

BSBCMM401 MAKE A PRESENTATION & BSBWRT401 WRITE COMPLEX DOCUMENTS ASSESSMENT SUMMARY

The assessment activities for *BSBCMM401 Make a presentation & BSBWRT401 Write complex documents* cover all aspects of the unit of competency required. To demonstrate competence in this unit, a participant must undertake all tasks and complete them satisfactorily and consistently. For Apprentices and Trainees, this includes employer completion of the Employer Record Book (ERB).

Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be equitable, fair and flexible. If a participant has any questions or requires alternative arrangements to be made such requests should be directed to their Trainer/Assessor, who should note such arrangements in the 'Assessor Comments' on the affected assessment. If a participant feels they are not yet ready to be assessed, they should discuss their options with their Trainer/Assessor.

To satisfactorily complete the assessment, the participant is required to answer all questions correctly and demonstrate their skills to industry standards. If a participant does not answer some questions or perform some tasks, they will be deemed 'Not Satisfactory' for the task and 'Not Yet Competent' for the unit of competency. The Trainer/Assessor is able to provide the participant with additional information on interpreting the assessment outcomes and provide guidance on the participant's options. Should a participant still be deemed 'Not Satisfactory' they will have the opportunity to undertake a supplementary assessment or appeal the result.

By signing the cover page for each assessment item, the participant acknowledges they understand the assessment instructions and requirements and consent to being assessed. The participant also verifies and assures the RTO that the work submitted is their own work.

Participant Name	Jenna Stewart
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Task	Assessment Results	
Workbook	☐ Satisfactory	☐ Not Yet Satisfactory
Quiz	☐ Satisfactory	☐ Not Yet Satisfactory
Practical Assessment	☐ Satisfactory	☐ Not Yet Satisfactory
Outcome for BSBCMM401	☐ Competent	☐ Not Yet Competent
Outcome for BSBWRT401	☐ Competent	☐ Not Yet Competent

Assessor Name	
Assessor Signature	
Unit Competence Determination Date	Click here to enter a date.

BSBCMM401 MAKE A PRESENTATION & BSBWRT401 WRITE COMPLEX DOCUMENTS

WORKBOOK INSTRUCTIONS

- This workbook will occur under standard assessment conditions.
 - An oral assessment may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. FT001 and Assessor Comments)
- Participants must provide enough detail in their responses to demonstrate their knowledge and skills.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that this is your own work.
- Assessors are to complete marking in pen of a different colour to the Participant.
- If a Participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
 - If a Participant changes their response in writing, they must put their initials next to the written change.
 - If a Participant changes their response verbally, this must be noted on the document by the assessor.

Participant name Jenna Stewart

Participant signature



Date

Click here to enter a date.

20/09/2021

Assessor name

Assessor signature

Date

Click here to enter a date.

Number of activities	Number of activities answered correctly	Task outcome (Tick)	
		Satisfactory	Not Yet Satisfactory
2		☐	☐

ASSESSOR COMMENTS

NOTE

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 1

Consider methods for effectively planning for a presentation:

- a) Identify two (2) different audience types and explain why each would require a different presentation strategy, format and delivery method.
 - Consider how locations, resources and personnel can influence your choices
- b) Using examples, explain three (3) aids and materials that can be used to support presentations.
- c) Provide an example to explain each of the listed regulatory requirements that should be considered when developing a presentation and aids/materials.
- d) Explain how an organisational style guide should be considered when formatting a presentation and aids/materials.
- e) Explain the principles of effective oral, visual and written communication.
 - Consider the importance of structuring/sequencing, summarising and emphasising points
 - Provide examples of how persuasive communication techniques can be used to secure audience interest
 - Explain the importance of grammar, punctuation and spelling to conveying meaning and intent
 - Identify the importance of explaining jargon and acronyms

Audience 1**Audience description**

Audience: John Holland office staff - Refresher of John Holland's GRMs (Global Mandatory Requirements)

Explain appropriate strategy, format and delivery method

Strategy: Present a 1-hour overview of all 10 GRMs and what they mean to us and why they are important.

Format: Send out an internal meeting invitation scheduled for 1hr in our meeting room including an agenda of the presentation.

Each GRM will have a 5-minute time window with an introduction, conclusion, and questions at the end of the presentation.

Delivery: Classroom style presentation, with power point slide & handouts. I would use some quick videos and interactive questions on each to keep it interesting.

I would use this type of delivery method because JH staff are more available being in the office than a worker onsite on the tools

Audience 2

Audience description

Audience: Site workforce (multiple trades) – 10-minute Toolbox refresher at prestart of John Holland's GMR's (Global Mandatory Requirements) starting at GMR - 01. Traffic, plant & people and deliver one each week until all 10 are completed.

Explain appropriate strategy, format and delivery method

Strategy: Present a 10-minute refresher toolbox talk at prestart to site workforce, what to look out for and how to implement them.

Format: Keeping it short and simple

Delivery:

Ask questions to make sure people are listening and get them involved. Have a printout on a hazard and get the workers to identify and what controls they would implement.

Supportive aids and materials

Whiteboard as they are interactive, and you can have unlimited space to write on, but the writing on the board can be erased for more space so you lose that content.

Handouts of the presentation – people can write down notes and highlight important items

Flip charts – visually effective and can also have unlimited space to write on and the work is kept

Regulatory requirements

Discrimination

Making sure your content does not contain any discriminatory material like racial slurs, being sexist, age & disability discrimination

Safety

Important safety information should be given like the location of amenities, emergency exits or any access restrictions or hazards to watch out for. The information must be accurate and comply with the WHS legislation.

Design (i.e. readability and appearance)

The design of your presentation should cater to all learning abilities. For example, use large text / clear font, avoiding slang and jargon, keep sentences short or use bullet points, use colour and images so it is attention grabbing & engaging, make your agenda / message clear, use correct grammar and spelling.

Organisational style guide

Most organisations will have a style guide so the formatting and design of the document is cohesive within the business, examples of this could be a certain font size and font used, whether they use numbering system instead of dot points, page numbering, a table of contents.

Effective communication**Oral**

Effective oral communication can consist of speaking clearly and slowly to your audience, so they understand you especially if someone has a hearing disability.

You can use tone in your voice and pauses to emphasis important sections of information and it keep your audience interested in what you are presenting.

Asking your audience questions or whether they have any information to add so it is engaging.

Know your content and have structure to what you are presenting so you are not using words filler words like umm and agh.

Visual

Visual communication in a presentation can consist of flow charts / graphs, animation / videos, images, symbols, colour, handouts that go with your presentation.

This makes your content more engaging to the audience and can give more meaning & understanding to what you are trying to say.

Written

Written communication can consist of items like presentation handouts, emails / letters, websites, brochures, posters, advertising.

These types of communication should be professional by using a style guide so it's easy to understand with correct sequencing of information like an agenda and having a table of contents.

Make sure your grammar, spelling and punctuation is correct as words can have different meanings.

You should avoid technical terms and acronyms unless you explain the meaning as some people who are new to the information may not understand. Avoid slang and discriminating terms.

These handouts of information are helpful to someone new so they can recall back to it instead of just hearing the information.

**Satisfactory
Outcome**



ACTIVITY 2

Consider the importance of presentation reviews:

- a) Explain how the listed methods may be used to gather audience feedback during a presentation.
- b) Outline why it is important to observe audience reactions and modify your planned presentation both whilst presenting and for future presentations.
- c) Using two (2) examples, identify key personnel you could refer to when updating the central ideas of a presentation.

Presentation feedback**Listening to audience questions**

When the audience are asking questions make sure you have good eye contact and don't have your back turned if you are writing on the board. This will ensure that you are listening correctly and are not distracted. If you are unsure what they have asked, seek clarification of the question. Once you have replied with the answered, ask them if you have answered their question successfully and they understand otherwise if not you can use examples for further discussion.

Presenter questioning audience

Questioning the audience can confirm whether they are listening / understanding what you are presenting. Listening to them when they answer to see if they need more clarification. I would let them know before the presentation that you will be asking things during to keep them engaged and not doze off.

Non-verbal communication

Body language can be used to gather audience feedback by eye contact, facial expressions and posture but also a smile may not indicate they are listening.

As a presenter you must be mindful of your non-verbal communication and grammar. For example, saying yes but shaking your head no.

Modifying planned presentation

Asking audience questions can show any gaps in your presenting and information that you may have left out by mistake. This way you can add extra info for future presentation so your next audience can comprehend it easier and add in those examples you have used if any.

It is good practice to go through a draft process to check flow and to review grammar, spelling and punctuation. Feedback after your presentation from others can help also with identifying gaps in information and they may have other ideas on what to include in future.

Changes to central ideas

Example 1

Management - the person you report to as they may have more experience and exposure to presenting than yourself and can give you some tricks and tip they have picked up.

Example 2

Other experts in the field of what you are presenting on so you can get some more information to include in your presentation. They can also give you some good articles or examples to refer to.

**Satisfactory
Outcome**



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QUIZ INSTRUCTIONS

- This quiz will occur under standard assessment conditions.
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Participant name Jenna Stewart

Participant signature 

Date Click here to enter a date. 20/09/2021

Assessor name _____

Assessor signature _____

Date Click here to enter a date.

Number of questions	Number of questions answered correctly	Task outcome (Tick)	
		Satisfactory	Not Yet Satisfactory
12		☐	☐

Q1. What can be achieved through an on-site meeting/presentation?
Tick all that apply.

Choice	Possible Answers
☒	Information is passed on and shared
☒	Visual communication to demonstrate concepts
☒	Information can be confirmed with questioning
☒	Assurance that all parties have received the message

Q2. Identify two (2) tips for good verbal communication.
Tick two (2) that apply.

Choice	Possible Answers
☐	Provide instruction once only
☐	Use technical language at all times
☒	Use short, simple sentences and words
☒	Speak clearly and not too fast

Q3. When speaking to someone, how do you find out that they have understood you correctly? Tick the two (2) best ways.

Choice	Possible Answers
☐	Observe that they remain silent as you speak
☒	Get that person to acknowledge and repeat the statement back to you
☒	Ask them questions
☐	They will smile at you

Q4. True or False (Tick your response): The most persuasive method of communication is to talk over your audience.

☐	True
☒	False

Q5. True or False (Tick your response): A presenter may need to alter their communication style in response to the needs of their audience.

Answer

☒	True
☐	False

☐

Q6. True or False (Tick your response): A style guide assists with achieving consistency across documents.

Answer

☒	True
☐	False

☐

Q7. True or False (Tick your response): Colour is an important feature of visual communication.

Answer

☒	True
☐	False

☐

Q8. True or False (Tick your response): You are only required to provide an overview of structure and content in written information, not information presented orally.

Answer

☐	True
☒	False

☐

Q9. True or False (Tick your response): The sequence of information can change its meaning.

Answer

☒	True
☐	False

☐

Q10. Which of the following grammatical rules are correct? Tick all that apply.

Answer

Choice	Possible Answers
☐	Capitalise all words in a sentence
☒	Avoid being too wordy
☒	Use apostrophes for plurals

☐

Q11. True or False (Tick your response): Punctuation and spelling can change the meaning of a sentence.

Answer

☒	True
☐	False

☐

Q12. True or False (Tick your response): Audience involvement is acceptable within a presentation, provided they are briefed.

Answer

☒	True
☐	False

☐

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PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the Participant to complete work related activities.
- The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below – providing your name, signature and date of assessment.
 - The Participant's signature acknowledges that the Assessor provided clear instructions and the Participant understood what was required to complete this assessment.
- The Assessor may substitute a Practical Task with an alternate task of equal value.
 - Alternate tasks must be fully documented by the assessor in the Assessor Comments area.

Participant name Jenna Stewart

Participant signature 

Date Click here to enter a date.

Assessor name _____

Assessor signature _____

Date Click here to enter a date.

Task	Task outcome (Tick)	
	Satisfactory	Not Yet Satisfactory
Task 1 (Occasion 1)	☐	☐
Task 1 (Occasion 2)	☐	☐

ASSESSOR COMMENTS

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Practical Task 1 (2X)

Description of task:

The participant is seek feedback for and reflect upon the presentations delivered as part of the Practical Assessment for the following units:

- BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes
- BSBWHS415 Contribute to implementing WHS management systems

Areas for reflection include:

- Effectiveness and persuasiveness of presentation strategies and aids
- Whether intended outcomes were emphasised and achieved
- How presenter addressed non-verbal and verbal communications
- General improvements that can be applied to future presentations

The participant is to submit the presentation reflection notes as evidence with this Practical Assessment sheet. The assessor is to provide detailed comments on the feedback provided to the participant. Detail should be recorded in the Assessor's Comments.

Resources required:

Computer; Presentation reflection notes (HO1).

Assessment of task

Name of participant:	Jenna Stewart	
Name of assessor:		
Location:		
Date:		
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.	
	1 st Occasion	2 nd Occasion
1.A. Undertake a self-assessment on the effectiveness of the presentation.	☐	☐
1.B. Seek and discuss Assessor's feedback on the presentations for the following areas: • Effectiveness of presentation strategies, format, and delivery • Whether desired outcomes were explained and discussed with the audience • Use of persuasive communication techniques to secure audience interest, including verbal and non-verbal communication • Whether key concepts and ideas were summarised at strategic points to facilitate participant understanding • Whether presentation aids, materials and techniques enhanced audience understanding of key concepts and central ideas • Whether the audience was given opportunities to seek clarification on central ideas and concepts • How well the presenter responded to non-verbal and verbal communication of audience members to meet their needs	☐	☐
1.C. Utilise feedback and make recommendations to be implemented with future presentations.	☐	☐

The Participant's performance was: ☐ Satisfactory ☐ Not Satisfactory

PRESENTATION REFLECTION NOTES

GENERAL	
Presentation topic	Alcohol and Other Drugs Presentation
Presentation date	17/09/2021
REFLECTION	
Self-assessment	
Presentation of John Holland – Alcohol and Other Drugs Awareness Training. Due to a few positive results and elearning for new staff members I presented our awareness procedure. The presentation has already been completed but I wrote down my own presentation notes to talk to our team along with the PDF. I confirmed and talked to our Health & Safety Representative Siobhan Grace to get an understanding of what happens out in the real world of site. Talking to the team was easy but there are always a few nerves with having all eyes on me. This time I implemented some questions for my audience asking if they knew how our bodies metabolised drugs and what time frame it takes to leave the body. I use the presentation slides on the big screen and my lovely voice. haha	
Assessor feedback	
Assessor name	
Effectiveness of presentation strategies, format, and delivery	
Whether desired outcomes were explained and discussed with the audience	

Use of persuasive communication techniques to secure audience interest, including verbal and non-verbal communication	
Whether key concepts and ideas were summarised at strategic points to facilitate participant understanding	
Whether presentation aids, materials and techniques enhanced audience understanding of key concepts and central ideas	
Whether the audience was given opportunities to seek clarification on central ideas and concepts	
How well the presenter responded to non-verbal and verbal communication of audience members to meet their needs	
Other feedback	
IMPROVEMENTS	
Recommendations for future presentations	



WHY

- For my WHS course, my practical requirement is to conduct 2 x presentations which this will be my first and since we have had a few incidents with non-negative results onsite I thought we would go through a refresher.

HOUSEKEEPING

- Toilets are across the meeting room
- Emergency exit & evacuation
- 20 min talk then we will do our team meeting

PURPOSE

- Is to communicate the requirement in JH AOD procedure to give us the opportunity to ask questions and understand what is required

STRUCTURE

- GMR no. 6 Fitness for work
- Responsibility
- AOD
- Testing methods
- Procedure

GMR no. 6 – Fitness for work

Fitness for work can have other meanings surrounding it like mental health / domestic violence / stress & family stress etc but we are focusing on Alcohol and other drugs as performing under the influence has the ability to negatively affect a person fitness for work and can pose a risk in safety & wellbeing of other

JH has a zero tolerance to AOD in the workplace and its everyone responsibility to ensure they are fit for work and to watch out for your mates.

DURATION QUESTIONS

We all know alcohol has to be 0.00 but how many hours until your body has metabolised it?

- Alcohol – 12 hours
- Meth – 24-48 hours
- Cocaine – 1-4 days
- Marijuana – 24 hours

TESTING METHODS

- GMR 6 – we have workplace monitoring & testing program –
- Pre-employment assessments
- We have onsite a fortnightly testing of staff & project workers
- For cause & post incident testing / high risk activity

PROCEDURE FOR ONSITE

- Random selectin of 10% of workforce onsite
- You are to provide a test if you are selected. You can refuse but then you will be asked to leave site.
- Once you have given your sample and if the test comes back positive, you will not be allowed onsite and will have to be taken home. JH will offer you support and help to get sober/clean. Your test will go to the lab to confirm the substance
- The next day you will be tested again and will need a negative test to be able eligible to come back to work.

Discussion with the workers supervisor and JH will be had to access whether the worker can come back to the project.

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Alcohol and Other Drugs (AOD)

-MPR-WHS-015

Procedural Awareness Training

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Purpose

The purpose of this awareness presentation is to communicate the requirements outlined in the Alcohol and Other Drugs Procedure to Workplace personnel and give participants an opportunity to ask questions and clarify their understanding of what is required to effectively manage alcohol and other drugs at the workplace.

For more information on the procedure, see the [Alcohol and Other Drugs Procedure](#)



Housekeeping

- Emergency exits
- Toilets
- Mobile phone use
- Duration
- Breaks

A person wearing an orange protective suit with a grey cuff is standing over a black book on a white surface. The background is blurred, showing another person in an orange suit.

Session Structure

Plan

- Global Mandatory Requirements
- Responsibilities
- Alcohol and Other Drugs (AOD)
- AOD Testing Procedures
- AOD Test Methods
- AOD Equipment Maintenance
- Managing AOD Results

Do

- Implementing an AOD Programme

Check

- Monitoring and Review

Act

- Incident Management

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PLAN

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Global Mandatory and procedural Requirements

The following GMR contains alcohol and other drugs requirements:

- [GMR 6 – Fitness For Work](#)

The following procedure contains alcohol and other drugs requirements:

- [Alcohol and Other Drugs Procedure](#)

Consult the GMR and procedure requirements when undertaking risk assessments and planning work activities

Responsibilities

Workplace Manager

- Ensure this procedure is implemented and complied with at all times

HSE Personnel

- Support the workplace with the introduction and maintenance of an AOD program

Worker

- Present yourself and remain fit for work during work hours. Discuss fitness for work matters with your supervisor

Supervisor

- Ensure workplace compliance with this procedure. Monitor personnel behaviour for warning signs of AOD

Tester

- Complete AOD testing as required maintaining confidentiality of results

Risk assessment & planning

- Safety, Quality and Environment risk management process must be undertaken
 - Workplace Risk Assessment (WRA)
 - Activity Method Statement (AMS)
 - Task Risk Assessment (TRA)
- In consultation with the Workplace Health and Safety Committee, develop an AOD framework and document it within the Workplace Safety Management Plan/Project Rail Safety Management Plan
- Targeted Testing for High Risk Activities should be identified during WRA/AMS/TRA reviews
- Periodically discuss and review the agreed framework with the Health and Safety Committee and Project Environmental Representative



Alcohol & Other Drugs

- Alcohol and other drugs (AOD) have the ability to negatively affect an individual's fitness for work. Performing work whilst influenced by AOD's can pose a risk to the individual affected and the safety and wellbeing of others
- A risk-based approach is required to determine the management, identification, screening and monitoring of AOD hazards that may arise from employees, subcontractors, clients or visitors being adversely affected by AOD's
- John Holland has a zero tolerance to AOD in the workplace. All workers are responsible for ensuring that they are fit to perform their normal roles and that they are not adversely affected by AOD



AOD Test Methods

GMR 6.7 applies: Workplaces shall implement a monitoring and testing program for AOD.

1. Pre-employment testing;
2. Employee self / voluntary for AOD;
3. For cause testing;
4. Post incident testing;
5. Ad-hoc / random testing; and
6. Targeting testing for high risk activities

For testing requirements for all commonwealth funded projects over a particular threshold, refer to the AOD procedure Section 8 or more information



AOD Testing Procedures

- Prior to initial screening, personnel are to nominate if they have taken or are taking any medication or substances which may result in inaccurate results such as the use of prescription medication e.g. Heart medication
- Screening will be conducted in a private location
- Those selected for blood alcohol concentration (BAC) screening will be screened by an authorised testing officer (rail only) or trained tester
- Any reading above 0.00% BAC will be regarded as a non-negative test result. A person testing non-negative is to be retested 15 minutes after the first test
- A second non-negative reading is to be regarded as a "confirmed" positive result. The BAC% of this second screen will be recorded
- Where practicable, drug screens should be administered by an approved collection centre that has been accredited by NATA
- The initial screen can be conducted using either the oral fluid or the urine testing method. Oral fluid and urine samples are to be managed and controlled in accordance with the relevant Australian Standards

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Implementing an AOD Program

Several important points to consider to ensure an AOD program is successfully implemented:

- ✓ Communication and consultation arrangements
- ✓ Support Programs
- ✓ Roles and responsibilities
- ✓ Training / Education / Awareness
- ✓ Testers
- ✓ Equipment and maintenance
- ✓ Facilities
- ✓ Privacy of Information
- ✓ Chain of custody
- ✓ Frequency



AOD Equipment Maintenance

BAC Screening

- Breathalysers will be used, maintained and calibrated in accordance with the manufacturer's instructions.

Other Drug Oral Fluid Screening

- The commonly accepted equipment for conducting drug screening is by the oral fluid testing method (e.g. saliva testing) as it is considered less invasive, easy to use in all environments and 100% observable.
- Oral screens will pick up traces of drugs in a donor's system that have entered the body in the last 24-48 hours.

Other Drug Urine Screening

- Urine samples provide more accurate results in comparison to oral screening. Urine screening provides detailed results by picking up a larger range of drug classes and also detecting substances that may have entered a donor's system weeks prior.
- These types of comprehensive and detailed results make the urine testing method a preferred method for identifying habitual users whilst producing accurate results.



Managing AOD Results

Refusal to Participate

- If a worker refuses to participate in a screen, the worker will be prevented from performing work until such time as they provide a negative AOD screen report

Interference During Screening

- Any interference of a screen or test sample will be dealt with in accordance with the Counselling and Disciplinary Procedures for Employees

Confirmed Positive Result

- The Workplace must have a process in place to assess and manage circumstances where a person presents or is deemed unfit for work

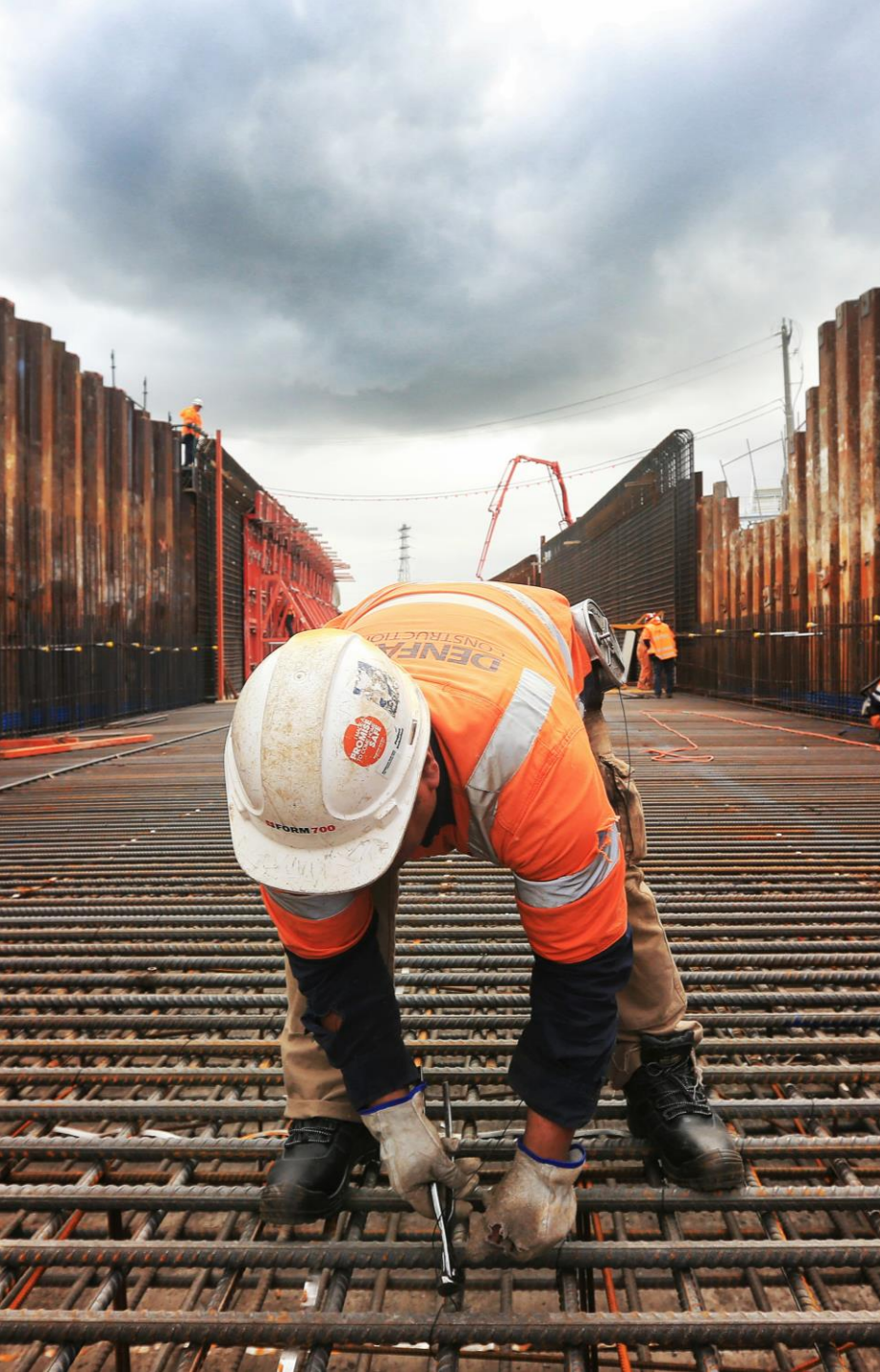
Confirmatory Testing

- Results of the screen will be conveyed to an authorised John Holland representative. These results will be treated confidentially. The donor will be notified of the results by their project manager

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CHECK

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Monitoring and Review

Workplace Manager

- Ensure this procedure is implemented and complied with at all times
- Ensure corrective actions from audits, inspections and investigations are implemented and monitored for effectiveness

Supervisors

- Ensure workplace compliance with this procedure through monitoring personnel behaviour for warning signs of AOD

Worker

- Discuss fitness for work matters with your supervisor

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ACT

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JOHN
HOLLAND

Incident Management

- AOD screening will be conducted when a person is directly involved in an Incident or Near Miss and the potential causal factors associated with the incident may have occurred from the influence of AOD, or when an incident occurs involving any mobile plant, equipment or rollingstock

Note: It is a mandatory requirement that post incident testing is undertaken for all Rail Safety Incidents within 3 hours of the incident occurrence

- Confirmed positive results shall be reported as an incident
- Undertake an investigation for AOD related incidents in accordance with Incident Management and Investigation.



Thank you, questions

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PRESENTATION REFLECTION NOTES

GENERAL	
Presentation topic	Form C 18 Isolation at Auchenflower Station
Presentation date	24/07/2021
REFLECTION	
Self-assessment	
Description: Recipient for a few hours that evening. Form C Isolation over 24/25 July weekend at Auchenflower Station. Form C is a permit to work safely on or near electrical apparatus including overhead line equipment. The purpose of this form is to make the recipient (me) aware of which equipment is isolated and earthed. Arrived onsite at 16:00 on 24/07/21 to see current recipient and transfer the Form C under my name. At 18:00 the new shift of workers attended Prestart. Once the site supervisor for the evening concluded his briefing, he passed over to myself and I conducted my Electrical Safety Briefing. ME: "Hello my name is Jenna and I will be your recipient for the evening. The electrical safety is my responsibility for the night. We have 4 track which the overhead line equipment is isolated on ALL platforms except for Platform 4 which has diesel trains running through all night so if you are doing any works on P4 and adjacent P3 you must always remain behind the yellow line. Even though the overline equipment is isolated we must treat this as LIVE AND DANGEROUS. If you touch/bump/knock the equipment please report it straight to me and I will advise Queensland Rail for them to come and inspect before works can recommence. Does anyone have any questions? Works commenced and happy days. <u>REFLECTION</u> I was super nervous as all the workers were looking at me, but I just stuck to the facts and kept it simple, brief, and straight to the point. There are no material, handouts or presentation aids when giving a toolbox talk on Electrical Safety as it's a Queensland Rail form for the isolation of the train tracks. All workers must be Rail inducted to be able to work in the danger zone on platform that can come within the 3-meter zone of live over-head equipment. Most of the workers were attentive with eye contact but I do feel that sometimes they have heard it all before on these jobs. I think I could maybe ask some questions to make sure they are listening as I did not but it was my first time being the recipient.	

I did forget to sign on to the prestart when I arrived at 4:00pm but did later in the evening.

Assessor feedback**Assessor name****Effectiveness of
presentation
strategies, format,
and delivery****Whether desired
outcomes were
explained and
discussed with the
audience****Use of persuasive
communication
techniques to secure
audience interest,
including verbal and
non-verbal
communication****Whether key
concepts and ideas
were summarised at
strategic points to
facilitate participant
understanding**

Whether presentation aids, materials and techniques enhanced audience understanding of key concepts and central ideas	
Whether the audience was given opportunities to seek clarification on central ideas and concepts	
How well the presenter responded to non-verbal and verbal communication of audience members to meet their needs	
Other feedback	
IMPROVEMENTS	
Recommendations for future presentations	

Pre-Start Meeting Record 24/07/2021

**JOHN
HOLLAND**

Project Name:	SAUCHA		
Workplace/Area:	AUCHENFLOWER		
Meeting Location:	SITE COMPOUND		
Meeting Date:	24/07/21 6am Start		
Supervisor's Name:		Signature:	
John Holland Site Contacts:			
Auchenflower			
Supervisor – Matt Lacoste – 0409 271 836			
Foreman – Bailey Rayner - 0409 510 735			
Engineer – Aaron Porter – 0427 986 905			
HSE – Siobhan Noonan – 0499 918 781			
QR Prestart Items			
All workers are to attend Pre-Start Safety Briefing, (JH & PO) as applicable and are to sign onto the PO Safety Briefing Record, JH Prestart form and start cards.			
All workers are to read and sign onto the relevant SWMS for the tasks to be completed.			
All workers entering the Corridor to carrying out work must have completed:			
➤ SARC training ➤ WET training ➤ RIW card, (or at least be able to demonstrate that they have applied for one)			
No workers or any equipment/materials are to enter the Danger Zone without authorisation from the PO and the appropriate protections are in place, (Track Closure/LPA/TOA etc.).			
No workers or any equipment/materials are to enter the OHLE electrical exclusion zone unless authorised by the AP and the appropriate protections are in place, (Isolation or SCA).			
All workers are to wear the correct PPE for entry to the construction zones, with additional task specific PPE as required, (Name three)			
All workers are to be "Fit for Duty". Random testing for alcohol and other drugs, (AOD), can be conducted at any time on any site, and there is a ZERO tolerance for any substances in your system.			
Any injuries and incidents or near-miss must be reported immediately to the site Supervisor or safety representative.			
Be mindful of noise level when working outside normal working hour and be mindful of inappropriate conversations and language.			
No smoking anywhere in the station complex. Smoking is only permitted in the designated smoking areas.			
No "walk and talk" or "walk and text" on mobile phones. Move to a safe place, stop hold onto a fence or something fixed, then make/take the call or text. Remain stationary until call/text is complete.			
A reminder that the emergency muster points are located in the site compound.			
No parking within the QR customer car parking areas at the station.			
Network Lockout - All workers working in the Danger Zone must lock on using a Red Personal Lock. Network Lockout is activated by a Green Activation Lock. Do not lock on until the Green Activation Lock is on the Lockbox. Network Lockout prevents the release of track protection whilst workers are on track by securing the keys or release codes in the Lockbox. Red Personal Locks must only be applied and removed by the person whose name appears on the lock. Do not apply or remove anyone else's lock. Workers must move to and remain in a safe place after they have removed their Red Personal Locks.			

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Items Raised at Previous Prestart Meeting	Action by:	Date:
Discuss with the work group any positive observations and opportunities for improvement from the previous shift. N/A		
Activities Occurring Today	Action by:	Date:
Write down the HSE activities that are occurring today and discuss the controls required. Ensure all high risk (including GMR) activities are documented in the relevant TRA and no work commences without the controls in place. • JHG - Supervision, Engineering and Labour • Universal Cranes - Mobilise 350T crane - Lift out GOA billboard for BJ S - Install precast modules for BJ S • BJ S - Remove GOA billboard and load out - Manage crange of P2/3 precast install (3 modules) - P2/3 bridge column install • Bennett & Bennett - Set out RW2 Walls, Set out stairs, Set out lift 1 and 2 - As built of RW2, As built of both bridge columns • Energex - HV isolation • Traffex - 2x TC to man the gate at the top of Auchenflower Terrace - Set up on Patrick Lane - Road closure Lang Parade from 8pm previous shift - Manage pedestrians and vehicle movements • MC Engineering - Stair column installation - Prepping for bridge install • Borger Cranes - Prepare rigging for bridge lift - Moving stair modules • Piletech - Set up track access platform - Remove spoil from P2/3 into body trucks on Patrick lane - Remove all materials that are no longer required - Remove digger from 2/3 • GLH - Loader and spotter for platform material - Run ballast into 6ft on suburban lines - Load spoil into tippers onto Patrick Lane • JRK - Remove excavator from P2/3 via Patrick Lane • HKH - Install flashings to stair sections • Swetha - Onsite PO - Hold TOA • Queensland Rail - Onsite inspector - Stakeholder visits throughout shift		

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Issues / Hazards Arising from Planned Activities. IMPORTANT! If you answer "yes" to any of the below (questions 1-3), YOU MUST provide additional detail, review the risk assessment and relevant procedure PRIOR to commencing work. If there is not one for the task you must ensure that one is developed in consultation with the workers involved.	Yes	No
1. Are all workers fit for work, (including the effects of prescription drugs)?		
2. Is there any work being done today that has not been planned for?		
3. Have any new risks been identified in the prestart that require additional Workplace Manager Approval? If unsure, consult a John Holland Supervisor		
4. Does the work involve inexperienced workers?		
5. Is today's work likely to affect members of the public? Public / Commuter interaction Be mindful of your language and Materials Handling		
If item 6 is answered NO, do not commence work until competent person(s) is/are available.		

6. Do the workers conducting the task have the necessary licences, qualifications and verification of competencies (where required)?		
General Issues / Issues Raised by Team Members	Action by:	Date:
Discuss any general issues or issues raised by Subcontractors / Clients here - REMINDER the OHLE is Live and dangerous (unless for C issued) - HV and LV on Auchenflower Terrace are isolated - COVID-19 – Maintain Social Distancing and practice good hygiene, limited numbers in crib room, meeting room will be available and stagger breaks where required - Slips, Trips and Falls – Be mindful of your work areas and keep access / egress areas clear - Gloves required for all Manual Handling, gloves to be carried on you at all times - Vigilance while working on roads - When taking phone calls, do not walk and talk - You are on camera throughout QR property - Establish drops zones with EWP's and Scissors - Positive Communication between machines and spotters - Pre Lift start cards - Correct PPE - Hold all Rail cards on your person at all times - Report all incidents and near misses - All plant to have spotters and all by passers to have clear contact with spotter or operator before passing - Sign on sheet deleted due to all needing to tap onto EIFY Access to toilets		

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Pre-Start Meeting Record 24/07/2021

**JOHN
HOLLAND**

YOUR CRITICAL RISK ANALYSIS

This section is to be populated by the workers. It is a discussion point on what the major risks they face today and how they need to control those risks. This is not an extract from the TRA. It is a pre commencement discussion refreshing the risk, hazard and control. It's about talking through the critical work steps and all having clarity with expectations. If the sections below are not in the TRA, the supervisor must amend the TRA to suite

Think what's the "Critical Risk" for today's work	How do you "Control" the critical risk	"Who's controlling it"	"TRA/SWMS link" List TRA/SWMS Number
Vehicles entering and exiting site	Traffic control, good communication, early notification off arrivals	Supervisors	
Dehydration	Keep fluid intake up and stay hydrated. Take additional breaks in the cool.	Everyone	
Plant / P People interaction	Exclusion zone installed and spotter to be aware of surrounding areas to ensure no unauthorized entry	Everyone	
Pedestrian Movements / P Public Access Changes	Assist with directions if required. All to sign onto Interface Plan if applicable today.	Everyone	

Analyse the Working Area Risks & Environment

This section is to be populated by the supervisor at the work area. Stand back, assess the work area, ask yourself, SITUATIONALLY - what is different, what haven't we thought about, any other major risks present and uncontrolled, WHO'S WORKING NEXT TO YOU, have I communicated properly, is the area properly controlled etc.

SITUATIONAL RISK (what can I see in and around my area?)	WHAT HAVE I DONE ABOUT IT (how did I control the risk, who did I talk to?)
Plant / P people interaction	Exclusion zone installed and spotter to be aware of surrounding areas to ensure no unauthorized entry
Wet / Slippery conditions	Ensure your work areas are free of water
Separation of potentially contaminated material, (Upper fill layer) and (Natural Ground)	Geotech review / assessment of Natural ground penetration
Complete Start Cards in your work areas.	Complete Part 3 of your Start Cards, Hazards, (What else can go wrong) and Controls (What can I do to stop this from happening?).

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6th September 2021

06/09/2021

Pre-Start Meeting Record 24/07/2021



Note: Attach any briefing information/material to this form and forward to Workplace Administrator for filing.

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Site	Event Type	Topic	Host	Date	Time	Duration	User	Employer	User Swipe Time
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	TALOR, Bharat	Traffex Australia Pty Ltd	24/07/2021 4:57
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	MCILWAIN, Stanley	Traffex Australia Pty Ltd	24/07/2021 4:57
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	NASON, Alexandra	Traffex Australia Pty Ltd	24/07/2021 4:57
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	WILLIAMS, Thomas	Traffex Australia Pty Ltd	24/07/2021 5:04
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	RAYNER, Bailey	John Holland Group	24/07/2021 5:58
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	LACOSTE, Jeffrey	John Holland Group	24/07/2021 5:58
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	VOSER, Christopher	John Holland Group	24/07/2021 5:58
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	PORTER, Aaron	John Holland Group	24/07/2021 5:58
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	OAKHAM, Gavin	WorkPac Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	LANCASTER, Steven	Traffex Australia Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	MURDOCH, Ian	BIS labour Hire Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	BAUER, Deon	BIS labour Hire Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	DUNSTAN, Steven	Universal Cranes	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	LUND, Michael	Piletech International Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	MASON, Robbie	Piletech International Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	CARROLL, Jeremy	George's Loader Hire (GLH)	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	SHEWARD, Paul	BIS Labour Hire Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	ALTAY, Alan	Traffex Australia Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	WAITE, Timothy	Traffex Australia Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	COOPER, Guy	Swetha International Pty Ltd	24/07/2021 6:02
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	NOONAN, Siobhan	John Holland Group	24/07/2021 6:08
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	FORSYTH, Wallace	Queensland Rail Limited	24/07/2021 6:08
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	GREEN, Richard	Swetha International Pty Ltd	24/07/2021 6:08
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	RETCHLESS, Damian	Serbah Pty Ltd TA JBE Services	24/07/2021 6:08
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	INWOOD, Mark	Traffex Australia Pty Ltd	24/07/2021 6:20
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	SPYRAKIS, Ronny	John R Keith Contracting QLD Pty Ltd	24/07/2021 7:03
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	LEO, Alan	John R Keith Contracting QLD Pty Ltd	24/07/2021 7:32
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	HARRIS, Rodney	MC Engineerings Steel Pty Ltd	24/07/2021 8:30
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	REASON, Jack	MC Engineerings Steel Pty Ltd	24/07/2021 8:32
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	HEBER, Angus (Gus)	John Holland Group	24/07/2021 11:36
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	EARLE, Peter	Traffex Australia Pty Ltd	24/07/2021 12:18
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	DONGORR, Jayco Joe-Joe	Traffex Australia Pty Ltd	24/07/2021 12:18
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	SUNDSTROM, Kye	Traffex Australia Pty Ltd	24/07/2021 12:22
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	WILLIAMS, Janine	Traffex Australia Pty Ltd	24/07/2021 12:39
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	SHERIDAN, John	BIS Labour Hire Pty Ltd	24/07/2021 13:23
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	NICHOLS, Scott	John Holland Group	24/07/2021 13:54
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	NORRIS, Lance	MC Engineerings Steel Pty Ltd	24/07/2021 16:19
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	AYHAN, Atilla	WorkPac Pty Ltd	24/07/2021 16:19
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	HOLAMOTU, Ikiuatama	WorkPac Pty Ltd	24/07/2021 16:19
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	DOYLE, Casey	Universal Cranes	24/07/2021 16:19
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	GALLAGHER, Troy	Borger Crane Hire & Rigging Svcs Pty Ltd	24/07/2021 16:19
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	CONNELLY, Wade	MC Engineerings Steel Pty Ltd	24/07/2021 16:19
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	MUSSON, Adam	Borger Crane Hire & Rigging Svcs Pty Ltd	24/07/2021 16:19
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	REASON, Tom	MC Engineerings Steel Pty Ltd	24/07/2021 16:19
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	PERKINS, Ryan	MC Engineerings Steel Pty Ltd	24/07/2021 16:19
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	MCMANARA, Robert	Queensland Rail Limited	24/07/2021 16:20
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	CONNELLY, Watt	MC Engineerings Steel Pty Ltd	24/07/2021 16:20
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	MCCUDDEN, Leslie	Queensland Rail Limited	24/07/2021 17:00
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	WEBB, Brett	Traffex Australia Pty Ltd	24/07/2021 17:35
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	SEEDAT, Yasmin	Traffex Australia Pty Ltd	24/07/2021 17:36
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	HYATT, Samuel	Serbah Pty Ltd TA JBE Services	24/07/2021 18:17
Auchenflower SAU	Team meetings	Pre start meeting Auchenflower (SCAS)	RAYNER, Bailey	24/07/2021	6:00	30m	STEWART, Jenna	John Holland Group	24/07/2021 18:29