

BSBWHS416 CONTRIBUTE TO WORKPLACE INCIDENT RESPONSE WORKBOOK

Participant name	
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FOR THE PARTICIPANT

Instructions

- You will complete written activities as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge.
- The timeframe for these tasks will be established by your Assessor or Training Provider. Additional time may be allowed upon negotiation with the Assessor.
- You must complete all questions unsisted by the Assessor or other personnel but may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded.
- An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party.
- If any written questions are incomplete, or not answered satisfactorily will need to be completed again after further training support.
- If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).

Resources required

Pen

FOR THE ASSESSOR

Instructions

- Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments)
- All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question).
- Assessors are to complete marking in pen of a different colour to the Participant.
- If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

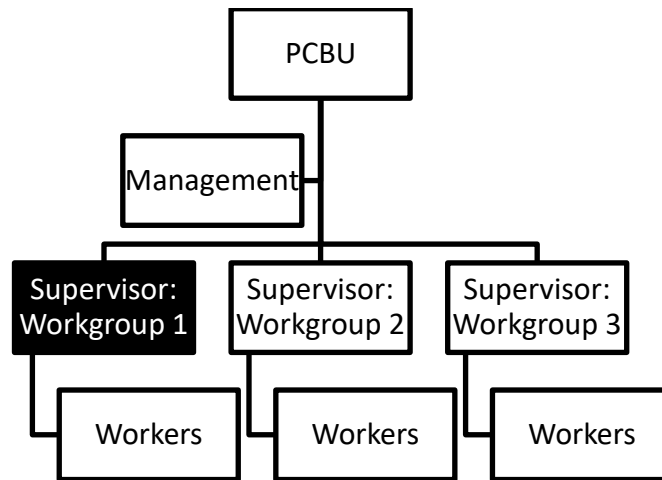
NOTE

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. For example, in Queensland refer to

<https://www.worksafe.qld.gov.au/>

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	Construction Skills Training Centre (CSTC)
Workgroup	Resource Development

ACTIVITY 1

Identify two (2) parties (apart from yourself) who hold a duty within your workplace regarding response to, reporting and documentation of incidents.

- Identify relevant section of WHS legislation which imposes the obligation.
- Explain what they are obliged to do under the legislation.
- Explain the method by which you, as a workgroup supervisor, would communicate the legislated requirements to the individuals and parties.
- Explain how you would assist with meeting the legislative requirements in your role as a workgroup supervisor.

Name of Individual/Party 1
PCBU
Relevant section of WHS legislation
Section 19 of the Work Health and Safety Act 2011 (Qld) outlines the PCBU's duty of care. Sections 35-37 outlines the types of incidents that require notification. Section 39 outlines the duty on those who manage or control a workplace to preserve sites where incidents occur.
Obligations
The legislation provides that in holding the primary duty of care the PCBU should ensure, so far as is reasonably practicable, the health and safety of workers affected by the business or undertaking. This would extend to responding to incidents (e.g. providing first aid and responding to emergencies), investigations and implementation of risk control measures. The PCBU is required to notify the regulator for the following incidents: - Death of a person - Serious injury or illness of a person - Dangerous incident
Method for communicating requirements
The PCBU may not have a detailed knowledge of the intricacies of the work of each workgroup. Thus, the workgroup supervisor may notify the PCBU of the extent of their duty, by referencing the more specific work that is undertaken within the workgroup (e.g. the types of emergencies that may arise that may differ from other workgroups).
Your role in meeting requirements
To assist the PCBU in meeting their legal requirements, the workgroup supervisor must ensure that all incidents are recorded and the PCBU is notified so that WHSQ can be notified, as required. The workgroup supervisor should also ensure that workers are following requirements set by the PCBU.

Name of Individual/Party 2
Workers (within your workgroup)
Relevant section of WHS legislation
Section 28 of the Work Health and Safety Act 2011 (Qld).
Obligations
The legislation provides that workers: - Comply, so far as they are reasonably able, with any reasonable instruction given by the PCBU to allow the PCBU to comply with WHS laws, and - Cooperate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. implement risk controls as specified by the PCBU). This would extend to responding to incidents (e.g. providing first aid and responding to emergencies), investigations and implementation of risk control measures.
Method for communicating requirements
The workgroup supervisor should notify workers in their workgroup that the PCBU must be notified of incidents in the workplace as they hold the primary duty of care for workers. This communication could happen through meetings and reinforced through any safety inductions and safety signage that is visible around the workplace.
Your role in meeting requirements
The workgroup supervisor should ensure that workers are following requirements set by the PCBU, by monitoring their work practices and demonstrating via best practice.

**Satisfactory
Outcome**



ACTIVITY 2

Identify one (1) of each of the following within your chosen organisation which deals with notification, reporting and documentation of incidents:

- WHS policy
- WHS procedure
- WHS process
- WHS system

For each:

- a) Summarise its requirements regarding notification, reporting and documentation of incidents
- b) Explain how you assist with notifying, reporting and documenting incidents in line with these requirements

Name of WHS policy

Safety Management System - Policy and Procedures Manual

Summary of requirements

Sections 2.3 and 2.7 outline that Managers and workers, respectively, must report on all incidents or 'near misses'.

Your role with notifying, reporting and documenting incidents

The workgroup supervisor can assist with enacting this policy by internally notifying others of incidents.

Name of WHS procedure

Safety Management System - Policy and Procedures Manual

Summary of requirements

Section 3.6 outlines that a report shall be completed using the Queensland Government supplied incident notification form (if required by the Work Health and Safety Act 2011 (Qld)).

Records shall be kept of all incidents for a period of 5 years and then destroyed.

In the event of a 'notifiable incident' or 'dangerous incident', WHSQ must be notified by CSTC by submitting an approved form immediately after becoming aware.

Your role with notifying, reporting and documenting incidents

The workgroup supervisor can assist with enacting this procedure by internally notifying others of incidents, using the forms provided.

They should also endeavour to keep records of any incidents within their own records.

The workgroup supervisor should flag notifiable incidents with the PCBU so that WHSQ can be notified.

Name of WHS process
Safety Management System - Policy and Procedures Manual
Summary of requirements
Section 3.6 outlines that any incident that occurs on site must be reported to the CSTC Operational Executive Team and CSTC Health and Safety Advisor.
Your role with notifying, reporting and documenting incidents
The workgroup supervisor can assist with enacting this process by internally notifying the CSTC Operational Executive Team and CSTC Health and Safety Advisor of incidents.

Name of WHS system
Safety Management System - Policy and Procedures Manual
Summary of requirements
Section 3.7 outlines that all incidents shall be investigated to determine the cause. Investigations shall be completed by suitably qualified and trained personnel.
Your role with notifying, reporting and documenting incidents
The workgroup supervisor can assist with enacting this system by researching, collecting and reviewing information and data for incident investigations. The key things to be collected about incidents include: - When it happened - What happened - Where it happened - Who was involved - What plant, equipment and materials were involved (and how) - Witness details - What has been done in response to the incident

**Satisfactory
Outcome**



ACTIVITY 3

Identify one (1) of each of the following within your chosen organisation which deals with providing first aid:

- WHS policy
- WHS procedure

For each:

- a) Summarise its requirements regarding providing first aid
- b) Explain how you assist with meeting the requirements

Name of WHS policy

Safety Management System Policy and Procedures Manual

Summary of requirements

Section 3.4 outlines that emergency procedures exist for all operations to meet risk assessment requirements.

Your role in meeting requirements

A workgroup supervisor can ensure that all workers are provided with the required information during induction to appropriately address first aid matters when they arise.

Name of WHS procedure

Incident Investigation Procedures

Summary of requirements

Section 5.3 outlines that First Aid Officers shall treat injuries/illnesses before sending the injured party home or to a doctor.

Section 5.4 outlines that when first aid is provided by the First Aid Officer, the First Aid Treatment Register will be completed and all information shall be retained in a confidential first aid file.

Your role in meeting requirements

A workgroup supervisor can assist with meeting the requirements by implementing initial incident response procedures (e.g. first aid) and internally notifying others of the incident (e.g. management and emergency services).

The workgroup supervisor may also be involved in organising training sessions for staff on how to provide basic first aid.

**Satisfactory
Outcome**



ACTIVITY 4

Identify two (2) types of information and data that would be collected regarding actions and events leading up to (or occurring during or after) an incident.

For each:

- a) Identify the person you would collect the information and data from.
- b) Explain the data-collection technique you would use to collect the information and data.
- c) Explain why the collection of this information is necessary.
- d) Explain what type of additional information and data you may access to supplement it and where you would obtain it from.

Name of information/data type 1

- When it happened
- What happened (including factors that contributed to the occurrence and severity of the incident)
- Where it happened
- Who was involved (including details of the PCBU and the notifier)
- What plant, equipment and materials were involved (and how)
- Witness details
- What has been done in response to the incident

Collected from

The injured party.

Those who have provided first aid.

How it is collected

Injured parties would be interviewed preferably while still at the scene of the incident.

Those who have provided first aid would have completed a report. This would contain their contact details if further interviewing is required.

Necessity of collection

It is important to collect the information so that incident investigation procedures can be fulfilled. This is particularly important if the incident needs to be notified to WHSQ.

Additional information

You may supplement the information provided by talking to witnesses. They may be able to provide additional information about how the situation arose (i.e. causation).

Name of information/data type 2
Records of similar incidents that have occurred.
Collected from
PCBU, who is obligated to keep records of incidents.
How it is collected
Through workplace records (e.g. risk assessments, risk control measures, maintenance records, and training records).
Necessity of collection
It is important to determine if there are trends with the incident in the workplace, to determine if current risk control measures are working or not.
Additional information
You may supplement the workplace specific information through statistics about particular types of incidents.

**Satisfactory
Outcome**



ACTIVITY 5

In your role as workgroup supervisor, explain your role in incident investigations:

- a) Explain how you assist investigators and provide relevant information during investigations.
- b) Identify and explain techniques that you would use in workplace investigations (e.g. interviews, simulations, timelines of actions/events). Justify why they are appropriate techniques.
- c) Explain why you would review reports on incidents, injuries and illnesses.
- d) Identify responsible persons and relevant authorities you may contact and why you would contact them.
- e) Identify appropriate communication mechanisms that could be used to notify stakeholders of an incident, and external authorities in the aftermath of an incident.

	Explanation
a)	Providing investigators with relevant information Contacting responsible persons and relevant authorities when required.
b)	Techniques for collecting data may include: inspections, collecting evidence at the scene, interviews, simulations, timelines of actions and events, and engaging specialist internal or external investigations.
c)	You would review reports on incidents, injuries and illnesses to look for patterns within the workplace. This incident may not be a one off, which may indicate that the PCBU is not fulfilling their duties to monitor the health and safety of those in the workplace.
d)	Parties that you may contact include: • PCBUs, as they are the duty holder for the workplace and would be obligated to hold records • Legal advisors, as they may provide information about the PCBU's obligations under the law • Medical practitioners, as they may provide evidence about the causes of certain ailments Other bodies include: police, building or traffic inspectors, insurance agencies or government agencies.
e)	Examples of WHS communication mechanisms include: • Company Notice Boards • Emails and Internal Intranet Systems • Registers – Incident/Accident Registers • Daily Pre-Start Meetings • Hazard/Near Miss Report Forms • Company Newsletter • WHS consultation meetings with HSRs/ HSCs (Health and Safety Committees)

**Satisfactory
Outcome**



ACTIVITY 6

Identify two (2) hazards that may occur in your workplace. For each hazard:

- a) Identify and justify possible recommended measures and actions that may arise from an investigation in order to resolve the hazard.
 - Consider required changes to policies, procedures, processes and systems
 - Identify regulations, codes of practice, standards and guidance material you used as the basis for the recommendation.
- b) Explain how you, as a workgroup supervisor, would obtain approval according to policies and procedures.
- c) List methods that you would use to assist with communicating and implementing the measures and actions.

Name and describe Hazard 1

One hazard that may occur in the workplace is irritation due to exposure to chemicals.

Measures and actions to resolve hazard

One action that may arise from an investigation to resolve the hazard is to provide PPE to workers to reduce the risk of exposure:

<https://www.business.qld.gov.au/running-business/whs/hazardous-chemicals/assess-risks>

Obtaining approval

The workplace supervisor could submit a report to the PCBU to obtain approval for the purchase of resources, supporting their case with the justifications provided above.

Assisting with implementation

If the use of PPE was the recommendation of an investigation, the workgroup supervisor could communicate this to workers in their team via meetings, emails and reminder signs.

To assist with implementation, a workgroup supervisor should demonstrate best practice, as well as observe the actions of those in their workgroup. There may also be a rewards system for those who consistently use PPE.

Name and describe Hazard 2

One hazard that may occur in the workplace is exposure to loud sound for lengthy periods of time, thus causing hearing loss.

Measures and actions to resolve hazard

One action that may arise from an investigation to resolve the hazard is to put provide PPE to workers to reduce the risk of exposure:

<https://www.health.gov.au/sites/default/files/2023-05/protect-your-hearing.pdf>

Obtaining approval

The workplace supervisor could submit a report to the PCBU to obtain approval for the modification of working times, supporting their case with the justifications provided above.

Assisting with implementation

If an administrative control was to be implemented, such as changing the times when noise plant is used, it would be communicated to staff via meetings, emails and reminder signs near the plant to warn users. It may also be communicated to the plant users through their schedule.

To assist with implementation, a workgroup supervisor should demonstrate best practice, as well as observe the actions of those in their workgroup. There may be consultations in place for those who have to work outside of normal hours in order to use noisy plant (e.g. Time Off In Lieu).

**Satisfactory
Outcome**



BSBWHS416 CONTRIBUTE TO WORKPLACE INCIDENT RESPONSE

QUIZ

Participant name

FOR THE PARTICIPANT

Instructions

- You will complete written questions as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge.
- It is anticipated that you should complete this assessment within one hour, but additional time may be allowed upon negotiation with the Assessor.
- You must complete all questions unaided by the Assessor or other personnel but may refer to reference material as needed. All questions must be answered correctly for a satisfactory assessment outcome to be awarded.
- An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party.
- Any written questions that are incomplete, or not answered satisfactorily will need to be completed again after further training support.
- If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).

Resources required

Pen

FOR THE ASSESSOR

Instructions

- Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments)
- All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question).
- Assessors are to complete marking in pen of a different colour to the Participant.
- If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

Q1. True or False (Tick your response): Legislation requires that in some circumstances, it is mandatory to notify the regulator about an incident, as well as preserve the incident site.

Answer

✓	True
	False

☐

Q2. True or False (Tick your response): Workplace procedures should involve management at various stages of incident response – from immediate notification of incident occurrence to approval of recommended changes as a result of incidents occurring.

Answer

✓	True
	False

☐

Q3. True or False (Tick your response): Records should only be kept for notifiable incidents.

Answer

	True
✓	False

☐

Q4. Which of the following may be considered as 'initial assistance'?
Tick all that apply.

Answer

Choice	Possible Answers
✓	Calling emergency services
✓	Evacuation
✓	Fire extinguishing
	Meeting with investigators
✓	Providing first aid

☐

Q5. What might you consider when choosing between different risk controls? Tick all that apply.

Answer

Choice	Possible Answers
✓	Cost
✓	Fit for organisational culture
✓	Effect on workflow of organisation
✓	View of workers
✓	Guidance from Codes of Practice, Standards and WHS regulator

☐

Q6. True or False (Tick your response): Implemented recommendations to workplace policies, procedures, processes, and systems should be reviewed for effectiveness after implementation.

Answer

✓	True
	False

☐

BSBWHS416

CONTRIBUTE TO WORKPLACE INCIDENT RESPONSE

PRACTICAL ASSESSMENT

Participant name	
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FOR THE PARTICIPANT

Instructions

- The tasks outlined on the following pages will require performance of normal workplace activities, as a result of a structured activity set by an Observer in the workplace or a simulated activity set by your Assessor/Observer.
- The timeframe for these tasks will be established by your Assessor/Observer in consideration of location conditions and industry requirements.
- You must complete all tasks assisted by the Assessor or other personnel, unless the supervisor notes assistance.
- You must attempt all tasks (and itemised steps) for a 'Satisfactory' assessment outcome to be achieved.
 - For an observation conducted that is incomplete, or without satisfactory performance, the observation will need to be completed again after further training support.

FOR THE ASSESSOR/OBSERVER

Instructions

- The following observation record should be used to judge and record your observations of the Participant as they complete the task(s) set. You must record your observations of the Participant's performance.
 - For each occasion, indicate the task performed and whether it was a simulation or workplace-based task.
 - Any simulated assessment must ensure the Participant still performs under workplace conditions which reflect industry standards.
 - In the comments, provide clear detail regarding the task that the Participant was required to do (e.g. PPE used, materials handled, attachments connected, plant types).
- All steps must be satisfactorily demonstrated by the Participant for a 'Satisfactory' determination (indicated by an Assessor tick to the right of each itemised step, or an Observer tick to the right of each itemised step, and confirmation by an Assessor in the Assessor Comments).
 - Where you have determined that one or more task steps have not been satisfactorily demonstrated, provide the Participant with additional support and outline details of such assistance in the Assessor/Observer Comments. Allow the Participant two (2) further opportunities to demonstrate the task again to allow an opportunity for a 'Satisfactory' assessment outcome to be achieved.
 - If after three (3) attempts the Assessor determines that the Participant cannot demonstrate the required steps, a 'Not Satisfactory' outcome is to be determined.

[illegible]

☐ Individual student (as named on cover page)
☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]

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