

<b>Training Package</b>	<b>Business Services (BSB01)</b>	<b>HSC Requirements and Advice</b>
<b>Title:</b>	<b>Participate in workplace safety and procedures</b>	
<b>Unit Code</b>	<b>Unit Descriptor:</b>	<b>HSC Indicative Hours:</b>  <b>15</b>
<b>BSBCMN211A</b>	This unit covers general Occupational Health and Safety requirements in business organisations and is essential for employees without managerial or supervisory responsibilities. The unit is based on Generic Competency A in the <i>National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards</i> (NOHSC:7025 (1998) 2 <sup>nd</sup> edition).  This unit is related to BSBCMN106A Follow workplace safety procedures and BSBCMN311A Maintain workplace safety	

<b>Context/s of Assessment</b>	<b>Critical aspects of Evidence</b>	<b>Consistency of Performance</b>	<b>Resource Implications</b>	<b>HSC Requirements and Advice</b>
<ul style="list-style-type: none"> <li>- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</li> <li>- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</li> <li>- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</li> <li>- Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit</li> </ul>	<ul style="list-style-type: none"> <li>- Hazards are recognised and reported to designated personnel</li> <li>- All relevant workplace procedures are accurately followed</li> <li>- Hazards and risks in the workplace are communicated</li> <li>- Contribute to the management of Occupational Health and Safety of the workplace at level of own responsibility</li> </ul>	<p>In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations</p>	<p>The learner and trainer should have access to appropriate documentation and resources normally used in the workplace</p>	<p><b>Key Terms and Concepts:</b></p> <ul style="list-style-type: none"> <li>- hazards</li> <li>- hazard symbols</li> <li>- workplace procedures</li> <li>- emergencies</li> <li>- legislation</li> <li>- risks</li> <li>- Occupational Health and Safety</li> <li>- Occupational Health and Safety Committees</li> <li>- participative arrangements</li> <li>- award</li> <li>- enterprise agreements</li> <li>- government</li> <li>- accident</li> <li>- equipment</li> <li>- safety audit</li> </ul>

Element of Competency	Performance Criteria	Range Statement	Evidence Guide	HSC Requirements and Advice
1. Follow workplace procedures for hazard identification and risk control	1.1 <i>Hazards</i> in the work area are recognised and reported to <i>designated personnel</i> according to <i>workplace procedures</i>	<p><b>Legislation, codes and national standards relevant to the workplace which may include:</b></p> <ul style="list-style-type: none"> <li>- award and enterprise agreements and relevant industrial instruments</li> <li>- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination</li> <li>- relevant industry codes of practice</li> </ul> <p><b>Relevant workplace procedures may include:</b></p> <ul style="list-style-type: none"> <li>- hazard reporting procedures</li> <li>- job procedures and safe work instructions and allocation of responsibilities</li> <li>- emergency procedures</li> <li>- accident and near-miss reporting and recording procedures</li> <li>- consultation on Occupational Health and Safety issues</li> <li>- correct selection, use, storage and maintenance procedures for use of personal protective equipment (PPE)</li> <li>- control of risks</li> </ul> <p><b>Hazards identification may include:</b></p> <ul style="list-style-type: none"> <li>- checking equipment or the work station and work area before work commences and during work</li> <li>- workplace inspections</li> <li>- on-job housekeeping checks</li> </ul> <p><b>Designated personnel may include:</b></p> <ul style="list-style-type: none"> <li>- supervisors</li> <li>- managers</li> <li>- team leaders</li> <li>- designated Occupational Health and Safety officers</li> <li>- health and safety representatives</li> <li>- other persons authorised or nominated by the enterprise or industry to: <ul style="list-style-type: none"> <li>- perform specified work</li> <li>- approve specified work</li> <li>- inspect specified work</li> <li>- direct specified work</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Knowledge*</b></li> </ul> <p>* <b>At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.</b></p> <ul style="list-style-type: none"> <li>- The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination</li> <li>- Understanding ways in which OHS is managed in the workplace including procedures for fire, emergency, accident and near-miss and control of risks</li> <li>- Knowledge of workplace hazards</li> <li>- Knowledge of designated personnel responsible for reporting OHS concerns</li> <li>- Understanding of the meaning of Occupational Health and Safety signs and symbols relevant to area of work</li> </ul> <ul style="list-style-type: none"> <li>• <b>Skills</b></li> </ul> <ul style="list-style-type: none"> <li>- Following safe work and emergency instructions</li> <li>- Communicating skills relating to OHS reporting requirements</li> <li>- Literacy skills to understand workplace procedures and work instructions for identifying and reporting hazards and interpreting Occupational Health and Safety signs and symbols</li> <li>- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>An understanding of the following legislation:  - <i>Occupational Health and Safety Act 2000</i> (NSW)</p> <p>An understanding of the role and function of WorkCover</p> <p>Hazards identified as:</p> <ul style="list-style-type: none"> <li>- chemical</li> <li>- physical</li> <li>- psychological</li> <li>- ergonomic</li> </ul> <p>Recognition of hazard symbols</p> <p>Notification of hazards through formal, informal, verbal and written processes</p> <p>The formation, role, duties and responsibilities of the OH&amp;S committee in the workplace</p>

Element of Competency	Performance Criteria	Range Statement	Evidence Guide	HSC Requirements and Advice
	1.2 Workplace procedures and work instructions for assessing and controlling risks are followed accurately			<p><b>Learning experiences for the HSC must address:</b></p> <p>A knowledge of the precautions to reduce risks</p> <ul style="list-style-type: none"> <li>- safety audits</li> <li>- reporting procedures</li> <li>- manual handling and lifting</li> <li>- ergonomic furniture</li> <li>- fitness</li> <li>- stress reduction</li> </ul>
	1.3 Workplace procedures for dealing with incidents (accidents), fire and other <i>emergencies</i> are followed whenever necessary within the scope of responsibilities and competencies	<p><b>Emergencies may include:</b></p> <ul style="list-style-type: none"> <li>- chemical spills</li> <li>- bomb threats</li> <li>- fire</li> <li>- occupational violence</li> </ul>		<p><b>Learning experiences for the HSC must address:</b></p> <p>The reporting procedures for</p> <ul style="list-style-type: none"> <li>- fire emergencies</li> <li>- first aid</li> <li>- accidents</li> <li>- workers compensation</li> <li>- first aid officers</li> </ul> <p>A knowledge of evacuation policies and procedures and emergency exits</p>
2. Contribute to Occupational Health & Safety in the workplace	2.1 Occupational Health and Safety issues are raised with designated personnel in accordance with workplace procedures and relevant Occupational Health and Safety legislation	<p><b>Designated personnel may include:</b></p> <ul style="list-style-type: none"> <li>- supervisors</li> <li>- managers</li> <li>- team leaders</li> <li>- designated Occupational Health and Safety officers</li> <li>- health and safety representatives</li> <li>- other persons authorised or nominated by the enterprise or industry to: <ul style="list-style-type: none"> <li>- perform specified work</li> <li>- approve specified work</li> <li>- inspect specified work</li> <li>- direct specified work</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Knowledge*</b></li> </ul> <p><b>* At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.</b></p> <ul style="list-style-type: none"> <li>- The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination</li> <li>- Knowledge of designated personnel responsible for reporting OHS concerns</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>The roles, functions and responsibilities of OH&amp;S committees</p>

Element of Competency	Performance Criteria	Range Statement	Evidence Guide	HSC Requirements and Advice
	2.2 Contributions to <i>participative arrangements</i> for Occupational Health and Safety management in the workplace are made within organisational procedures and the scope of responsibilities and competencies	<p><b>Contributions may include:</b></p> <ul style="list-style-type: none"> <li>- behaviour that contributes to a safe working environment</li> <li>- identifying and reporting risks or hazards</li> <li>- using business equipment according to guidelines</li> <li>- listening to the ideas and opinions of others in the team</li> <li>- sharing opinions, views, knowledge and skills</li> </ul> <p><b>Participative arrangements may include:</b></p> <ul style="list-style-type: none"> <li>- formal and informal health and safety meetings</li> <li>- health and safety committees</li> <li>- other committees, for example, consultative planning and purchasing</li> <li>- meetings called by health and safety representatives</li> <li>- suggestions, requests, reports and concerns put forward to management</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Skills</b></li> <li>- Communicating skills relating to OHS reporting requirements</li> <li>- Consultation skills for participating in group meetings</li> <li>- Literacy skills to understand workplace procedures and work instructions for identifying and reporting hazards and interpreting Occupational Health and Safety signs and symbols</li> <li>- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities</li> </ul>	

### Key Competency Levels

*NB: These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.*

Collect, analyse and organise information	Communicate ideas and information	Plan and organise activities	Work with others and in teams	Use mathematical ideas and techniques	Solve problems	Use technology
Level 1	Level 1	Level 1	Level 1	Level 1	Level 1	Level 1

Three levels of performance denote level of competency required to perform task.

1. Perform 2. Administer 3. Design

- **Collecting, analysing and organising information** – to recognise hazards
- **Communicating ideas and information** – to raise Occupational Health and Safety issues
- **Planning and organising activities** – to organise activities in line with Occupational Health and Safety procedures
- **Working with teams and others** – to contribute to safe workplace practices
- **Using mathematical ideas and techniques** – to interpret workplace information
- **Solving problems** – to recognise and report hazards
- **Using technology** – to assess workplace information

**Please refer to the Assessment Guidelines for advice on how to use the Key Competencies**