



Australian Government

Department of Education, Employment and Workplace Relations

BSBOHS402B Contribute to the implementation of the OHS consultation process

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to contribute to the promotion of consultative arrangements in the workplace by communicating, influencing and consulting as part of a systematic approach to managing occupational health and safety (OHS).</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area. It addresses the formal and informal processes of ensuring people in the organisation are informed about OHS and have opportunities to effectively participate in OHS processes.</p> <p>This unit will involve working with individuals and working with groups.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to procedures to raise OHS issues or request information and data	1.1. Identify <i>strategies and tools</i> for individuals or groups to raise OHS issues or request information and data 1.2. Implement and communicate to <i>stakeholders</i> and <i>interested parties</i> procedures for individuals and groups to raise OHS issues or request information and data 1.3. Identify <i>barriers</i> to individuals or groups seeking OHS information and data or raising issues 1.4. Make recommendations to address any identified barriers
2. Contribute to procedures for communicating OHS information and data	2.1. Identify with stakeholders, needs for <i>OHS information and data</i> , communication and consultation, including relevant <i>legislative requirements</i> 2.2. Provide information and data about OHS to key personnel on a regular basis, in a readily accessible manner and appropriate to the target group 2.3. Use formal and informal <i>communication processes</i> to provide information and data about OHS 2.4. Identify any barriers to individuals or groups gaining information and data about OHS 2.5. Make recommendations to address any identified barriers 2.6. Monitor and evaluate the effectiveness of actions taken to remove barriers to individuals or groups accessing information and/or data about OHS
3. Communicate OHS information, data and advice effectively to influence management decision making and action	3.1. Provide timely and appropriate OHS information, data and advice to stakeholder groups and individuals 3.2. Make OHS-related contributions in the form of ideas, information and solutions to influence management decision making and action 3.3. Use awareness of the organisation's cultural and industrial environments when dealing with OHS issues
4. Contribute to maintaining OHS arrangements	4.1. Provide support and advice to those involved in <i>OHS consultative arrangements</i> 4.2. Support the OHS issue resolution process to facilitate timely and equitable resolution of OHS

ELEMENT	PERFORMANCE CRITERIA
	issues 4.3. Facilitate OHS consultative processes to meet legislative and workplace requirements 4.4. Monitor the effectiveness of OHS consultative and participative arrangements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- conflict management skills to address small disputes relating to OHS implementation issues
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities across all levels of an organisation
- interpersonal skills to establish and build relationships with internal and external stakeholders
- literacy skills to prepare reports for a range of target groups
- organisational and time management skills to sequence tasks, meet timelines and run efficient formal and informal meetings
- technology skills to use a range of communication media.

Required knowledge

- internal and external sources of OHS information and data
- organisational policies and procedures for OHS
- legislative requirements for:
 - consultation and communication
 - information and data collection
 - notification of incidents
 - record keeping
 - reporting of incidents
- organisational policies and procedures for managing OHS in the workplace
- principles and practices of systematic approaches to managing OHS
- principles relating to:
 - hazard identification
 - hierarchy of control
 - risk management
 - systematic approaches to OHS
- range of communication strategies to communicate effectively with people at all levels of the organisation
- relevant state/territory and commonwealth OHS legislation, codes of practice and standards
- roles and responsibilities of personnel as specified in relevant OHS legislation
- sources of OHS data.

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • development and use of a product or products when contributing to the implementation of OHS processes • knowledge of relevant state/territory and commonwealth OHS legislation, codes of practice and standards.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to office equipment and resources • access to relevant legislation, standards, codes of practice and guidelines • access to workplace documentation access to workplace documentation and personnel.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • analysis of responses to case studies and scenarios • demonstration of techniques used to manage OHS in the workplace • demonstration of the application of OHS legislation in implementing a systematic approach to managing OHS • direct questioning combined with review of portfolios of evidence and third party reports of on-the-job performance by the candidate • observation of implementation of consultative techniques • observation of presentations • oral or written questioning to assess knowledge of communication strategies used to communicate effectively with people at all levels of the organisation • review of recommendations made to address any barriers to people raising OHS issues or requesting information and data

EVIDENCE GUIDE	
	<ul style="list-style-type: none">• evaluation of support and advice provided to people involved in OHS consultative arrangements.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none">• other OHS units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Strategies and tools</i> may include:	<ul style="list-style-type: none"> • employee meetings • hazard alerts • informal discussions with team members • input to safety audits, hazard identification and risk assessment processes • intranet or email systems • meetings with health and safety, and employee representatives • OHS committees • suggestion boxes and processes • surveys, checklists • toolbox meetings
<i>Stakeholders</i> may include:	<ul style="list-style-type: none"> • employees • health and safety, and other employee representatives • managers • OHS committees • supervisors
<i>Interested parties</i> may include:	<ul style="list-style-type: none"> • clients • community • contractors • visitors
<i>Barriers</i> may include:	<ul style="list-style-type: none"> • contractual arrangements • language • literacy and numeracy • shift work and rostering arrangements • specific needs of employees • timing of information provision • workplace culture related to OHS • workplace organisational structures (for example geographic, hierarchical)
<i>OHS Information and data</i> may	<ul style="list-style-type: none"> • access to training information and data • hazards that exist in the workplace

RANGE STATEMENT	
include:	<ul style="list-style-type: none"> • manufacturers' manuals and specifications • OHS consultation and participation processes • OHS legislation, codes of practice and guidelines • rights and responsibilities • risk assessments • risk control strategies • safe work procedures • workplace OHS policies and procedures
<i>Legislative requirements</i> may include:	<ul style="list-style-type: none"> • freedom of information (FOI) legislation • OHS legislation, regulations and codes of practice • workplace equity, diversity and privacy legislation
<i>Communication processes</i> may include:	<ul style="list-style-type: none"> • audio-visual media, for example video • emails, letters, minutes, memos, reports • group and individual meetings • interviews • newsletters • noticeboards • photographs, maps and plans • signs, posters and brochures
<i>OHS consultative arrangements</i> may include:	<ul style="list-style-type: none"> • employee and supervisor involvement in OHS activities such as inspections and audits • employee and workgroup meetings • health and safety representatives, and other employee representatives • OHS and other consultative and planning committees • procedures for reporting hazards, and raising and addressing OHS issues

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Regulation, Licensing and Risk - Occupational Health and Safety
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Co-requisite units

Co-requisite units		