

BSBWHS415

CONTRIBUTE TO IMPLEMENTING WHS MANAGEMENT SYSTEMS

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.

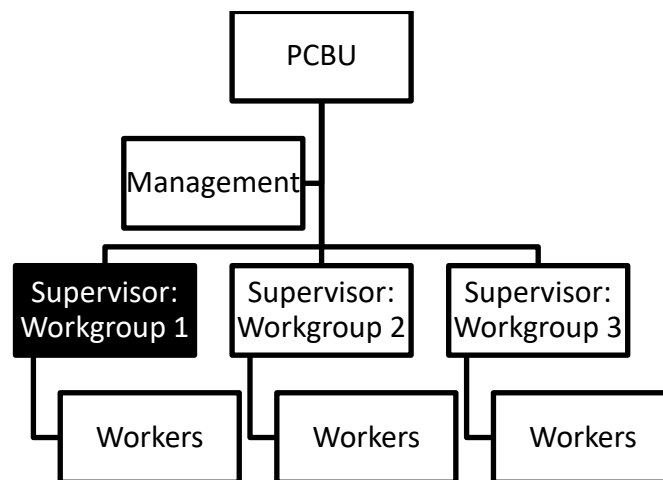
NOTE

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

There are various legislative documents, standards and guidance documents to assist with the development and implementation of a WHSMS.

Summarise what the following documents address (e.g. duties) with respect to a WHSMS:

- Work Health and Safety Act 2011* (Cth)
- Work Health and Safety Act 2011* (Qld)
- Work Health and Safety Regulations 2011* (Qld)
- A code of practice relevant to your chosen workplace regarding risk assessment
- Australian Standard AS/NZS ISO 45001:2018
- The 'Safety Management System Audit Report' from the Queensland Regulator, Workplace Health and Safety Queensland (refer to Handout 1)
- Organisational policies regarding return-to-work and injury management
- Organisational procedures regarding return-to-work and injury management
- Organisational process regarding return-to-work and injury management

	Summary of contents
a) Work Health and Safety Act 2011 (Cth)	In line with developing a WHSMS, section 19 of the Work Health and Safety Act 2011 (Cth) requires a PCBU to, as far as is reasonably practicable: - Ensure safe: work environment, plant and structure, systems of work, use, handling and storage of plant, structure and substances - Provide adequate facilities for workers and access to those facilities - Provide necessary information, instruction, training and supervision - Monitor the health of workers - Maintain premises so that the workers occupying the premises are not exposed to risk Section 47 of the Work Health and Safety Act 2011 (Cth) requires a PCBU to consult with workers in developing a WHSMS, as far as is reasonably practicable. Section 28 of the Work Health and Safety Act 2011 (Cth) requires workers to cooperate with the PCBU's reasonable policies or procedures for WHS, including the WHSMS. Section 29 of the Work Health and Safety Act 2011 (Cth) requires other persons at the workplace to cooperate with the PCBU's reasonable policies or procedures for WHS, including the WHSMS.
b) Work Health and Safety Act 2011 (Qld)	In line with developing a WHSMS, section 19 of the Work Health and Safety Act 2011 (Qld) requires a PCBU to, as far as is reasonably practicable: - Ensure safe: work environment, plant and structure, systems of work, use, handling and storage of plant, structure and substances - Provide adequate facilities for workers and access to those facilities - Provide necessary information, instruction, training and supervision - Monitor the health of workers - Maintain premises so that the workers occupying the premises are not exposed to risk Section 47 of the Work Health and Safety Act 2011 (Qld) requires a PCBU to consult with workers in developing a WHSMS, as far as is reasonably practicable. Section 28 of the Work Health and Safety Act 2011 (Qld) requires workers to cooperate with the PCBU's reasonable policies or procedures for WHS, including the WHSMS. Section 29 of the Work Health and Safety Act 2011 (Qld) requires other persons at the workplace to cooperate with the PCBU's reasonable policies or procedures for WHS, including the WHSMS.

c) Work Health and Safety Regulations 2011 (Qld)	Safety Management Systems are required for the following parties/bodies: - Those applying for Class A asbestos removal licences (Sections 493, 498) - Operators of determined major hazard facilities (Sections 558 and 568, Schedule 17) - Operators of major amusements parks (Sections 608O, 608Y, Schedule 18C)
d) Code of practice	The How to manage work health and safety risks Code of Practice 2021 provides information on identifying hazards, assessing risks, how to control risks and how to review controls, which are the basis of a WHSMS.
e) AS/NZS ISO 45001:2018	The Australian standard, AS/NZS ISO 45001:2018 (Occupational health and safety management systems - Requirements with guidance for use): - Specifies the conditions for a workplace health and safety management system - Gives guidance on its use The standard aims to enable organisations to provide safe and healthy workplaces by preventing work-related injury and illness, and proactively improve its work health and safety performance.
f) Guidance material	The 'Occupational health and safety management system (OHSMS) – audit report' provides a template (including checklist) to verify that the WHSMS (previously OHSMS) meets the requirements of AS/NZS 4801:2001 (now superseded by AS/NZA ISO 45001:2018). It reviews policy, planning, implementation, measurement and evaluation, and review of a workplace's WHSMS.
g) Organisational policy	Safety Management System - Policy and Procedures Manual Section 4.2.3 outlines the primary objective is to prevent personal injury, property damage and environmental impacts.
h) Organisational procedure	Safety Management System - Policy and Procedures Manual Provides specific information in Section 3.0 about inductions, the promotion of WHS training and consultation, emergency procedures, Safe Work Method Statements, incident reporting, recording and investigation.

i) Organisational process	Safety Management System - Policy and Procedures Manual Provides more specific detail as to how CSTC intends to uphold WHS. For example, it outlines the roles and responsibilities of the Board of Directors, Managing Director, Managers, OHS Advisor, Health and Safety Representative, Health and Safety Committee Member, Workers and Sub-contractors in implementing WHS at CSTC.
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Satisfactory Outcome



ACTIVITY 2

Explain your involvement, as a workgroup supervisor, with implementing the following elements of a WHSMS plan:

- Injury management
- Return-to-work

In particular:

- a) Use examples to explain how you would contribute to the planning, development and implementation of each elements, as relevant to your own workgroup
- b) Explain how you would seek the contribution and support of others in the planning, development and implementation of each element
- c) Provide two (2) examples/methods of how you would communicate to workgroup members about the importance and application of each element in terms of meeting WHS policy

Injury management**Contributing to planning, development and implementation**

Planning would entail:

- Considering how assistance will be provided to the worker (e.g. first aid, financial arrangements, rehabilitation)
- Considering how doctors and compensation schemes will be involved.
- To address ingrained practices, you may look at past incident records and discuss with others how they do their job.

Development would entail:

- Developing processes for injury claims management.
- Documenting, implementing, maintaining and communicating the WHSMS element to all workers.

Implementation would entail:

- Demonstrating commitment to comply with relevant WHS legislation by encouraging safe work practices to avoid injury as much as possible.
- Demonstrating commitment to establish measurable objectives and targets to ensure continued improvement aimed at eliminating work-related injury and illness.
- Making WHSMS element available to interested parties.
- Setting measurable objectives and targets to ensure continued improvement to reduce injuries within the workgroup.
- Introducing or supporting systems to assist with risk management (e.g. safety data sheets, checklists, introducing reporting systems, initiating training for workers regarding emergency response and incident investigation)

Injury management

Seeking contribution and support in planning, development and implementation

Planning and development could entail:

- Seeking input from people who have suffered injuries. There could be an internal call for a focus group sent out via email. Ideally, those who have dealt with injuries the past would be encouraged to attend (e.g. injured parties, first aid officers, supervisors).
- Ensuring that the proposed processes are relevant and address the needs of the workgroup. Consultation with key parties would be advisable (e.g. those who have been injured in the past), first aid officers, supervisors. Feedback should be sought from parties who have been directly involved in the process at the outset, so that the planning is suitable. A range of representatives should contribute to the process, to ensure that varying experiences have been considered.

Implementation could entail:

- Consulting with Health and Safety Representatives (HSRs) to assist with promoting the policies and representing workers.

Communicating about WHSMS element

Start by communicating WHSMS element to all workers and making such policies available to interested parties To ensure that injury management processes are effective, it would be advisable to consult with HSRs and HSCs as part of implementing the WHSMS plan.

Make the policies known at meetings. Effective injury management is something that needs to be addressed prior to injury, as well as during and after injury. The organisation's overarching approach to injury management would likely be explained more generally to staff, but processes within the workgroup would be followed up with the workgroup supervisor (e.g. who injuries should be reported to).

Ensure that the policies are reinforced in the event that an injury occurs.

Return-to-work

Contributing to planning, development and implementation

Planning would entail:

- Considering what is required for a Return to Work Program.
- Considering how goals and duties are able to be modified for injured parties (i.e. contingency plans).

Development would entail:

- Developing effective rehabilitation management of work injuries and disease and return to work processes.
- Documenting, implementing, maintaining and communicating the WHSMS element to all workers.

Implementation would entail:

- Demonstrating commitment to comply with relevant WHS legislation by providing an accommodating return-to-work environment.
- Providing training for workers so that they have a backup plan for someone returning to work who is unable to return to their regular duties.

Return-to-work**Seeking contribution and support in planning, development and implementation**

Planning and development would entail:

- Seeking input from people who have suffered injuries and experienced the return-to-work process. There could be an internal call for a focus group sent out via email. Ideally, those who have been involved in Return to Work practices would be encouraged to attend (e.g. those returning from injury, their managers). External parties could be invited to participate (e.g. Doctors who have been involved in the process before).
- Ensuring that proposed processes are relevant and address the needs of the workgroup. Consultation with key parties would be advisable (e.g. those who have been injured in the past), doctors involved in Return to Work Programs. Feedback should be sought from parties who have been directly involved in the process at the outset, so that the planning is suitable. A range of representatives should contribute to the process, to ensure that varying experiences have been considered.

Implementation would entail:

- Consulting with Health and Safety Representatives (HSRs) to assist with promoting the policies and representing workers.

Communicating about WHSMS element

Start by communicating WHSMS element to all workers and making such policies available to interested parties. To ensure that return to work processes are effective, it would be advisable to consult with HSRs and HSCs as part of implementing the WHSMS plan.

Make the policies known at meetings. The organisation's overarching approach to return to work arrangements would likely be explained more generally to staff, but processes within the workgroup would be followed up with the workgroup supervisor (e.g. whether certain individuals would have alternate duties).

Ensure that the policies are reinforced in the event that an injured person returns to work.

**Satisfactory
Outcome**



ACTIVITY 3

You are required, as a workgroup supervisor, to contribute to reviewing the elements of the WHSMS plan addressed in Activity 2:

- Injury management
- Return-to-work

Explain how you would:

- a) Monitor each of these elements, to ensure they are effective and providing safe systems of work
- b) For each element, provide one (1) example of an implementation limitation that might be identified through the evaluation
- c) Propose two (2) adjustments to improve the WHSMS implementation plan to address each limitation, identifying the preferred option after considering time and resource constraints that may exist
- d) Explain how you would document and distribute the details of the adjusted plan, considering required training and induction requirements

Injury management

Monitoring effectiveness

A workgroup supervisor could contribute to evaluating WHS performance for the area of injury management by keeping and maintaining records of injury trends.

Example limitation

An example of a limitation of the WHSMS implementation plan might be that incidents are dealt with one by one, rather than trying to find a trend in incidents taking place.

Adjustments

- Option 1: Trends may need to be examined within the workgroup.
- Option 2: Trends may need to be explored beyond the workgroup (i.e. across the organisation as a whole)

Option 2 would be preferred, as it may take time to see trends within a smaller workgroup than across the organisation as whole. A Health and Safety Committee would address the whole organisation, so resourcing is available to receive and review monitoring results and determine organisation-wide recommendations.

Communicating adjustments

Time would need to be scheduled at regular intervals to review such information (e.g. agenda items for meetings). Health and Safety Committees may need additional training to look for trends.

This could be done through a staff meeting, the inclusion of key points in a staff handbook etc.

Return-to-work**Monitoring effectiveness**

A workgroup supervisor could contribute to evaluating WHS performance for the area of incident investigation by monitoring workgroup productivity.

Example limitation

An example of a limitation of the WHSMS implementation plan might be that job descriptions are not adapted to accommodate return-to-work situations.

Adjustments

- Option 1: Training Needs Analyses to be conducted across whole workgroup on a regular basis.
- Option 2: Training Needs Analyses to be conducted by affected staff upon return-to-work arrangements.

Option 1 while a good idea, may be too time and resource intensive. Option 2 would be the most efficient use of time and resources; however, it must be acknowledged that roles can change over time, so there should be some scheduling to Training Needs Analysis completion.

Communicating adjustments

Workers would be made aware of the need for Training Needs Analyses and potential training requirements. This could be done through a staff meeting, the inclusion of key points in a staff handbook etc.

**Satisfactory
Outcome**



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QUIZ

Participant name	
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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 (1) hour, 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.
- An oral examination may be applied 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. Which of the following are elements that may be included in a WHSMS? Tick all that apply.

Answer	Choice	Possible Answers	☐
	✓	Duty holders and their responsibility	
	✓	Injury management	
	✓	Policies and procedures	
	✓	Return-to-work procedures	
	✓	Risk assessment	
	✓	Training and induction	

Q2. Which of the following tools may be referred to when undertaking WHSMS planning, implementation and review? Tick all that apply.

Answer	Choice	Possible Answers	☐
	✓	Audit checklists	
	✓	Cost analysis	
	✓	Return to work checklists	
	✓	Risk registers	

Q3. True or False (Tick your response): It is best practice to communicate with others in the planning, implementation and review of a WHSMS.

Answer	✓	True	☐
		False	

Q4. Which of the following are types of evaluation processes for monitoring WHS performance? Tick all that apply.

Answer	Choice	Possible Answers	☐
	✓	Worker health surveillance	
		Writing policies and procedures	
	✓	Monitoring effectiveness of risk controls	
	✓	Auditing	

BSBWHS415

CONTRIBUTE TO IMPLEMENTING WHS MANAGEMENT SYSTEMS

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.

ASSESSOR COMMENTS: GENERAL

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