

BSBWHS521

ENSURE A SAFE WORKPLACE FOR A WORK AREA

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 Plan, and additional time may be allowed upon negotiation with the Assessor. - You must complete all questions unless instructed by the Assessor or other personnel but may refer to reference material as needed. All questions must be answered correctly to obtain a 'Satisfactory' assessment outcome to be awarded. - An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another person. - Any written questions that are incomplete, or not answered satisfactorily will need to be completed again for 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, name a workplace that you wish to examine.

Name of workplace	Construction Skills Training Centre (CSTC)
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ACTIVITY 1

- Identify relevant, current workplace health and safety legislation and related documentation that will be relevant to your chosen workplace, and where such documentation can be found.
- For each document identified, outline one (1) excerpt or requirement that it specifies for your chosen workplace.
- Use an example to explain how the identified excerpt or requirement is relevant to your workplace

Example:

Name and location of Legislation (Commonwealth or State)
<i>Work Health and Safety Act 2011 (Qld) found at www.legislation.qld.gov.au</i>
Relevant excerpt/requirement for chosen workplace
<i>Section 19: A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of workers.</i>
Link to workplace
<i>As a workplace that requires high risk work tasks to be undertaken (e.g. training in dogging, rigging, scaffolding, forklift use), the health and safety of workers must be ensured by the person conducting a business or undertaking. This does not require all measures to be implemented, but those considered to be reasonably necessary, such as providing safe plant, information, instruction and training.</i>

Name and location of Legislation (Commonwealth or State)
Work Health and Safety Act 2011 (Qld) found at www.legislation.qld.gov.au
Relevant excerpt/requirement for chosen workplace
Section 28: While at work, a worker must take reasonable care for his or her own health and safety, ensure that their acts do not adversely affect the health and safety of others, and comply with reasonable instruction and policies of the PCBU.
Link to workplace
Workers should comply with PCBU instructions relevant to WHS (e.g. safe procedures) and not wilfully or recklessly interfere with or misuse anything provided for work health and safety.

Name and location of Regulation
Work Health and Safety Regulation 2011 (Qld) found at www.legislation.qld.gov.au
Relevant excerpt/requirement for chosen workplace
Section 46: When a PCBU provides a worker with PPE, the worker must use the equipment in accordance with any training and reasonable instruction of the PCBU.
Link to workplace
Workers must be trained in the use, and must use personal protective equipment (PPE) provided.

Name and location of Code of Practice
'How to manage work health and safety risks' Code of Practice 2011 found at https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/codes-of-practice
Relevant excerpt/requirement for chosen workplace
Section 2.1: How to find hazards - Regularly walk around the workplace and observe how things are done to help predict what could or might go wrong.
Link to workplace
In areas that have high traffic, it is particularly important to identify hazards that may impact on workers and the public.

**Satisfactory
Outcome**



ACTIVITY 2

Identify the duty holders relevant to your chosen workplace and list their duties, rights and obligations under the legislation:

(a) INDIVIDUALS AND PARTIES - WORKERS

- Outline workers' WHS duties under the legislation
- Identify workers' WHS rights under the legislation
- Explain workers' WHS obligations under the legislation

(b) PERSONS CONDUCTING BUSINESSES OR UNDERTAKINGS (PCBUs) OR THEIR OFFICERS

- Outline PCBU's WHS duties under the legislation
- Identify PCBU's WHS rights under the legislation
- Explain PCBU's WHS obligations under the legislation

(a) INDIVIDUALS AND PARTIES - WORKERS

As outlined in the Work Health and Safety Act 2011 (Qld), a 'worker' is defined as a person who carries out work in any capacity for a PCBU including under a contract of employment, apprenticeship or contract for services. Under section 28 of the Work Health and Safety Act 2011 (Qld), workers have duties and obligations to:

- Take reasonable care for their own health and safety
- Take reasonable care for the safety of others
- Comply with the reasonable instructions of a Person Conducting Business or Undertaking (PCBU)
- Cooperate with the PCBU's reasonable policies or procedures for health and safety

To meet their obligations, workers should:

- Cooperate with and follow instructions from the PCBU regarding WHS
- Use personal protective equipment and clothing (PPE) that has been provided by the PCBU
- Report to the PCBU on any hazards or injury to harm or health

As part of fulfilling these rights under the legislation, workers are entitled to certain rights under the legislation. For example, the right to health and safety, as owed by others (including the PCBU, as described below).

(b) PERSONS CONDUCTING BUSINESSES OR UNDERTAKINGS (PCBUs) OR THEIR OFFICERS

Section 19 of the Work Health and Safety Act 2011 (Qld) 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 duty includes providing:

- Safe work environment
- Safe plant and structures
- Safe systems of work
- Safe use, handling and storage of plant and substances
- Adequate facilities
- Information instruction and training; and
- Monitoring of the workplace

The requirement of 'reasonable practicability' means what can be reasonably done to eliminate or reduce a risk, weighing up a number of factors. It does not mean that PCBUs are required to do everything possible, just what is reasonable. Refer to section 18 of the Work Health and Safety Act 2011 (Qld) for further detail.

As with workers, outlined above, as part of fulfilling these rights under the legislation the PCBU is entitled to certain rights under the legislation. For example, the right for workers to take reasonable care for their own health and safety, as well as their compliance with the PCBU's reasonable instructions, policies and procedures.

**Satisfactory
Outcome**



ACTIVITY 3

Clarify the meaning of the following terms found within WHS legislated documents:

Hazard

A source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.

Incident

An event that has the potential to harm or injure a person or the environment

Risk

The likelihood of a hazard causing harm to a person or the environment.

Risk register

Location for storing of Hazard reports from the workforce so that the controls put in place to manage the hazards are documented and can be tracked

Risk assessment

Process of evaluating each identified hazard to have risk control priorities assigned, based on the established level of risk.

Risk control

All risks, identified through the assessment process as requiring control, shall be controlled through a preferred order of control methods (commonly referred to as a hierarchy), based on reasonable practicability. Elimination shall be the first control method to be considered.

Risk management process

Risk management is systematic, structured and timely set of procedures designed to manage risk. Risk management is based on the best available information

**Satisfactory
Outcome**



BSBWHS521

ENSURE A SAFE WORKPLACE FOR A WORK AREA

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 two (2) hours, but additional time may be allowed upon negotiation with the Assessor. - You must complete all questions unless stated 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 and 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. Describe which basic information your workplace should keep, to comply with the WHS legislative requirements for record-keeping and reporting.

Answer

Should reflect but is not limited to: Basic record-keeping and reporting information to comply with the WHS legislative requirements includes reporting and keeping a record of incidents, keeping a risk register and a safety management plan which includes the names of key WHS people (e.g. WHS representative, Trained Safety Advisor), first aid attendant), It includes providing and keeping a record of chemicals, chemical storage records, first aid incident register, workplace risk assessments, Material Safety Data Sheets (MSDS)



Q2. Explain the term due diligence in your own words, and what reasonable steps a workplace officer must take to ensure the business complies with its work health and safety obligations. What can the officer do to demonstrate due diligence and general duty requirements are met?

Answer

Should reflect an explanation of due diligence and the reasonable steps an officer must take in relation to WHS.



Example answer: Due diligence requires an officer (including company directors) to take reasonable steps to ensure the business complies with its work health and safety obligations. An officer must demonstrate standards of due diligence.. The reasonable steps an officer must take to ensure he is exercising and demonstrating due diligence includes, but is not limited to:

1. Have knowledge of current WHS matters.
2. Ensure the business has (and uses) appropriate resources and processes to eliminate or minimise safety risks.
3. Ensure that the business has appropriate processes to receive information about incidents, hazards and risks and responding in a timely manner to that information.
4. Monitor the implementation of processes to comply with any duty or obligation under WHS laws.

Q3. Describe how you would access the WHS policy and management system (WHSMS) at your workplace.

Answer ☐
Policy Should reflect similar to: Access via computer, into working drive, policy

folder to WHS policy file

WHSMS Should reflect similar to: Access via computer – open workplace working drive, locate forms folder; locate safety folder, safety management system file is situated here.

Q4. Consider this scenario: You have audited the WHS policy and have made changes after finding that there is insufficient information related to the workplace safety expectations of their employees.

Describe the steps you would take, after making changes to the document and before the document is published for employee access.

Answer ☐

Should reflect appropriate steps such as: send to senior management for final authority to publish; proofread and make final changes; consult with experts regarding changes; Communicate changes to employees via approved methods which may be email, memo and/or face to face meetings

Q5. Describe financial and human resources required by the WHS management system (WHSMS) you will need to approve or have approved.

Answer ☐

Should reflect but is not limited: The cost of updating or purchasing equipment and/or machinery to maintain safety standards. The cost of equipment maintenance and servicing; The cost of consultancy relating to WHS and/or WHSMS implementation; Costs associated with training and replacement of injured workers.

Q6. Identify the applicable Act in your jurisdiction that outlines when consultation is required with regards to managing WHS. Briefly outline those requirements.

Answer

Source of information	Requirements/ Information
e.g. Work Health and Safety Act 2011 (Qld) Section 49	Consultation is required in relation to the following: - Identifying hazards and assessing or acting upon WHS risks - Making decisions about the adequacy of facilities - Proposing changes affecting worker WHS Making decisions about the procedures for consulting workers, resolving WHS issues; monitoring the workplace or conditions; providing information and training for workers



Q7. Identify the applicable Code of Practice in your jurisdiction that outlines the requirements for consultation and participation arrangements. Briefly identify its directives on using health and safety representatives.

Answer

Source of information	Requirements/ Information
e.g., Work health and safety consultation, co-operation and co-ordination Code of Practice 2021 (Qld)	Workers may ask the PCBU for the election of a HSR to represent them on WHS matters. If this request occurs, work groups must be established to facilitate the election. The process requires the PCBU and its workers to negotiate and agree to the formation of work groups. Even if workers do not make a request, the PCBU can alert them to their rights to be consulted and elect HSRs.



Q8. Describe three (3) methods of consultation you can apply in your workplace.

Answer

1. Should reflect but is not limited to description of three (3) of: using meetings with health and safety representatives (HSRs) or health and safety
2. committees; During regular team meetings; At pre-start briefings; As a part of 'toolbox talks' held routinely at the workplace; As part of regular
3. interactions with workers; Within regular staff updates, memos, emails and feedback.

☐

Q9. How would you provide information about consultation and participation outcomes to required personnel?

Answer

Should reflect but is not limited to one of: Explain the issue, how consultation was achieved, the outcome and how changes are to be implemented. This will be shared by create a memo for distribution, face to face with workers at pre-determined meetings such as tool box and changes will be represented and recorded in relevant documents

☐

Q10. Describe a procedure you would implement or uphold to ensure ongoing hazard identification, risk assessment and control at the workplace.

Answer

Should reflect but is not limited to implementation of procedures to ensure routine hazard identification and risk assessment. For example: Procedure requiring personal risk assessment such as Take 5 on arrival at work area each day/shift.

☐

Q11. Consider a scenario where equipment has been updated, and new technology is to be integrated. Describe hazard identification and risk assessment processes you will apply to ensure no new hazards are created by changes and that existing hazards are controlled.

Answer

Should reflect knowledge of the use of risk assessment tools such as JSA/JSEA including consultation with workers affected by change, recording of the actions required to mitigate risk and processes to communicate changes to others.



Q12. Describe the key principles of the hierarchy of controls.

Answer

Should reflect but is not limited to: The hierarchy of controls is an effective method of identifying and ranking safeguards to protect workers from hazards. The hierarchy are arranged from the most to least effective and include elimination, substitution, engineering controls, administrative controls and personal protective equipment. You will often need to combine control methods to best protect workers.



Q13. Complete the table describing the different components of the hierarchy of controls.

Answer

Components	Description
Elimination	e.g. Eliminate the hazard by removing the hazard or the risks associated with the hazard
Substitution	e.g. Replace the hazard with a safer alternative
Isolation	e.g. Create a barrier between the hazard and the person/s
Engineering controls	e.g. Replace equipment, include a mechanical device, or process, or changing the work environment to separate workers from a hazard
Administrative controls	e.g. Develop procedures and processes for working safely under anticipated conditions
Personal Protective equipment	e.g. Equip workers with protective gear designed to reduce risk and severity of injuries



Q14. If you needed to seek advice regarding the WHS compliance of controls you wish to apply,
 (a) who are two (2) organisations outside of government organisations you can contact?
 (b) what type of advice might you be seeking from those selected?

Answer

1 (a) Should reflect but is not limited to: Lawyer

(b) For advice on legal controls

2 (a) Should reflect but is not limited to: Trade organisation

(b) For information on latest statistic relating to the controls and industry advice



Q15. Explain why you might wish to contact the WHS regulator when you are developing workplace health and safety resources.

Answer

Should reflect but is not limited to: To ask for advice or access to templates;
To confirm that the procedures are compliant with WHS laws; To find out if
there are any specified requirements for the documents or the training
required, associated with the documents.

☐

Q16. Why should you ensure there is provision for keeping past health and safety records and reports?

Answer

Should reflect but is not limited to: Historical records can be accessed to
determine trends and changes in the safety and health environment.

☐

Q17. Provide an outline for a presentation you need to give about emergency procedures at the workplace. Be sure to describe what you will start the presentation with, topics you wish to cover and how you intend to close the presentation.

Answer

Should reflect but is not limited to: Open with statistics of workplace
incidents relevant to the workplace. Then cover topics of: Emergency
procedures, evacuation protocol, assembly points, responsible persons and
how to locate them, contact forms and their locations, communication
protocols for emergencies. Depending on time allowed, include first aid or
fire fighting training. Close with workplace safety record overview and ask
for any questions

☐

Q18. Provide ten (10) topics that should be covered during the site WHS induction.

Answer

1. Should reflect but is not limited to ten (10 of: Site Access; PPE
2. requirements; WHS Policy; Alcohol and other drugs;
3. Prevention of workplace bullying and harassment;
4. Work Health and Safety System; Risk assessment procedure;
5. Isolation and lockout procedures;
6. Provision of first Aid; Responsible persons;
7. Hazards in the workplace; Noise procedures
8. Security policy; Fatigue management;
9. Restricted Areas; Manual handling procedures;
- 10 Reporting procedures (incident; hazard)



BSBWHS521

ENSURE A SAFE WORKPLACE FOR A WORK AREA

PRACTICAL ASSESSMENT

Participant name	
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FOR THE PARTICIPANT

Instructions

- The tasks outlined on the following pages will require performance of new 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 Assessor notes assistance.
- You must attempt all tasks (and itemised steps) for a 'Satisfactory' assessment outcome to be awarded.
- 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.
 - 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.

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

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

Task	Provide detail
1.1A. 1.1C. 1.1D.	Specify personnel consulted with: e.g. team leaders, supervisors
1.2D.	Specify resources approved: e.g. budget for training and physical safety resources, budget for additional personnel
1.3A. 1.3C.	Specify risk management procedures developed, implemented and reviewed: e.g. JSA / JSEA
1.3F.	Specify WHSMS record keeping process accessed, reviewed and updated: e.g. digital record keeping software

ASSESSOR COMMENTS: PRACTICAL TASK 2

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

Task	Details
2.1A. 2.1B. 2.1C. 2.1D. 2.1E. 2.1F.	Specify WHSMS record keeping process accessed, reviewed and updated: e.g. digital record keeping software