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ASSESSMENT FOR BSBWHS407A

Student name	Ryan Chua Wei Hui
Date of assessment submission	3/12/2015

Trainer/Assessor's name	
Date of assessment marking	Click here to enter a date.
Outcome for unit	☐ Competent ☐ Not Yet Competent

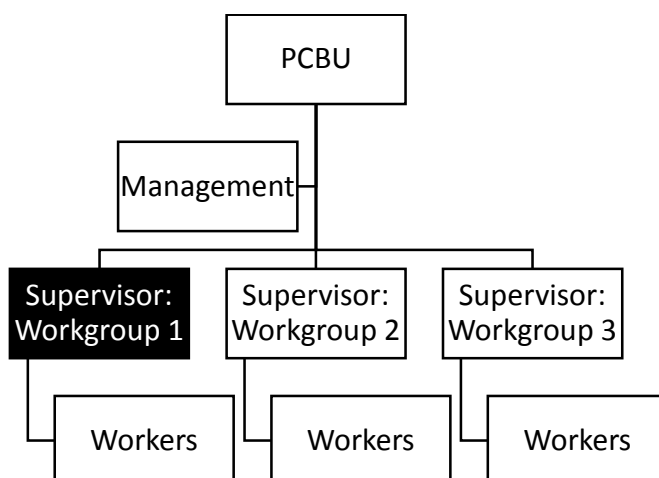
TASK INSTRUCTIONS

- 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	Frabrication Yard
Workgroup	Supervisor

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	A general E&I worker
Describe their pre-injury duties	To do housekeeping for E&I working area, to assit in lifting of cable drum to the desired location, and pulling the cable to where the E&I worker asked.
Describe injury that has been sustained by worker	The general worker is sustained closed fracture at radius bone on his left hand due to this incident.

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 a alternative job as necesarry 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	Analysis 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 acccount 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)	1. Making sure claims costs and ongoing liabilities are kept to a minimum, including possible funds recovery by participating in claims reviews. 2. Providing the the management with any relevant information in relation to the incident that will assist with claims management. 3.To analysis the typed of injury and claims.
b)	1. Comparing the claims agaisnt the injury and also contract employment of the staff as benefit might be different with others. 2. Check the supporting documents are correct and valid for the claims 3. Check the claims application form is correctly fill in
c)	1. Providing suitable employment if reasonably practicable for an injured staff member who can return to work, but is not yet fully recovered. 2. Advising the management if suitable duties are unable to be provided. 3. 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)	1. With the assistance of company HSE department, actively manage the return to work of the injured staff member. 2. 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 E&I general worker was having 6 months working experience in the job that he has been assigned. He is just a high school graduate student and never been to university for further academy development. It is the first job that he has worked with limited supervision and guidance.
b)	The E&I worker couldn't carry heavy material after the incident due to fractured at the radius bone. However, duty like welding, cutting or light duty lifting for scaffolding tube is still acceptable. The worker was demoralised on his job as a result from stingy management not provide competence rigger for the cable drum lifting operation.
c)	To redesigned of the worker job scope, understanding of the comprehensive injury, recovery timeframe, and treatment regime. Below actions are suggested to carry out 1. Appropriate lifting and rigging appliances to be provided to perform the task 2. To establish HSE General Instruction on provision of minimum 2 tag line during lifting operation and consequence management for any non-compliance. 3. Management to provide competent overhead crane operator and riggers for the task. 4. To review current layout and propose new layout for material arrangement at workplace 1
d)	To redesigned of the worker job scope, below actions are suggested to carry out 1. To send the worker to attend a refresher course on the "Line of Fire", Proactive Intervention, Project HSE Induction and HIT Card requirement to all worker.
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 medical practitioner and other key parties. A copy of return to work program give to the workers. Then, commencement the return to work program.

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 record, resume, and technical knowledge interview. Other than that, identify the typed of injury, condition fo 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 record, resume, and technical knowledge interview from the worker himself, immediate supervisors, and managers.
c)	To consult with the rehabilitation and health professionals on diagonorsis and prognosis of the work related injury, a medical certificate or other written notice, whre 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 relavant managers to identify the availibility 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 continously 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 returned to normal duty hour
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	Explanation of your role
a)	The working hours of the injured worker in return to work program has been increased to the normal duty hours without approval letter from HR and other key parties such as medical practitioner.
b)	To take disciplinary action against the supervisor who instructed the worker to work longer than the approved working hours.
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 reduce 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
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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	TOH YENG YENG
Role of third party (Confirm their suitability to sign report)	ENVIRONMENTAL EXECUTIVE
Date of report completion	3/12/2015

Phone number of third party	+603 2119 5338
Email address of third party	yytoh@technip.com

Outcome for Third Party Report	☒ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	Excellent work. Candidate has been helping company to develop return to work procedure and also involved in the return to work program well.