## Training Package

<table>
<thead>
<tr>
<th>Business Services (BSB07)</th>
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## Unit code

<table>
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<tr>
<th>BSBSUS201A</th>
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## Unit title

<table>
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<tr>
<th>Participate in environmentally sustainable work practices</th>
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## HSC Indicative Hours

| 15 |

## Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices.

This unit requires the ability to access industry information, and applicable legislative and occupational health and safety (OHS) guidelines.

While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit.

## Competency field

| Industry Capability – Sustainability |

## Application of the unit

This unit applies to operators/team members under supervision or guidance, who are required to follow workplace procedures and instructions, and to work in an environmentally sustainable manner. It covers:

- efficient resource use
- potential environmental hazards
- regulatory compliance
- improving environmental performance (within the scope of competency, authority and own level of responsibility).

It addresses the knowledge, processes and techniques necessary to participate in environmentally sustainable work practices.

## Employability skills

This unit contains employability skills.

## Evidence Guide

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.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

<table>
<thead>
<tr>
<th>Evidence of the following is essential:</th>
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<tbody>
<tr>
<td>- accessing, interpreting and complying with a range of environment/sustainability legislation and procedural requirements relevant to daily responsibilities</td>
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<tr>
<td>- accurately following organisational information to participate in and support an improved resource efficiency process and reporting as required</td>
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### Context of and specific resources for assessment

<table>
<thead>
<tr>
<th>Assessment must ensure:</th>
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<tbody>
<tr>
<td>- access to an actual workplace or simulated environment</td>
</tr>
<tr>
<td>- evidence is relevant to the particular workplace role, including work area, equipment, systems, and documentation</td>
</tr>
<tr>
<td>- review of current work area directly relating to own work, to assess measurement of resources used, hazards and compliance</td>
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### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate |
- observation of demonstrated techniques over

### Gather information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBINN201A Contribute to workplace innovation |
- BSBSMB301A Investigate micro business opportunities |
- BSBWOR202A Organise and complete daily work activities. |
<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Context of and specific resources for assessment</th>
<th>Method of assessment</th>
</tr>
</thead>
</table>
| • developing and/or using tools such as inspection checklists, to collect and measure relevant information on organisation resource consumption, within work role  
• identifying organisational improvements by applying efficient resource use to daily activities  
• knowledge of environmental and resource hazards/risks. | • individual or team discussion about potential for increased resource efficiency within current work area  
• access to workplace documents, information and resources (such as compliance obligations, enterprise plans, work responsibilities). | time and in a range of situations  
• analysis of responses to case studies and scenarios  
• review of documentation measuring current resource usage  
• evaluation of techniques used to document and measure current usage of resources  
• review of identified and reported workplace environmental hazards  
• evidence of active participation in organisational plans to improve environmental practices and resource efficiency. |
### Required Skills and Knowledge

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

<table>
<thead>
<tr>
<th>Required skills</th>
<th>Required knowledge</th>
<th>Key Terms and Concepts</th>
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<tbody>
<tr>
<td>• analytical skills to comply with all relevant legislation associated</td>
<td>• environmental and resource hazards/risks</td>
<td>• environmental issues</td>
</tr>
<tr>
<td>with job specifications and procedures</td>
<td>• environmental or sustainability legislation, regulations and codes of practice</td>
<td>• environmental hazards/risks</td>
</tr>
<tr>
<td>• communication and problem solving skills to question, seek clarification</td>
<td>applicable to own work role</td>
<td>• environmentally sustainable work</td>
</tr>
<tr>
<td>and make suggestions relating to work requirements and efficiency</td>
<td>• OHS issues and requirements</td>
<td>practice</td>
</tr>
<tr>
<td>• communication and teamwork skills to recognise procedures; to follow</td>
<td>• organisational structure, and reporting channels and procedures</td>
<td>• organisational plans</td>
</tr>
<tr>
<td>instructions; to respond to change, such as current workplace environmental/</td>
<td>• relevant environmental and resource efficiency systems and procedures</td>
<td>• resource consumption</td>
</tr>
<tr>
<td>sustainability frameworks; and to support team work and participation in a</td>
<td>• sustainability in the workplace</td>
<td>• resource efficiency</td>
</tr>
<tr>
<td>sustainable organisation</td>
<td>• terms and conditions of employment including policies and procedures, such as</td>
<td>• sustainability.</td>
</tr>
<tr>
<td>• literacy, numeracy and technology skills to interpret workplace information</td>
<td>daily tasks, employee and employer rights, equal opportunity.</td>
<td></td>
</tr>
<tr>
<td>in relation to work role, and to document and measure resource use</td>
<td></td>
<td></td>
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<tr>
<td>• technology skills to select and use technology appropriate for a task.</td>
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<tr>
<td>Element</td>
<td>Performance Criteria</td>
<td>Range Statement</td>
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<tr>
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</tr>
<tr>
<td>1 Identify current resource use</td>
<td>1.1 Identify workplace <em>environmental and resource efficiency issues.</em></td>
<td>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <em>Bold italicised</em> 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. Environmental and resource efficiency issues may include: - maximising opportunities to improve business environmental performance - minimising environmental risks - promoting more efficient production and consumption of natural resources, for example minimising waste by participating in or using a waste management system - using resources efficiently such as material usage, energy usage (seeking alternative sources of energy or energy conservation) or efficient water usage.</td>
</tr>
<tr>
<td>1.2 Identify resources used in own work role.</td>
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<td></td>
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</table>
| 1.3     | Document and measure current usage of resources using *appropriate techniques*. | *Appropriate techniques* may include:  
• examining and documenting resources in work area  
• examining invoices from suppliers  
• examining relevant information and data  
• measuring resource usage under different conditions  
• reports from other parties involved in the process of identifying and implementing improvements. | types of resources commonly used in the business services industry including:  
• materials  
  - paper  
  - plastic  
  - hazardous materials  
• energy  
• electronic equipment and associated consumables.  

**Learning experiences for the HSC must address:**  
Techniques to collect and measure information regarding workplace/organisation resource consumption including:  
• examining resources in work area  
• examining invoices from suppliers  
• examining relevant information and data  
• measuring resource usage under different conditions  
• monitoring data  
• considering reports from other parties involved in the process of identifying and implementing improvements.  

Electronic and manual tools available to document resource use including:  
• checklists  
• databases  
• spreadsheets  
• graphs  
• stocktake tools  
• software. |
| 1.4     | Record and file documentation measuring current usage, using technology (such as software systems) where applicable. |  | **Learning experiences for the HSC must address:**  
The importance of recording information that is:  
• clear  
• legible  
• accurate  
• concise  
• appropriate in terms of industry terminology. |
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<th>HSC Requirements and Advice</th>
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<tbody>
<tr>
<td>1.5</td>
<td>Identify and report workplace environmental hazards to appropriate personnel.</td>
<td></td>
<td>A broad understanding of the importance of and standard procedures for:  - document maintenance and storage  - appropriate storage/filing of hard copies of computer-generated documents  - maintaining document inventories/asset registers.</td>
</tr>
<tr>
<td>2</td>
<td>Comply with environmental regulations</td>
<td></td>
<td>Learning experiences for the HSC must address:  Knowledge of designated personnel in relation to environmental hazard identification and control within the workplace/organisation.  The importance of acting within level of authority in terms of:  - taking initiative  - problem-solving  - decision-making.  Awareness of organisational structures and lines of reporting.  Appropriate person(s) including:  - supervisor/team leader  - manager  - trainer.  An awareness of monitoring and reporting for environmental hazards including:  - formal/informal  - verbal  - written  - checklists  - incident and accident reports  - inspection reports  - registers/logs/files.</td>
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Compliance may include:  - meeting relevant laws, by laws and regulations or best practice to support compliance in environmental performance and sustainability at each level as required

Learning experiences for the HSC must address:  Define:  - compliance.  A basic understanding of the difference between:
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|         |                      | (such as Environmental Protection or Biodiversity Conservation Act):  
|         |                      | - international  
|         |                      | - commonwealth  
|         |                      | - state/territory  
|         |                      | - local government  
|         |                      | - industry  
|         |                      | - organisation.  
|         |                      | An awareness of the main features of environmental legislation including:  
|         |                      | - Protection of the Environment Operations Act 1997 (NSW) and amendments  
|         |                      | - Codes of Practice (WorkCover NSW)  
|         |                      | - Control of Workplace Hazardous Substances.  
|         |                      | An understanding of legislative responsibilities of:  
|         |                      | - the workplace/organisation  
|         |                      | - an individual worker.  
| 2.2     | Report breaches or potential breaches to appropriate personnel. | | |
| 3       | Seek opportunities to improve resource efficiency | 3.1 Follow organisational plans to improve environmental practices and resource efficiency. | **Organisational plans** may include:  
- documented policies and procedures  
- work plans to minimise waste or to increase efficiency of resources such as a green office program, supply chain program for purchasing sustainable products or an environmental management framework.  
- Learning experiences for the HSC must address:  
An understanding of a range of strategies and procedures to work in an environmentally sustainable manner in a business environment and to minimise the potential negative environmental impacts of work practices including:  
- efficient use of energy and resources  
- opportunities for use of alternative forms of energy  
- use of renewable, recyclable, reusable and recoverable resources  
- avoidance or minimisation strategies  
  - purchasing sustainable products  
  - regular maintenance of tools and equipment  
  - use of biodegradable/non-toxic materials  
- waste minimisation  
  - accurate measurements and calculations  
  - recycling  
  - using recyclable products  
- removal and disposal of non-reusable materials in a responsible manner:  
  - consumables  
  - chemicals and hazardous substances. |
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<td></td>
<td></td>
<td>Knowledge of workplace/organisation policies and procedures for waste disposal.</td>
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</table>
| 3.2     | Work as part of a team, where relevant, to identify possible areas for improvements to work practices in own work area. | Suggestions may include ideas that help to:  
- improve energy efficiency  
- increase use of renewable, recyclable, reusable and recoverable resources  
- maximise opportunities such as use of solar power or other alternative forms of energy, where appropriate  
- prevent and minimise risks  
- reduce emissions of greenhouse gases  
- reduce use of non renewable resources. |                 |
| 3.3     | Make suggestions for improvements to workplace practices in own area | Suggestions may include ideas that help to:  
- improve energy efficiency  
- increase use of renewable, recyclable, reusable and recoverable resources  
- maximise opportunities such as use of solar power or other alternative forms of energy, where appropriate  
- prevent and minimise risks  
- reduce emissions of greenhouse gases  
- reduce use of non renewable resources. |                 |