

BSBWHS403

Contribute to implementing and maintaining
WHS consultation and participation
processes



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ASSESSMENT FOR BSBWHS403

Student name	Lee miller
Date of assessment submission	14/02/2017

Trainer/Assessor's name	
Date of assessment marking	Click here to enter a date.
Outcome for unit	☐ Competent ☐ Not Yet Competent

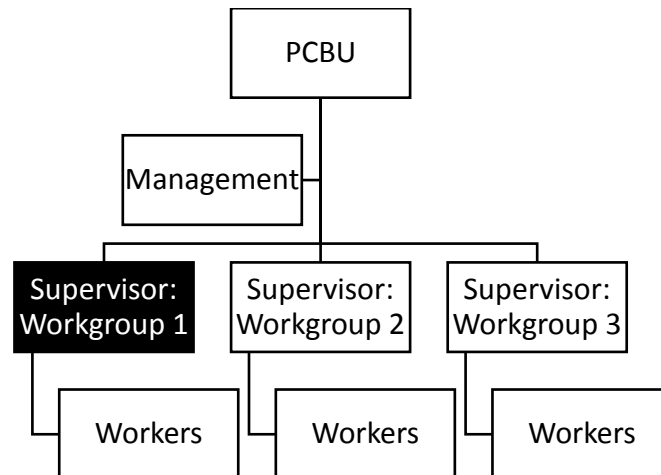
TASK INSTRUCTIONS

- The assessment for this unit of competency consists of the following:
 - A series of activities:** Some of these activities will require you to provide a response within this document, others will require you to gather evidence to demonstrate your knowledge and skills (overview below)
 - Quiz:** You will be required to complete a series of questions to demonstrate your knowledge and skills.
 - Practical task:** You will be required to have an observer attest to your knowledge and skills and sign a report to this effect.
- At times, you will be provided with a specific business context to which you must respond, otherwise it is anticipated that you will use a workplace of your choosing (your own, or hypothetical) to provide the context to the task.
- At all times, the responses in your assessment must reference **Australian** (Queensland or Federal) documentation, including legislation, regulations, codes of practice, standards and guidance publications.

ACTIVITY OVERVIEW	REQUIRED FOR SUBMISSION
1. Roles, duties, rights, responsibilities	Workbook response (below)
2. Contribution to processes	Workbook response (below)
3. Training to achieve effectiveness	Workbook response (below)
4. Improvement of processes	Workbook response (below)

ACTIVITIES

For the following activities, you will assume the role of a workgroup supervisor in a workplace of your choosing (see example organisational chart below).



Name a workplace and workgroup that you are (or hypothetically are) the supervisor for:

Name of workplace	RCQ
Workgroup	GLOBAL HR

ACTIVITY 1

Identify three (3) individuals and parties involved in WHS consultation and participation processes in your nominated organisation (one of these must be yourself).

For each individual/party:

- Explain what their roles, duties, rights and responsibilities are regarding consultation and participation
- Identify the documents (Act/Regulation/Codes of practice, policies and procedures) which impose these roles, duties, rights and responsibilities
- Identify how you would communicate with the individual/party to inform them about their roles, duties, rights and responsibilities (i.e. method of communication and in what timeframe)

Your role

As a supervisor I have many responsibilities such as answering to company management and im also responsible for the production and activities of my staff memebbers.

Roles, duties, rights and responsibilities regarding consultation and participation

Coach

A good supervisor places a high priority on coaching employees. Good coaching involves working with employees to establish suitable goals, action plans and time lines. The supervisor delegates and also provides ongoing guidance and support to the employee as they complete their action plans. Rarely can job goals be established without considering other aspects of an employee's life, e.g., time available for training, career preferences, personal strengths and weaknesses, etc. A supervisor is sometimes confronted with walking a fine line between being a supervisor and the employee's confidant.

Mentor

Usually the supervisor understands the organization and the employee's profession better than the employee. Consequently, the supervisor is in a unique position to give ongoing advice to the employee about job and career. The employee can look to the supervisor as a model for direction and development. An effective mentor-mentee relationship requires the supervisor to accept the responsibility of mentorship. A good supervisor can be a priceless addition to the career of an employee.

Advocate for Organization

Often, the supervisor is the first person to tell employees about new policies and programs from management. It's not uncommon that employees are confused or frustrated by these new actions, and need further clarification and support from supervisors. In the rapidly changing world of today's organizations, it can be a major challenge to present new programs to employees without their being frustrated or even cynical. The supervisor must be authentic, yet tactful.

Advocate for Employee

The supervisor is often responsible to represent the employee's requests and to management, along with also representing the employee's case for deserving a reward. For example, if an employee deserves a promotion, the supervisor often must justify the case for promotion to the supervisor's supervisor, as well. If the employee has a rather unique personal situation that warrants special consideration by the rest of management, the supervisor must explain this situation and how it can be handled. It's not unusual for employees to sometimes see the supervisor as part of "management" while at other times seeing the supervisor as a personal friend.

Return to Basic Overview of Supervision

RESPONSIBILITIES OF SUPERVISORS

Before Reviewing Responsibilities, There Are Two Considerations

Often, Supervisors Hold Two Jobs

Note that in some types of organizations, e.g., a matrix organization, the supervisor attends solely to the responsibilities of the supervisorial role. However, in many organizations, the supervisor is responsible not only for supervisorial responsibilities, but also for product-line responsibilities, that is, to get a product or service out the door. Products and services generate revenue. Consequently, the role of supervision sometimes takes a "background" role to the product-line role.

Support of Human Resources Department

Note that if the organization is large enough, the supervisor is fortunate to have a staff department, e.g., Human Resources (HR) Department, that directs or supports many of the activities carried out by supervisors. The supervisor still carries out the supervisory responsibilities, but HR is a tremendous help. For example, HR guides and supports activities in staffing, development and management of personnel policies and records, training and development, performance appraisals and performance problems, career counseling, organization development, etc. HR provides this help and ensures that all activities conform to current rules and regulations.

Personnel Policies and Procedures

The supervisor is usually responsible to ensure that employees follow the organization's policies and procedures, e.g., for sick time, personal leave, overtime, contact with the media or press, confidentiality about organization information, etc. Concurrently, the supervisor must follow policies and procedures for carrying out supervisory responsibilities, e.g., policies and procedures for hiring, firing, promotions, etc. (See Personnel Policies, Handbooks and Records.)

Staffing

Supervisors regularly review the needs of their employees. Consequently, they're often the first to notice the need for a new position in the organization. In this case, the supervisor opens a new role by getting authorization from upper management. This often requires communication and justification for funds to fill the new position. The supervisor reviews advertisements for job candidates, reviews resumes and conducts interviews. The supervisor recommends who should be hired from among job candidates and ensures a job offer is made to the most suitable candidate. There's usually a great deal of paperwork, e.g., a job application, starting a personnel file, providing an employee manual, salary and tax forms, etc. Finally, the supervisor must ensure the new employee has adequate facilities, e.g., desk, computer, office supplies, etc. (See Staffing.)

Employee Training and Development

Supervisors ensure new employees are oriented to the organization, its policies, facilities, etc. They develop training plans with employees to ensure employees have the necessary expertise to carry out their jobs. They provide ongoing guidance to employees, often in the forms of ongoing coaching and counseling. Supervisors often provide career counseling, as well, to help employees develop and advance in their careers. (Note that there's a trend that employees are being help responsible for their own career planning, while supervisors provide career counseling to help the employee in their effort.) (See Training Basics for Supervisors and Learners.)

Employee Performance Management

Supervisors ensure that job descriptions accurately record the primary responsibilities, qualifications and terms for each job role in their group. They set performance standards for tasks, jobs and roles of their employees. They ensure employees have appropriate and realistic job goals. They provide ongoing feedback about the employee's performance. They conduct performance appraisals on a regular basis, including assessing how the employee has performed and what they can do to improve in their jobs. They develop performance improvement plans if an employee's performance is not adequate. In addition, supervisors provide rewards for employee accomplishments.

Documents which outline roles, duties, rights and responsibilities

Its is outlined in my job discription,, HR, key personnel and sms

Communication method and timeframe

Within pre starts, toolbox talks and newsletters. We would go over this in about 5 days.

Name of Individual/Party 1

Worker

Roles, duties, rights and responsibilities regarding consultation and participation

take reasonable care of the health and safety of themselves and of others who may be affected by what they do or do not do.
cooperate with the employer on health and safety matters.
not misuse any equipment that is provided for safety purposes (eg fire extinguishers or safety goggles)

Documents which outline roles, duties, rights and responsibilities

Within the job description, HR key personnel and sms

Communication method and timeframe

Within pre starts, toolbox talks and newsletters. We would go over this in about 5 days.

Name of Individual/Party 2
Project manager
Roles, duties, rights and responsibilities regarding consultation and participation
A project manager is a person who has the overall responsibility for the successful initiation, planning, design, execution, monitoring, controlling and closure of a project. Construction, petrochemical, architecture, information technology and many different industries that produce products and services use this job title. The project manager must have a combination of skills including an ability to ask penetrating questions, detect unstated assumptions and resolve conflicts, as well as more general management skills. Key among a project manager's duties is the recognition that risk directly impacts the likelihood of success and that this risk must be both formally and informally measured throughout the lifetime of a project. Risks arise from uncertainty, and the successful project manager is the one who focuses on this as their primary concern. Most of the issues that impact a project result in one way or another from risk. A good project manager can lessen risk significantly, often by adhering to a policy of open communication, ensuring every significant participant has an opportunity to express opinions and concerns. A project manager is a person who is responsible for making decisions, both large and small. The project manager should make sure they control risk and minimise uncertainty. Every decision the project manager makes must directly benefit their project. Project managers use project management software, such as Microsoft Project, to organise their tasks and workforce. These software packages allow project managers to produce reports and charts in a few minutes, compared with the several hours it can take if they do it by hand. Roles and Responsibilities The role of the project manager encompasses many activities including: - Planning and Defining Scope - Activity Planning and Sequencing - Resource Planning - Developing Schedules - Time Estimating - Cost Estimating - Developing a Budget - Documentation - Creating Charts and Schedules - Risk Analysis - Managing Risks and Issues - Monitoring and Reporting Progress - Team Leadership - Strategic Influencing - Business Partnering - Working with Vendors - Scalability, Interoperability and Portability Analysis - Controlling Quality - Benefits Realisation Finally, senior management must give a project manager support and authority if he or she is going to be successful.
Documents which outline roles, duties, rights and responsibilities

Within the job description, HR key personnel and sms

Communication method and timeframe

Within pre starts, toolbox talks and newsletters. We would go over this in about 5 days.

Outcome for Activity 1

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 2

Identify two (2) WHS consultation and participation processes that may exist in your workplace for sharing WHS information (in addition to work team meetings).

For each process:

- Briefly describe the process
- Explain your role in the setting up and running of this process
- Describe how you communicate with individuals and parties about what these processes are
- Describe how you support the participation of individuals and parties in these processes

Name of process
Work team meetings
Describe process
Work meetings usually happen every Thursday morning before work starts , we gather to discuss any issues that need to be fixed.
Your involvement in set up and running of process
My role is to make sure the work meeting are known to my fellow workers by having verbal communication,.
How you communicate with individuals and parties about process
I communicate it through pre start meetings, posters emails and newsletters.
How you support participation of individuals and parties in process
Looking into it through consultation and speaking with the parties involved to come up with a practicable reasonable solution.

Name of process 1
Consultation of PCBUs
Describe process
PCBUs should: Share relevant information with workers Provide workers with a reasonable opportunity to express their views, to raise work health and safety issues, and to contribute to the decision-making processes Take into account the views of workers Advise workers of the outcome of the consultation in a timely manner
Your involvement in set up and running of process
My role is to make sure the work meeting are known to my fellow workers by having verbal communication,.
How you communicate with individuals and parties about process
communicate it through pre start meetings, posters emails and newsletters.
How you support participation of individuals and parties in process
Looking into it through consultation and speaking with the parties involved to come up with a practicable reasonable solution.

Name of process 2
Consultation by HSR's
Describe process
As part of their participation on behalf of workers, HSRs may: - Monitor the compliance of the business - Investigate complaints about WHS matters - Inquire into risks to health or safety - Inspect the workplace after giving reasonable notice - Accompany inspectors during inspections of the workplace - Direct to cease unsafe work and issue a Provisional Improvement Notice (PIN) [if they have completed the required training]
Your involvement in set up and running of process
My role is to make sure the work meeting are known to my fellow workers by having verbal communication,.
How you communicate with individuals and parties about process
communicate it through pre start meetings, posters emails and newsletters.
How you support participation of individuals and parties in process
Looking into it through consultation and speaking with the partie/s involved to come up with a practicable reasonable solution.

Outcome for Activity 2	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 3

Refer back to the two (2) individuals and parties (other than yourself) that you identified in Activity 1.

- Identify what is required for them to effectively be involved in consultation and participation
- Outline what training may be provided to assist in the improvement of their consultation and participation
- Explain how you could be involved in the delivery of the training you have identified

Name of Individual/Party 1

workers

Required for effective involvement in consultation and participation

As part of their participation on behalf of workers.

Monitor the compliance of the business

Investigate complaints about WHS matters

Inquire into risks to health or safety

Inspect the workplace after giving reasonable notice

Accompany inspectors during inspections of the workplace

Direct to cease unsafe work and issue a Provisional Improvement Notice (PIN) [if they have completed the required training]

Training that may be provided to assist

Internal, external, formal or informal are types of training that could assist.

Your involvement in delivery of training

Verbal communication, formal reports, posters emails and newsletters.

Name of Individual/Party 2

HSR's

Required for effective involvement in consultation and participation

As part of their participation on behalf of workers, HSRs may:

Monitor the compliance of the business

Investigate complaints about WHS matters

Inquire into risks to health or safety

Inspect the workplace after giving reasonable notice

Accompany inspectors during inspections of the workplace

Direct to cease unsafe work and issue a Provisional Improvement Notice (PIN) [if they have completed the required training]

Training that may be provided to assist

Internal, external, formal or informal are types of training that could assist.

Your involvement in delivery of training

Conduct training 'in-house'

Conduct on-the-job learning or workplace-based training

Engage a WHS training consultant to deliver appropriate training

Find online training

Outcome for Activity 3	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 4

Identify three (3) potential barriers to the implementation and effectiveness of WHS consultation and participation processes. For each barrier identified, identify:

- A measure that could be implemented to remove the barrier
- Explain how you can contribute to the development, implementation and evaluation of this measure.

Describe barrier 1

Language

Measure to remove barrier

Learn your clients culture, learn some key phrases, come across as accommodating.

Contribution to development of measure

Speak slowly and clearly. Focus on clearly enunciating and slowing down your speech. ...
Ask for clarification. ...
Frequently check for understanding. ...
Avoid idioms. ...
Be careful of jargon. ...
Define the basics of business. ...
Be specific.

Contribution to implementation of measure

Find a worker that speaks multiple languages to translate and pass on the information in a way that is understood by that person or persons.

Contribution to evaluation of measure

By completing our take 5's when we can if they work, filling out the necessary forms also.

Describe barrier 2

shift work

Measure to remove barrier

Try to work with you clients schedules, see what works for them whilst keeping them on site to get the job completed.

Contribution to development of measure

Getting a schedule to work off so you can organise times and dates for you client so they will be happy to comply.

Contribution to implementation of measure

By giving them a certain set of hours per week to fit in and around the schedule given to you by them so that you are both happy and getting an even amount of work completed.

Contribution to evaluation of measure

By completing our take 5's when we can if they work, filling out the necessary forms also.

Describe barrier 3
skills
Measure to remove barrier
Finding the skills that the person or person excel at and that they're comfortable to proceed with that job .
Contribution to development of measure
Get an idea of they're work ethic and style in order for you to provide the jobs for that person.
Contribution to implementation of measure
Finding the jobs that is suitable for that persons skills and make sure they can happily fulfil the job without delay.
Contribution to evaluation of measure
By completing our take 5's when we can if they work, filling out the necessary forms also.

Outcome for Activity 4	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

QUIZ

QUESTIONS	CORRECT
1. Individuals and parties involved in WHS consultation and participation processes may include external bodies, such as unions and WHS inspectors. ☒ True ☐ False	☐
2. Which of the following are types of WHS consultation and participation processes? Select all that apply. ☒ Health and safety committees ☒ Internal involvement in inspections and audits ☒ Team meetings ☒ Planning committees	☐
3. Training for effective WHS consultation and participation can be as simple as teaching workers how to use computers to access WHS information and data. ☒ True ☐ False	☐
4. Which of the following may constitute barriers to the implementation and effectiveness of WHS consultation and participation processes? Select all that apply. ☒ Consultation meetings being too long and boring ☒ Language, literacy and numeracy levels of the workforce ☒ Workplace culture related to WHS ☒ Having separate work sites	☐

Outcome for Quiz	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

PRACTICAL TASK

You are required to have a suitable observer verify your ability to complete the following tasks. These tasks may be simulated or real.

TASKS		VERIFIED
A.	Conduct a meeting with a PCBU, using appropriate language, to identify requirements for WHS consultation and participation, as identified in Acts, regulations, codes of practice, policies and procedures.	☐
B.	Highlight the roles of those within the organisation (including duties, rights and responsibilities) regarding WHS consultation and participation.	☐
C.	Identify and discuss WHS consultation and participation processes, and highlight potential barriers.	☐
D.	Offer solutions to barriers, evaluating and considering time/resource constraints and the needs of others.	☐
E.	Use questioning and active listening to identify and discuss PCBU's views on barriers to WHS consultation and participation processes.	☐
F.	Use questioning and active listening to identify and discuss PCBU's views on training requirements for effective WHS consultation and participation.	☐
G.	Write down adjustments to offered solutions, as necessary, addressing PCBU's views on barriers and training requirements.	☐
Name of observer		
Role of observer (Confirm their suitability to sign)		☐ Trainer/Assessor ☐ Other (specify):
Phone number of observer		
Email address of observer		
Signature of observer		
Date		Click here to enter a date.
Comments		

Outcome for Practical Task	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	