BSBSUS411
IMPLEMENT AND MONITOR ENVIRONMENTALLY SUSTAINABLE WORK PRACTICES

THEORY EXAM

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 two (2) hours, but additional time may be allowed upon negotiation with the Assessor.
• You must complete all questions unassisted 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.
    o An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party.
    o 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. **You have been tasked with assessing your company's compliance against environmental legislation, regulations, and standards. Provide a two (2) paragraph description on how you will achieve this.**

Answer

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Should reflect but is not limited to: Access companies plans, policies and procedures for current and future projects that have a relationship to environmental practices such as waste management, plant and equipment management, energy consumption and use, waterway protection, water use; procurement, hazards. Determine worker engagement and awareness Assess these policies and procedures to determine: the way we use energy, products and services we use and produce, the way we produce them, what resources are being used and how the resources are being used, can we improve our purchasing of resources, and are there better alternatives to current practices.

Access the EP Act and its subordinate legislation to access tools to determine whether a licencing system for environmentally relevant activities (ERAs) is required or whether as environmental protection orders are in place in prospective work areas.

Check the companies continuous improvement procedures and work plans and strategies applied to minimise waste or increase efficient use of resources are these:

- addressing environmental and resource sustainability initiatives such as environmental management systems, action plans, green office programs, surveys and audits
- determining the most appropriate waste treatment methods
- appointing a staff member/s to oversee design, implementation and monitoring of a 'green office' strategy for the organisation
- prevention and minimisation of environmental risks and hazards

Q2. **When assessing the company's compliance with environmentally sustainable requirements, briefly describe what you are looking for in each of the listed points.**

Answer

Points	Looking for
Data from organisation's systems and processes	e.g. environmental efficiency and sustainability within systems and processes and areas for improvement to quantities and quality of resources.
External data sources	e.g. Department of Environment and science to check environmental licences and permits requirements and other available sustainability information.
Internal stakeholders	e.g. Discuss sustainability processes with workers to determine level of awareness, commitment, recommendations for improvement and individual sustainability targets set.
External stakeholders	e.g. current purchasing strategies, supplier sustainability practices and areas for improvement.

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Q3. **What information are you looking for when assessing the company's environmental efficiency?**

Answer

Should reflect but is not limited to: work practices that are compliant with legislated requirements; looking for the effectiveness of practices and procedures to determine whether these are sufficient or whether there are alternative procedures available to provide more sustainable outcomes. Checking resource procurement, supplier sustainability processes, resources procured and searching for more sustainable alternatives. Checking policies and procedures for reuse, recycling and reducing waste to determine whether improvements can be made. Checking hazard management to determine which hazards can possibly be reduced through the use of more environmentally friendly products or procedures.

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Q4. **What is the importance of engaging and consulting with both internal (1) and external (2) stakeholders to develop and implement sustainability improvements?**

Answer

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1. Should reflect but is not limited to: It is important to engage with internal stakeholders, as these are the individuals applying and using the processes and procedures designed with sustainability targets. These workers indicate their level of commitment to sustainable actions and will be likely to offer alternative solutions to make further improvements.

2. External stakeholders will include suppliers, whose sustainability actions from manufacture to transport are important. Expert information from environmental protection sources such as local government can be accessed to provide benchmark requirements and tools to assess the current sustainability procedures and provide advice on improvement measures.

Q5. **What efficiency targets can you set for energy consumption at your workplace and what strategies can be put in place to support these?**

Answer

Should reflect but is not limited to: Improve fuel use and consumption, strategies include - shut off idling engines; reduce spillage at fuel stations; regular routine maintenance tasks to ensure efficient motors and machinery, Reduce amount of equipment engaged in the site office, switch off equipment not being used. Install solar for office equipment.

Q6. **What methods can be applied to monitor the outcomes of efficiency targets set in Q5. ?**

Answer

Should reflect but is not limited to: Examining purchasing dockets or invoices to see if cost or fuel amount purchased has been reduced. Observe work in progress and confirm strategies have been implemented. Search the intranet for historical documents and compare these to current outcomes. Set up a system in the computer to enable a quick view of changes.

Q7. **Various tools are used to set performance targets when implementing sustainable work practices. Discuss tools you would use to create a baseline (1) and to determine a target benchmark (2).**

Answer

1. Should reflect but is not limited to: Historical information from sustainability audits or current performance outcomes to create a baseline.

2. A target benchmark can be determined by using questioning with workers and management or pre-determined industry benchmarks to determine items such as a % decrease in consumption, reduction in time etc.

Q8. **Why should an action plan be S.M.A.R.T?**

Answer

Should reflect but is not limited to: SMART implies the action plan will be specific supplying clear information relating to implementing the plan, measurable clearly stating amount of change required, achievable by those expected to meet the target, realistic and related to work processes without adding addition unachievable steps and timely to be implemented in a way that is agreeable to all stakeholders. It provides a 'blue print' for implementation of each stage.

Q9. **What is the purpose of ISO 26000:2010?**

Answer

Should reflect but is not limited to: intended to assist organisations in contributing to sustainable development. It is intended to encourage them to go beyond legal compliance, recognising that compliance with law is a fundamental duty of any organisation and an essential part of their social responsibility. It is intended to promote common understanding in the field of social responsibility, and to complement other instruments and initiatives for social responsibility, not to replace them.

Q10. **What impact does corporate social sustainability have on Australian businesses?**

Answer

Should reflect but is not limited to: The CSR model outlines how a company can be accountable to itself, its staff, its stakeholders, the public and global and local environments. Corporations have come to recognise that part of being a good corporate citizen includes respecting the human rights of those who come into contact with the corporation. CSR focuses on managing the triple bottom line – financial, social and environmental impacts. Considers profit as well as the issues that affect people in the community and the planet as a whole.

Q11. **Why should you integrate efficiency targets with other operational activities?**

Answer

Should reflect but is not limited to: This is part of the SMART action plan and the targets are integrated because the efficiency targets relate directly to operational activities and should be integrated into each of these to become part of the task/procedure. To become "the norm" without applying additional stresses to operators and workers.

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Q12. **Describe continuous improvement strategies that you could use to contribute to improved resource efficiency in work areas.**

Answer

Should reflect but is not limited to: Contributing suggestions, working with colleagues and stakeholders to ensure targets are met, and working with suppliers to encourage better outcomes. Sending out questionnaires to workers, making visual calculations, check procurement documents and invoices to calculate changes, check current objectives against historical documents.

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Q13. **What different methods can be applied to regular data collection and tracking of indicators to assess actual progress against intended targets? Provide three examples (3).**

Answer

1. Should reflect but is not limited to three (3) of: Conducting visual observations of the workplace to monitor participation by staff and ensure required equipment modifications or installations have been completed,

2. Ensuring scheduled counting and/or calculating using checklists is undertaken, Interviewing or surveying staff and other stakeholders, Checking and analysing purchase orders and supplier invoices, Conducting

3. audits, using the same tools, technology that was used for evaluation from the beginning, Using reports generated from independent environmental consultations that have been appointed to conduct audits

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Q14. **How would you communicate efficiency targets and outcomes of monitoring to key personnel?**

Answer

Should reflect but is not limited to: Workers would receive communication via an internal newsletter, or memo, distributed via email and/or posted on the notice board. Meetings are used to communicate targets and outcomes to both management and workers, Communication during pre-start meeting reinforces the message shared to workers. Reports are written to management for filing with targets and outcomes achieved.

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Q15. **Describe the purpose of gaining approval for the implementation of changes to procedures and processes.**

Answer

Should reflect but is not limited to: this ensures that there's a formal mechanism for requesting changes with a clear process for accepting or rejecting changes and that feedback is given regarding the requested changes and changes are communicated to everyone concerned to ensure that changes are incorporated in a controlled way.

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Q16. **Why is it important to gather feedback from stakeholders on implementation of changes and during monitoring of performance of sustainability changes made?**

Answer

Should reflect but is not limited to: to determine and identify further changes required and success or failure of implemented changes. Part of gathering key indicators in determining outcomes.

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Q17. **How do you identify if further changes are required during monitoring and review of implemented environmentally sustainable work practices?**

Answer

Should reflect but is not limited to one (1) of the follow points: observe changes during work processes; talk to colleagues regularly, listening and taking note of feedback, Listening to concerns about the new processes and comments on what is working or ways of further improvement; Tracking resource use to determine whether changes are implemented and changes have improved sustainability; Provide affected workers with a questionnaire to complete to determine buy in and effectiveness of changes

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Q18. **What actions can you take to promote successful strategies to colleagues and others on the work site?**

Answer

Should reflect but is not limited to: Gain management buy-in and approval before documenting the sustainability guidelines and policies and communicating them effectively. Track, monitor and report all improvements made to others via formal reports, memos, the intranet and verbally during meetings. Promote and provide an approved reward system for those actively participating.

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Q19. **Why is management buy-in vital to the success of any environmentally sustainable strategy or program?**

Answer

Should reflect but is not limited to: Gaining management buy-in and approval is vital to ensure sustainability is incorporated in the business model and fed down to all departments to ensure compliance throughout and improve company image. The strategy of the company and the sustainability efforts should be aligned which will then contribute to embedded sustainability into every part of its business.

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BSBSUS411
IMPLEMENT AND MONITOR ENVIRONMENTALLY SUSTAINABLE WORK PRACTICES

PRACTICAL ASSESSMENT

Participant name	

FOR THE PARTICIPANT
Instructions
• The tasks outlined on the following pages will require performance in 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 unassisted by the Assessor or other personnel unless the steps note this assistance. • You must attempt all tasks (and itemised steps) for a 'Satisfactory' assessment outcome to be awarded.   o For any 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.
   o 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.
   o 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).
   o 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.
   o If after three (3) attempts the Assessor determines that the Participant cannot demonstrate the required steps, a 'Not Satisfactory' outcome is to be determined.

TASK OUTCOME					
Task	**Date**	**Task Type (Tick)**	**Location**	**Task outcome (Tick)**	
				Satisfactory	Not Satisfactory
Task 1 (Occasion 1)		☐ Workplace ☐ Simulation		☐	☐
Task 1 (Occasion 2)		☐ Workplace ☐ Simulation		☐	☐
Task 1 (Occasion 3)		☐ Workplace ☐ Simulation		☐	☐

ASSESSOR COMMENTS: GENERAL

As necessary, outline:

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

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 1

☐ Individual student (as named on cover page)

☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]

Task	Provide detail
1.1B.	Specify two (2) examples regarding how compliance was confirmed: e.g. disposal permit for contaminated land; approval for water use; development application; wildlife movement permit; environmental impact statement
1.1F.	Specify stakeholders consulted: e.g. workers, team leaders, supervisors, management
1.1G.	Specify credible external sources accessed to locate information related to sustainability best practice. e.g. Department of environment and science best practice resources; Business Qld end of waste approvals
1.1H.	What techniques were used to engage and consult with stakeholders? e.g. gained approval for actions to be implemented, document the sustainability guidelines and policies and communicated them effectively to others using meetings, memos and rewards to encourage adoption and incentivise environmentally friendly behaviours
1.1I.	Specify current resources measured and method of measurement. e.g. determined current fuel use by confirming weekly/monthly consumption using invoices.
1.1J.	Specify alternative solutions evaluated. e.g. changes to fuel type or supplier for purchase. changes to resource storage to avoid condensation or evaporation, changes to machine operations to reduce fuel use during idling.
1.1K.	Provide an efficiency target to be implemented. e.g. changes to fuel type or supplier for purchase. changes to resource storage to avoid condensation or evaporation, changes to machine operations to reduce fuel use during idling

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 1	
1.1L.	Specify monitoring methods to be applied. e.g. observation; measuring usage against historical use using spreadsheet or similar software
1.2A.	Which tools were accessed to set efficiency targets? e.g. presentation software to introduce changes to others; site diary to organise location and time for presentation; computer for the development/ update to processes, procedures, rules
1.3A.	Which documented records and/or reports were completed? e.g. recorded outcomes in action plan; implementation report forwarded to appropriate management level for site/project
1.3C.	How were outcomes communicated to stakeholders? e.g. memo on memo board displaying rewards; during meetings; formal reports

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 2	
☐ Individual student (as named on cover page) ☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]	
Task	**Provide detail**
1.1B.	Specify two (2) examples regarding how compliance was confirmed: e.g. disposal permit for contaminated land; approval for water use; development application; wildlife movement permit; environmental impact statement
1.1F.	Specify stakeholders consulted: e.g. workers, team leaders, supervisors, management
1.1G.	Specify credible external sources accessed to locate information related to sustainability best practice. e.g. Department of environment and science best practice resources; Business Qld end of waste approvals
1.1H.	What techniques were used to engage and consult with stakeholders? e.g. gained approval for actions to be implemented, document the sustainability guidelines and policies and communicated them effectively to others using meetings, memos and rewards to encourage adoption and incentivise environmentally friendly behaviours
1.1I.	Specify current resources measured and method of measurement. e.g. determined current fuel use by confirming weekly/monthly consumption using invoices.
1.1J.	Specify alternative solutions evaluated. e.g. changes to fuel type or supplier for purchase. changes to resource storage to avoid condensation or evaporation, changes to machine operations to reduce fuel use during idling.
1.1K.	Provide an efficiency target to be implemented. e.g. changes to fuel type or supplier for purchase. changes to resource storage to avoid condensation or evaporation, changes to machine operations to reduce fuel use during idling
1.1L.	Specify monitoring methods to be applied. e.g. observation; measuring usage against historical use using spreadsheet or similar software
1.2A.	Which tools were accessed to set efficiency targets? e.g. presentation software to introduce changes to others; site diary to organise location and time for presentation; computer for the development/ update to processes, procedures, rules
1.3A.	Which documented records and/or reports were completed? e.g. recorded outcomes in action plan; implementation report forwarded to appropriate management level for site/project
1.3C.	How were outcomes communicated to stakeholders? e.g. memo on memo board displaying rewards; during meetings; formal reports

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 3	
☐ Individual student (as named on cover page) ☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]	
Task	**Provide detail**
1.1B.	Specify two (2) examples regarding how compliance was confirmed: e.g. disposal permit for contaminated land; approval for water use; development application; wildlife movement permit; environmental impact statement
1.1F.	Specify stakeholders consulted: e.g. workers, team leaders, supervisors, management
1.1G.	Specify credible external sources accessed to locate information related to sustainability best practice. e.g. Department of environment and science best practice resources; Business Qld end of waste approvals
1.1H.	What techniques were used to engage and consult with stakeholders? e.g. gained approval for actions to be implemented, document the sustainability guidelines and policies and communicated them effectively to others using meetings, memos and rewards to encourage adoption and incentivise environmentally friendly behaviours
1.1I.	Specify current resources measured and method of measurement. e.g. determined current fuel use by confirming weekly/monthly consumption using invoices.
1.1J.	Specify alternative solutions evaluated. e.g. changes to fuel type or supplier for purchase. changes to resource storage to avoid condensation or evaporation, changes to machine operations to reduce fuel use during idling.
1.1K.	Provide a efficiency target to be implemented. e.g. changes to fuel type or supplier for purchase. changes to resource storage to avoid condensation or evaporation, changes to machine operations to reduce fuel use during idling
1.1L.	Specify monitoring methods to be applied. e.g. observation; measuring usage against historical use using spreadsheet or similar software
1.2A.	Which tools were accessed to set efficiency targets? e.g. presentation software to introduce changes to others; site diary to organise location and time for presentation; computer for the development/ update to processes, procedures, rules
1.3A.	Which documented records and/or reports were completed? e.g. recorded outcomes in action plan; implementation report forwarded to appropriate management level for site/project
1.3C.	How were outcomes communicated to stakeholders? e.g. memo on memo board displaying rewards; during meetings; formal reports