

RIIENV501D IMPLEMENT AND MAINTAIN ENVIRONMENTAL MANAGEMENT PLAN

THEORY EXAM INSTRUCTIONS

- This exam will occur under standard assessment conditions.
 - An oral examination 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. Feedback 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 exam paper by the assessor.

Participant name _____

Participant signature _____

Date _____

Assessor name _____

Assessor signature _____

Date _____

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

Q1. Explain six (6) AS/NZS ISO 14001:2016 requirements for an organisation's environmental policy.

Answer

Requirement	Explanation
1	Assessor's discretion. Should resemble: Should be aligned with the organisation's context and strategic direction and take into account the nature, scale and environmental impacts of the organisation's activities, products and services
2	Assessor's discretion. Should resemble: Should include specific commitments to protect the environment appropriate for the organisation
3	Assessor's discretion. Should resemble: Provide a basis for setting environmental objectives
4	Assessor's discretion. Should resemble: Should include a commitment for the organisation to fulfil its compliance obligations
5	Assessor's discretion. Should resemble: Should include a commitment to continual improvement
6	Assessor's discretion. Should resemble: Should be documented and available to all stakeholders both inside and outside the organisation



Q2. Define the term 'environmental management system'.

Answer

Assessor's discretion. Should resemble: "The part of an organisation's overall management system that includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the environmental policy" and/or part of the organisation's "management system used to manage environmental aspects, fulfil compliance obligations, and address risks and opportunities."



Q3. Define the term 'environmental management plan'.

Answer

Assessor's discretion. Should resemble: "Environmental management plans describe how an action might impact on the natural environment in which it occurs and set out clear commitments from the person taking the action on how those impacts will be avoided, minimised and managed so that they are environmentally acceptable" and/or "A site or project specific plan developed to ensure that appropriate environmental management practices are followed during the construction and/or operation of a project."

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Q4. Identify three (3) levels of environmental law that affect organisations in Australian States.

Answer

Level	Description
1	Assessor's discretion. Should resemble: Commonwealth government law
2	Assessor's discretion. Should resemble: Queensland state government law. This level may also include: and local government (who operate under state law)
3	Assessor's discretion. Should resemble: Common law

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Q5. Identify the types of legislation that may apply on a Queensland worksite. Tick all that apply.

Answer

Choice	Possible Answers
✓	<i>Environmental Protection Act 1994 (Qld)</i>
✓	<i>Environmental Protection Regulation 2019 (Qld)</i>
✓	Environmental Protection (Air) Policy 2019
✓	Environmental Protection (Noise) Policy 2019
✓	Environmental Protection (Water and Wetland Biodiversity) Policy 2019

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Q6. Define the term 'environmental aspect' according to the ISO.

Answer

An environmental aspect is an “element of an organisation’s activities or products or services that interacts or can interact with the environment”. ISO 14000-2016 3.2.2



Q7. Define the term 'environmental impact' according to the ISO.

Answer

Environmental aspects can cause environmental impact – any change to the environment, whether detrimental or beneficial ISO 14000-2016 3.2.4.



Q8. Explain the purpose of an environmental aspects and impacts register, identifying why it must be site specific.

Answer

Assessor’s discretion. Should resemble Environmental aspects and impacts registers document information about the environment at hand and their:

Environmental aspects and

Correlated environmental impacts

Criteria used to determine significant environmental aspects

Significant environmental aspects



Q9. Develop a template for an environmental aspects and impacts register.

Answer



Assessor's discretion. For example:

Example Environmental Aspects and Impacts Register

Environmental theme	Environmental aspect	Environmental impact	Risk			Applicable legislation	Operational controls	Responsibility holder
			Likelihood	Consequence	Risk rating			

Q10. Define the term 'hazard' and explain its relationship with environmental aspects.

Answer

Assessor's discretion. Should resemble: A hazard is anything that can cause harm, or a hazard is a risk source. Environmental aspects are sources of risk. In the case of a negative risk, the environment aspect is a hazard – a risk source.



Q11. List three (3) environmental hazards on a construction site and list one environmental impact associated with each.

Answer

Environmental hazard	Environmental impact
Assessor's discretion. For example: Sediment-laden runoff from disturbed areas	Assessor's discretion. For example: Reduced water quality in nearby waterway
Assessor's discretion. For example: Demolition waste	Assessor's discretion. For example: Inappropriate disposal of waste.
Assessor's discretion. For example: Noise and vibration	Assessor's discretion. For example: Disturbs local residents leading to complaints.



Q12. List and describe five (5) types of records that can be used to identify environmental aspects.

Answer

	Record	Description
1	Assessor's discretion. For example: Environmental aspects and impact registers	Assessor's discretion. For example: Provide historical information for identifying existing environmental risks and their potential impact.
2	Assessor's discretion. For example: Environmental information	Assessor's discretion. For example: Meteorological, geological, hydrological and ecological information, and historical disaster and emergency environmental information about site.
3	Assessor's discretion. For example: Issues register or incident log	Assessor's discretion. For example: Record of environmental issues faced and the actions taken to resolve them.
4	Assessor's discretion. For example: Audit reports	Assessor's discretion. For example: An independent check of compliance with environmental management procedures.
5	Assessor's discretion. For example: Internal and external reviews	Assessor's discretion. For example: Other reviews performed to check environmental management effectiveness.



Q13. Define the term 'risk matrix'.

Answer

Assessor's discretion. Should resemble: A risk matrix is a matrix that is used to assess risk by comparing the likelihood of the consequences with the severity of the consequences. This comparison gives us the grade of the risk



Q14. Develop a template for an environmental risk matrix – including risk parameters and associated actions.

Answer



Assessor's discretion. For example:

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Severe
Almost certain	M 7	H 14	H 17	E 24	E 25
Likely	M 6	M 10	H 16	H 21	E 23
Moderate	L 5	M 8	H 15	H 18	H 22
Unlikely	L 3	L 4	M 11	M 13	H 20
Rare	L 1	L 2	M 9	M 12	H 19

Risk	Parameter	Action
Extreme	23-25	Activity must not proceed without reducing the risk rating.
High	14-22	Activity can only proceed with special approval by top management
Med	6-13	Activity may proceed after risk management approved according to normal procedures
Low	1-5	Activity may proceed after control measures implemented

Q15. Explain the relationship between environmental management plan responsibilities and job descriptions and duty statements.

Answer

Assessor's discretion. Should resemble: Environmental management plan responsibilities should be integrated into job descriptions Job descriptions and duty statements list every task and responsibility that the job holder has. Environmental management responsibilities are an important responsibility for the relevant job holder and therefore need to be clearly specified in the risk owner's job description and duty statement.



Q16. List the five (5) criteria that the ISO sets for environmental objectives.

Answer

Criteria	Description
1	Assessor's discretion. Should resemble: Documented
2	Assessor's discretion. Should resemble: Measurable – if possible
3	Assessor's discretion. Should resemble: Monitored
4	Assessor's discretion. Should resemble: Communicated
5	Assessor's discretion. Should resemble: Updated as needed



Q17. List the four (4) issues that the ISO states that must be considered in setting environmental objectives.

Answer

Issue	Description
1	Assessor's discretion. Should resemble: The organisation's environmental policy
2	Assessor's discretion. Should resemble: The organisation's compliance obligations
3	Assessor's discretion. Should resemble: The organisation's significant environmental aspects
4	Assessor's discretion. Should resemble: Other risks that can affect the organisation's environmental management plan



Q18. List the four (4) other issues that the ISO states could be considered in setting environmental objectives.

Answer

Issue	Description
1	Assessor's discretion. Should resemble: Possible impact on the organisation's public image
2	Assessor's discretion. Should resemble: Findings from environmental reviews
3	Assessor's discretion. Should resemble: Their impact on other organisational activities and processes
4	Assessor's discretion. Should resemble: Other organisational goals

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Q19. Identify the two (2) benefits the ISO claims for integrating environmental management systems with other organisational plans and processes.

Answer

Benefit	Description
1	Assessor's discretion. Should resemble: Being more efficient and saving costs by sharing processes and resources
2	Assessor's discretion. Should resemble: Delivering increased value by being more closely associated with those processes that the organisation relies upon to operate.

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Q20. List four (4) areas of government that might be consulted when developing an environmental plan.

Answer

Area	Description
1	Assessor's discretion. For example: Qld Government Department of Environment and Science
2	Assessor's discretion. For example: Qld Government Department of Agriculture and Fisheries
3	Assessor's discretion. For example: Queensland Heritage Council
4	Assessor's discretion. For example: Local councils

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Q21. Identify three (3) roles and responsibilities to consider when developing the organisational structure for an environmental management plan.

Answer

	Role and responsibility
1	Assessor's discretion. For example: The person who is responsible for the EMP's implementation and maintenance (often the project manager or an organisation's environmental manager)
2	Assessor's discretion. For example: Every person with tasks and responsibilities for the EMP plus a description of these tasks and responsibilities
3	Assessor's discretion. For example: The roles and responsibilities of subcontractors



Q22. Explain each step of the general 'Plan, Do, Check, Act' (PDCA) cycle – not the PDCA environmental cycle.

Answer

Step	Explanation
Plan	Assessor's discretion. Should resemble: Identify a problem or an opportunity and plan solutions or how to grasp the opportunity.
Do	Assessor's discretion. Should resemble: Implement the change on a small or experimental scale first. This both minimises disruption and tests whether the changes will work or not.
Check	Assessor's discretion. Should resemble: Use data to analyse the results of the change and determine whether it made a difference. The organisation's technology and information systems are vital here to supply timely and accurate data.
Act	A successful change - Implement it on a wider scale and continuously assess the results. Involve others (other departments, suppliers, or customers) affected by the changes and whose cooperation you need to implement them on a larger scale, or those who benefit from what you have learned.



Q23. Outline four (4) issues that must be dealt with if an environmental management plan is to be successfully implemented.

Answer

Issue	Description
1	Assessor's discretion. Should resemble: Developing an appropriate plan including time and resources
2	Assessor's discretion. Should resemble: Identifying where, when and how different types of decisions are made across the organisation, and by whom
3	Assessor's discretion. Should resemble: Modifying the applicable decision-making processes where necessary
4	Assessor's discretion. Should resemble: Ensuring that the organisation's arrangements for managing environmental risk are clearly understood and practised.



Q24. List at least five (5) types of information that should be fully explained to relevant stakeholders when an environment management plan is implemented.

Answer

Assessor's discretion. May include:



- Reasons and benefits of the risk treatment approach taken
- Tasks, responsibilities and accountabilities of all involved
- Timing of implementation
- Environmental objectives
- Resources required
- Constraints
- Reporting and monitoring required

Q25. Identify five (5) types of resources that should be allocated to the implementation of environmental management systems.

Answer

	Resource
1	Assessor's discretion. For example: Human resources – number of staff with the necessary skills, experience and competence.
2	Assessor's discretion. For example: The necessary processes - methods and tools – to manage risk
3	Assessor's discretion. For example: Documented processes and procedures necessary to manage risk
4	Assessor's discretion. For example: Information and knowledge management systems to aid in system monitoring and review
5	Assessor's discretion. For example: Professional training and development needs for employees involved in risk management



Q26. Explain four (4) steps stipulated by ISO 14004:2015 to ensure that all employees have the necessary competence to fulfil their environmental management tasks and responsibilities.

Answer

Step	Explanation
1	Assessor's discretion. Should resemble: Determine what level of competence the employee requires for their role
2	Assessor's discretion. Should resemble: Checking that the employee is competent to meet their tasks and responsibilities on the basis of appropriate education, training and/or experience
3	Assessor's discretion. Should resemble: Establish what training the employee needs if there is an education, training and or experience gap
4	Assessor's discretion. Should resemble: Ensure that the employee is trained to the necessary standard



Q27. Identify seven (7) areas on which training might be provided to persons involved in the environmental management plan.

Answer

Area	Description
1	Assessor's discretion. Should resemble: For example: Site inductions
2	Assessor's discretion. Should resemble: For example: Any issues of significant environmental value in the site/project
3	Assessor's discretion. Should resemble: For example: Site environmental controls
4	Assessor's discretion. Should resemble: For example: Understanding the EMP
5	Assessor's discretion. Should resemble: For example: Understanding the person's roles and responsibilities in the EMP
6	Assessor's discretion. Should resemble: For example: EMP emergency response procedures
7	Assessor's discretion. Should resemble: For example: Possible consequences if environmental responsibilities are not met

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Q28. Your organisation is planning to implement a new environmental plan. Which of the following methods might you use to implement and communicate this information to subordinates? Tick all that apply.

Answer

Choice	Possible Answers
✓	Employ WHS advisors for each team's implementation
✓	Internal training
✓	Simulate environmental management plan use
✓	Toolbox talk

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Q29. Identify nine (9) documents required to be kept by ISO 14004:2015.

Answer

Document	Description
1	Assessor's discretion. Should resemble: Environmental policy
2	Assessor's discretion. Should resemble: Scope of the environmental management system
3	Assessor's discretion. Should resemble: Environmental risks and opportunities to be considered
4	Assessor's discretion. Should resemble: Environmental aspects/ impacts and the criteria used to determine them
5	Assessor's discretion. Should resemble: Planning/development processes to meet environmental management requirements
6	Assessor's discretion. Should resemble: Compliance obligations
7	Assessor's discretion. Should resemble: Information on the environmental objectives
8	Assessor's discretion. Should resemble: Operational processes needed to meet environmental management requirements
9	Assessor's discretion. Should resemble: Emergency procedures



Q30. List seven (7) types of environmental management records required to be kept by ISO 14004:2015.

Answer

Record	Description
1	Assessor's discretion. Should resemble: Competence of all employees involved in environmental management to perform role
2	Assessor's discretion. Should resemble: Communications
3	Assessor's discretion. Should resemble: Monitoring, measurement, analysis and evaluation results
4	Assessor's discretion. Should resemble: Compliance evaluation result(s)
5	Assessor's discretion. Should resemble: Implementation of the audit programme, and the audit results
6	Assessor's discretion. Should resemble: Results of management reviews
7	Assessor's discretion. Should resemble: Nature of identified nonconformity, actions taken, and the results of any corrective action



Q31. Identify four (4) types of monitoring specified by AS/NZS ISO 14001:2016.

Answer

Type	Description
1	Assessor's discretion. Should resemble: Nonconformities and corrective actions
2	Assessor's discretion. Should resemble: Monitoring and measurement results
3	Assessor's discretion. Should resemble: Fulfilment of its compliance obligations
4	Assessor's discretion. Should resemble: Audit results



Q32. Define the purpose of an issues register (also known as an incident log). Explain the importance of producing, processing and maintaining an issues register.

Answer

An issues register or incident log is a record of issues faced and the actions taken to resolve them.

It is important to produce, process and maintain an issues register to record all environmental incidents that have occurred, either that have caused or potentially could have caused loss as all issues must be analysed in case they can be identified as environmental risks – a potential future loss.



Q33. What is the role of an audit in environmental management monitoring and review? Explain the difference between internal and external audits.

Answer

Audits are an independent check of compliance with risk management procedures. Audits are vital to any ISO management system as an independent check that the organisation's achievements meets its objectives and conforms to organisational standards.

Audits can be internal – performed by an organisation employee independent of the process being audited, or external – performed by an outside organisation.



Q34. Explain the difference between 'listening' and 'receptive listening'. Explain how they are useful negotiation skills.

Answer

Assessor's discretion. Should resemble: listening means to give attention to a sound, which might or might not involve understanding the message. Receptive listening means understanding the message being sent. This allows you to understand the other party's needs when negotiation and better respond with a solution.



Q35. List five (5) skills used when demonstrating active listening.

Answer

Tool	Description
1	Assessor's discretion. For example: Paying attention to the person talking
2	Assessor's discretion. For example: Avoiding interrupting the speaker
3	Assessor's discretion. For example: Showing that you are listening – for example by eye contact, body language or an occasional nod
4	Assessor's discretion. For example: Recapping what is said but using different words
5	Assessor's discretion. For example: Asking questions if you are unsure.



Q36. Describe two (2) methods of communicating work activity. Explain how you have considered cost, safety and welfare for each suggestion and identify when one method would be more appropriate than the other.

Answer

Method	Considerations	Most appropriate
Assessor's discretion. For example: Sediment-laden runoff from disturbed areas	Cost Assessor's discretion. Safety Assessor's discretion. Welfare Assessor's discretion.	Assessor's discretion. Select one (1) of the two options provided.
Assessor's discretion. For example: Sediment-laden runoff from disturbed areas	Cost Assessor's discretion. Safety Assessor's discretion. Welfare Assessor's discretion.	



Q37. Describe two (2) methods of communicating exclusion zones. Explain how you have considered cost, safety and welfare for each suggestion and identify when one method would be more appropriate than the other.

Answer	Method	Considerations	Most appropriate
	Assessor's discretion. For example: Sediment-laden runoff from disturbed areas	Cost Assessor's discretion. Safety Assessor's discretion. Welfare Assessor's discretion.	
	Assessor's discretion. For example: Sediment-laden runoff from disturbed areas	Cost Assessor's discretion. Safety Assessor's discretion. Welfare Assessor's discretion.	Assessor's discretion. Select one (1) of the two options provided.