



This learning product has been developed for Technip by CSTC Pty Ltd.

ASSESSMENT FOR BSBWHS407A

Student name	NYAIM THU AUNG
Date of assessment submission	10/10/2016
Trainer/Assessor's name	
Date of assessment marking	Click here to enter a date.
Outcome for unit	☐ Competent ☐ Not Yet Competent

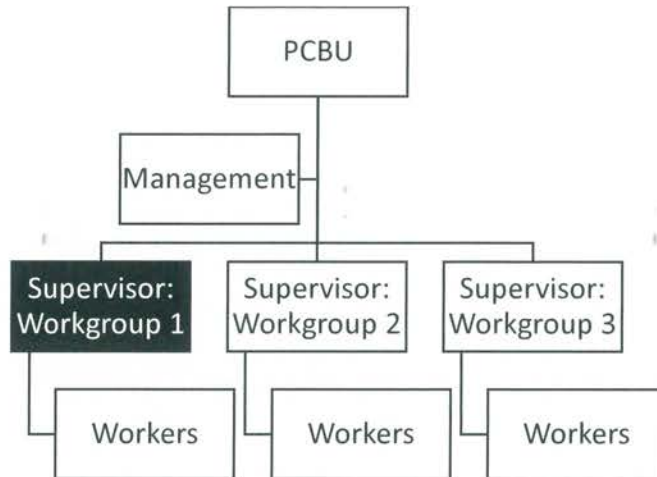
TASK INSTRUCTIONS

- The assessment for this unit of competency consists of the following:
 - A series of activities:** Some of these activities will require you to provide a response within this document, others will require you to gather evidence to demonstrate your knowledge and skills (overview below)
 - Quiz:** You will be required to complete a series of questions to demonstrate your knowledge and skills.
 - Third Party Report:** You will be required to have a third party attest to your knowledge and skills and sign a report to this effect.
- 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.

ACTIVITY OVERVIEW	REQUIRED FOR SUBMISSION
1. Processing claims	Workbook response (below)
2. Assisting with managing claims	Workbook response (below)
3. Design of return-to-work program	Workbook response (below)
4. Facilitating consultation	Workbook response (below)
5. Addressing breaches	Workbook response (below)
6. Evaluation of programs	Workbook response (below)

ACTIVITIES

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	ASIAFLEX MANUFACTURING PLANT
Workgroup	END FITTING MOUNTING BAY

Also, identify a (hypothetical) worker who is injured and seeking compensation. Their injury must be serious enough to prevent them from returning to the same duties upon their return to work:

Role of injured party	AREA CONTROLLER @ HEATING CHAMBER
Describe their pre-injury duties	Site Supervision of the activities at applying constant heat to end fitting via heating chamber, plus cooling down after relaxation process.
Describe injury that has been sustained by worker	Splash of hot liquids into eye which (even after medical treatment) led to partial vision impairment. (He will need some surgical treatments later for recovering his full vision)

ACTIVITY 1

For each of the categories below (i.e. processing claims, notifying rehabilitation provider and preparing forms/reports), identify and explain the requirements with respect to workers' compensation claims:

- a) Organisational policy
- b) Organisational procedure
- c) Legal / Workers' compensation insurance requirement

	Processing claims	Notifying rehabilitation provider	Forms / Reports
Policy	To display the policy as part to communication to all personal in the office and encourage injury free working culture.	To find an alternative job as necessary as it can be.	To collect the form from HR and fill in the form completely.
Procedure	To outline the process of the claims and supporting evidence required for the claims	Incident reporting with details such as injury condition, date of incident, location of incident, medical certificate statement and medical report.	To identify the skills, experience, competency and knowledge of the staff.
Legal / Workers' compensation insurance requirement	Analyse the claims to ensure the claim is correctly applied	To submit to the approve incident report, investigation report, medical report and claims with supporting documents such as original receipt to immediate supervisor/manager and account department to approve.	To identify the typed of claims and accident category.

Outcome for Activity 1

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 2

Explain your role, as a workgroup supervisor, with respect to the following tasks:

- a) Analysis of claim
- b) Advising the claimant as to whether their claim has been accepted
- c) Estimating the projected period of absence from work
- d) Helping ensure arrangements are made in the work team to deal with absence (where rehabilitation assistance is required)

	Explanation of your role
a)	i) Making sure claims costs and ongoing liabilities are kept to a minimum, including possible funds recovery by participating in claims reviews. ii) Providing the the management with any relevant information in relation to the incident that will assist with claims management. iii) To analyse the type of injury and claims.
b)	i) Comparing the claims agaisnt the injury and also contract employment of the staff as benefit might be different with others. ii) Check the supporting documents are correct and valid for the claims iii) Check the claims application form is correctly filled in
c)	i) Providing suitable employment if reasonably practicable for an injured staff member who can return to work, but is not yet fully recovered. ii) Advising the management if suitable duties are unable to be provided. iii) Monitoring the injured employee's progress on a return to work plan in conjunction with the HSE department for a minimum period of four weeks (it may be longer if required) when: - a pre-injury fitness for duty medical certificate has been provided, - an employee has reached their maximum medical level of improvement and require permanent restrictions, - where they have been placed in a permanently modified position
d)	i) With the assistance of company HSE department, actively manage the return to work of the injured staff member. ii) Making reasonable adjustments to the workplace to accommodate the needs of the injured worker by any reasonable and practicable means of communication.

Outcome for Activity 2	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 3

Referring to the injured worker you identified at the outset, elaborate on the following points:

- a) Identify the injured worker's existing skills, experience and capabilities
- b) Explain how the worker's job has been affected by their injury
- c) Explain how the worker's job should be redesigned, including reduced hours and alternative duties
- d) Identify retraining that is required, as the worker cannot return to pre-injury duties
- e) Describe the timeframes in which their return-to-work program will commence

Summary	
a)	The Area Controller has been having more than 3 years working experience in the job that he has been assigned. He was graduated from a technical college but never been to university for further academic development. He has joined this plant 10 years ago as a graduate intern and gradually being promoted as Area Controller. During his career at this plant, he has got some on the job trainings including HSE and Quality related trainings.
b)	The Area Controller couldn't carry out his routine on site supervision tasks due to partial impairment of vision. The Doctors (surgeons) also not recommend to continue working him in hot and humid environment with flash of lights appearing from now and then which may affect outcome of his eye surgery later. Office or admin works in less disturbing environment is still acceptable. However, he was demoralised on this job as a result from some maintenance defects on heating chamber have resulted him in suffering this way.
c)	To be redesigned of his job scope, understanding of the comprehensive injury, recovery timeframe, and treatment regime, ... Below actions are suggested to carry out 1. Counselling to make him fully understand that temporary working in office environment is essential for his vision full recovery by surgery later. 2. To establish HSE General Instruction and provision of extra eye protection PPE. 3. Management to provide competent and proper equipment maintenance at this site. 4. To review current layout and propose new layout (if required) for material arrangement at heating & relaxation chamber location.
d)	Below actions are suggested to carry out; 1. To send him to attend a refresher course on the "Line of Fire", Proactive Intervention, Plant HSE Induction and PPE training. 2. HIT Card (Safety Observation) requirement to all workers in the plant.
e)	The return to work program will commence once the alternative job has been designed, guided in claim process and health of the worker has been approved by medical practitioner and other key parties. A copy of return to work program will also be highlighted to the workers.

Outcome for Activity 3☐ Satisfactory☐ Not satisfactory**Trainer/Assessor comments**

ACTIVITY 4

Explain how you, as a workgroup supervisor, plan and implement a rehabilitation or return-to-work program through:

- a) Facilitating consultation between rehabilitation provider and treating doctor (and other health professionals)
- b) Facilitating consultation between rehabilitation provider, managers and injured worker.
- c) Seeking advice from health and rehabilitation professionals
- d) Consulting with relevant managers about the return-to-work program
- e) Consulting with the injured party in establishing a rehabilitation or return-to-work program.
- f) Facilitating regular communication and feedback between the rehabilitation provider, supervising manager and the injured worker

Explanation of your role	
a)	To identify the existing skills, experience and capabilities of the injured worker from training records, resume and technical knowledge interview. Other than that, identify the type of injury, condition of the injury, expected treatment, recovery time frame and health condition of the workers.
b)	To identify the existing skills, experience and capabilities of the injured worker from training records, resume and technical knowledge interview from the worker himself, immediate supervisors and managers.
c)	To consult with the rehabilitation and health professionals on diagnosis and prognosis of the work related injury, a medical certificate or other written notice, where appropriate to prepare a return to work program, advice on work restriction that may apply to the injured worker who will be attempting a return to work program, provide treatment, access with functional recovery and strengthening to enhance an injured worker's return to work programs.
d)	To consult with the relevant managers to identify the availability alternative job tasks within the workplace, suitability of the job task in line with the medical restriction, ability to accommodate the injured workers without severe impact on business productivity, and supporting the workers while undertaking return to work programs.
e)	To consult the injured worker about the return to work program, the job to be assigned to him, working duration and get the worker agreement in the job assigned in return to work program.
f)	To organise a discussion with the injured party, rehabilitation provider and managers about his recovery condition, the current job performance, worker's compensation and any difficulties facing during return to work program. Regular communication and feedback is important to ensure the worker is continuously supported, perform competently and safety in the program.

Outcome for Activity 4

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 5

Describe a breach that could occur with respect to the return-to-work program.

Explain how you, as a workgroup supervisor, would (according to organisational policies, procedures and relevant legal and insurance requirements) undertake the following:

- a) Identify and notify about breach to return-to-work program
- b) Take remedial action for the breach
- c) Modify the return-to-work program

Breach to program	Working hours of the injured worker being returned to normal working hours without approval
--------------------------	---

	Explanation of your role
a)	The working hours of the injured worker in return to work program has been increased to the normal working hours (routine working hours prior to injury) without official approval letter from HR and other key parties such as medical practitioner.
b)	To take disciplinary action against the immediate supervisor who instructed the worker to work longer than the approved working hours (during the period of rehabilitation).
c)	To establish a thumbprint system in registering working hour and monitor weekly to ensure the working hour is not exceeding what has allowed by the medical practitioner and management.

Outcome for Activity 5	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

ACTIVITY 6

Describe the process of evaluation for rehabilitation and return-to-work programs.

- Summarise the evaluation process you would undertake
- Explain how you would implement recommendations to improve the system
- Explain why having suitable rehabilitation and return-to-work is important for the worker, fellow workers and the employer

Explanation of your role	
a)	The evaluation process that I would undertake is - Senior management commitment in return to work program - Pre- Return To Work planning procedures - Return To Work planning procedures - Return To Work program communication - Return To Work program evaluation
b)	I would identify the problem, define the purpose, review the theory and relevant data. Then, highlight the importance of the recommendation to improve the system. Communicate the new recommendation to all the relevant parties via email, poster display on notice board, toolbox talk and in meeting.
c)	Return to work program is important to reduce the "human impact" of injury and can assist in reducing the potential for secondary conditions, both physical and psychological from developing such as depression substance abuse problems, anxiety, helplessness, loss of motivation, and loss of confidence. Moreover, it can also allow occupational bond between the employer and the worker, social contacts with co-workers, productive work gets done and lastly reduces the chances of needless and prolonged disability from occurring.

Outcome for Activity 6	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

Outcome for On-line Quiz	☐ Satisfactory ☐ Not satisfactory
---------------------------------	--

Trainer/Assessor comments

THIRD PARTY REPORT

You are required to have a suitable third party to verify your ability to complete the following:

SKILLS	VERIFIED
1. Meet organisational policies and procedures, and all relevant legal and workers' compensation insurance requirements when:	
a) Processing workers' compensation claims.	☒
b) Notifying rehabilitation provider and claimant of outcomes.	☒
c) Analysing claims to identify the nature of the illness/injury and preparing reports.	☒
2. Implement a successful rehabilitation or return-to-work program by:	
a) Estimating projected period of absence from work and organising work team where rehabilitation assistance is required.	☒
b) Facilitating consultation between rehabilitation provider, doctors, managers and the injured worker.	☒
c) Redesigning job after documenting existing skills, noting required training and consulting with professionals (i.e. health and management) and the injured worker.	☒
d) Commencing the program within a timely fashion.	☒
3. Monitoring and evaluating a rehabilitation or return-to-work program by:	
a) Facilitating consultation and regular contact between rehabilitation provider, managers and the injured worker.	☒
b) Identifying, notifying and acting on breaches of return-to-work program	☒
c) Modifying return-to-work program, where required.	☒
d) Evaluating each rehabilitation or return-to-work program and implementing recommendations, where appropriate.	☒
Name of third party	Zen Sundar Gurung
Role of third party (Confirm their suitability to sign report)	QHSE Manager, Technip APAC Subsea
Date of report completion	10/10/2016

ZEN SUNDAR GURUNG
QHSE Manager
Subsea Division

Phone number of third party	+603 2116 7742
Email address of third party	zensg@technip.com

Outcome for Third Party Report	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	