hazard identified		



The incident was reported to (Supervisor):

Name of Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

**Injury/damage details**

If an injury was sustained, what part of the body was affected or if damage to property occurred what was damaged?

**Medical treatment**

If MEDICAL EXPENSES or LOST TIME is incurred, a 'Workers Compensation Claim form' must be completed and forwarded to WHSW & IM Services 'as soon as possible'.

Do you intend to seek medical treatment?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you intend to lodge a claim for workers compensation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has any time been lost from work? <i>(More than 1 complete shift)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
If so, have you returned to work?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have/will medical expenses been/be incurred?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Uncertain at this time
Were there witnesses? If so, name of witness(es):	Contact phone number:



Employee signature:	Date:

If a medical certificate has been provided please send to: Fax xxxx xxxx or email: xxx@xxx.xx.xx

**Describe in detail what occurred**

It is the responsibility of the supervisor/line manager to complete this section in consultation with the injured staff member.

Please describe the events and contributing factors that led to the incident:

**How could this be prevented from happening again?**

The Supervisor/Line Manager is to complete this section in consultation with the injured staff member and the Health & Safety Representative (if applicable)



Suggestions to avoid recurrence of this incident/accident:

Name of health and safety representative, if consulted:

**Action plan**

**Note:** From the previous section, list the actions required to prevent this happening again.

<b>Action to prevent recurrence</b> <i>(Do not leave blank)</i>	<b>Person responsible for action</b>	<b>Action taken</b>	<b>Sign-off completed</b> <i>(signature required)</i>



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<input type="checkbox"/> Referred to Line Manager	<input type="checkbox"/> Placed issue on local action plan		
<input type="checkbox"/> Consulted employees	<input type="checkbox"/> Advised Senior Manager		
<input type="checkbox"/> Advised WHSW Services	<input type="checkbox"/> CSR raised, referred to FMU		
<input type="checkbox"/> Feedback provided to affected person on outcome			
Is rehabilitation required? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Rehabilitation consultant advised Date:		
Name of Supervisor:	Contact Phone Number:		
Signed:	Date:		

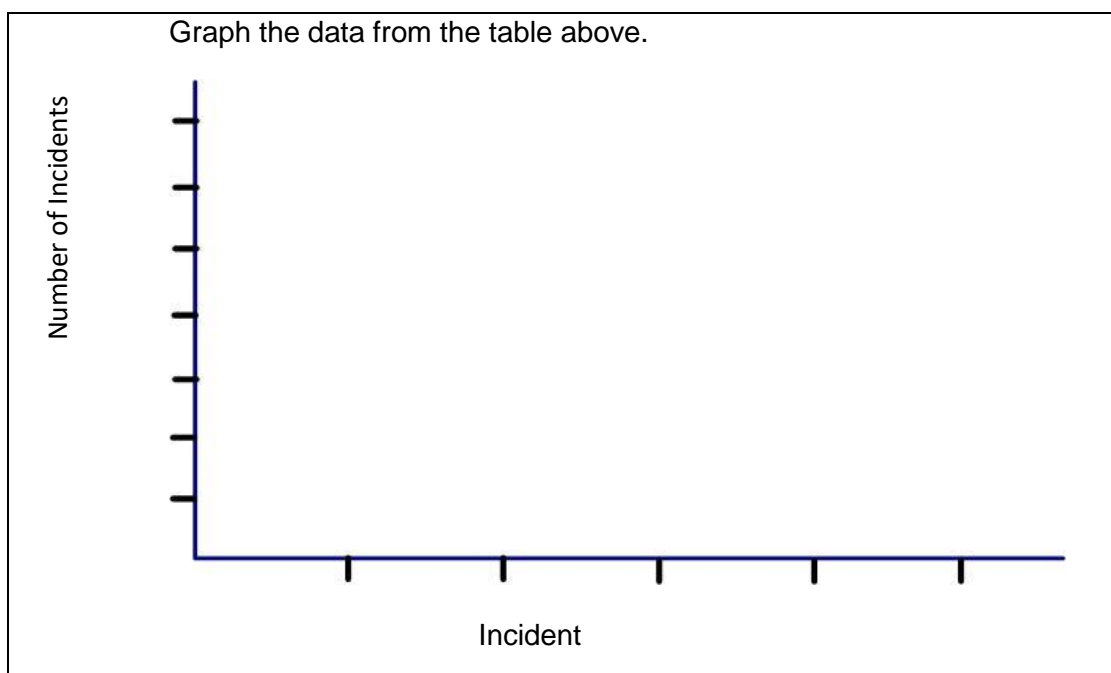


### Appendix 3 – Analyse data

The workplace incident data for the past three months is recorded in the incident register below. Summarise the data in the graph provided and identify the areas that you should concentrate your improvement efforts on.

Incident	Cause	Type	Who	When
Slip/trip	Cables on floor	MTI	Bob	13/07
Muscle pull	Lifting paper	MTI	Jane	18/07
Muscle pull	Moving bins	FAI	Nihal	30/08
Bullying	Project deadline	LTI	Laszlo	15/09
Stress	Project deadlines	LTI	Greg	17/09
Slip/Trip	Cables on floor	NMI	Bob	01/10
Cut	Cut finger on broken glass	FAI	Rita	02/10

FAI	first aid incidents
MTI	medical treatment injury
LTI	lost time injury
LTIFR	lost time injury frequency rate
NM	near miss





Analyse the data above and suggest what you will need to focus on during the safety action meeting.



## Appendix 4 – Safety inspection form

Criteria	N/A	Yes	No	Comments
<b>EMERGENCY PROCEDURES</b>				
Are designated emergency persons' details posted including: <ul style="list-style-type: none"> <li>• health and safety representative</li> <li>• fire warden</li> <li>• first aid person</li> </ul>				
Are instructions posted for calling emergency services?				
Is the site plan on display?				
Are emergency evacuation muster/assembly areas signposted?				
Have all staff been inducted and trained in emergency procedures?				
Entry and exit doors are marked and free of clutter?				
Emergency exit routes and aisles and corridors are free of clutter?				
Are fire extinguishers provided and maintained?				
Have personnel on site been trained in the use of fire extinguishers?				
Are first aid kit/s stocked to contents list?				
Are first aid supplies replenished?				
<b>HOUSEKEEPING</b>				
Is the bathroom and toilet clean and tidy?				
Is the kitchen and eating area clean and tidy?				
Are floors clean, dry and in good condition?				
Are desks and work areas tidy?				
Are rubbish bins sufficient?				



Criteria	N/A	Yes	No	Comments
Is rubbish cleared regularly?				
Are recycling bins sufficient?				
Are recycling bins cleared regularly?				
Are aisles and areas around workstations free of clutter?				
<b>ERGONOMICS</b>				
Is furniture fit for purpose?				
Do office chairs have five supports?				
Is furniture adjustable for keyboard operators? <ul style="list-style-type: none"> <li>• straight back</li> <li>• forearms parallel to the floor</li> <li>• upper legs parallel to the floor</li> </ul>				
Are footrests provided where necessary?				
Are document supports provided?				
Are computer screens positioned to avoid glare?				
Are work stations and equipment positioned to: <ul style="list-style-type: none"> <li>• reduce manual handling</li> <li>• reduce repetitive handling</li> <li>• improve work flow?</li> </ul>				
<b>HAZARDOUS SUBSTANCES</b>				
Are all chemicals, including liquid fuels, properly labelled, stored and signposted?				
Are spill kits available?				
Are MSDS readily available for hazardous substances?				
Is a hazardous materials register maintained?				



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Criteria	N/A	Yes	No	Comments
<b>PPE (for hazardous areas)</b>				
Is safety signage accurate?				
Is safety signage displayed correctly?				
Are safety glasses worn when required?				
Is high visibility clothing provided where required?				
<b>OTHER</b>				



## Appendix 5 – SAM record form

Work safety team: .....

Meeting held on: .....

Meeting conducted by (supervisor): .....

HSR in attendance: Yes / No

Issues to be covered: .....

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Other issues addressed: .....

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**Staff in attendance:** .....

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**Outcomes:** .....

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**Attendees:**

**Name:** ..... **Signature:** .....

**Name:** ..... **Signature:** .....

**Name:** ..... **Signature:** .....

**Name:** ..... **Signature:** .....

**Name:** ..... **Signature:** .....