

Training Package	Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBSUS201A	Participate in environmentally sustainable work practices	15

Unit descriptor	<p>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.</p> <p>This unit requires the ability to access industry information, and applicable legislative and occupational health and safety (OHS) guidelines.</p> <p>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.</p>
Competency field	Industry Capability – Sustainability
Application of the unit	<p>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:</p> <ul style="list-style-type: none"> • efficient resource use • potential environmental hazards • regulatory compliance • improving environmental performance (within the scope of competency, authority and own level of responsibility). <p>It addresses the knowledge, processes and techniques necessary to participate in environmentally sustainable work practices.</p>
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	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> • accessing, interpreting and complying with a range of environment/sustainability legislation and procedural requirements relevant to daily responsibilities • accurately following organisational information to participate in and support an improved resource efficiency process and reporting as required 	<p>Assessment <u>must</u> ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • evidence is relevant to the particular workplace role, including work area, equipment, systems, and documentation • review of current work area directly relating to own work, to assess measurement of resources used, hazards and compliance 	<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"> • 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 	<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"> • BSBINN201A Contribute to workplace innovation • BSBSMB301A Investigate micro business opportunities • BSBWOR202A Organise and complete daily work activities.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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). 	<p>time and in a range of situations</p> <ul style="list-style-type: none"> • 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		HSC Requirements and Advice
This section describes the skills and knowledge <u>required</u> for this unit.		
<p>Required skills</p> <ul style="list-style-type: none"> • analytical skills to comply with all relevant legislation associated with job specifications and procedures • communication and problem solving skills to question, seek clarification and make suggestions relating to work requirements and efficiency • communication and teamwork skills to recognise procedures; to follow instructions; to respond to change, such as current workplace environmental/sustainability frameworks; and to support team work and participation in a sustainable organisation • literacy, numeracy and technology skills to interpret workplace information in relation to work role, and to document and measure resource use • technology skills to select and use technology appropriate for a task. 	<p>Required knowledge</p> <ul style="list-style-type: none"> • environmental and resource hazards/risks • environmental or sustainability legislation, regulations and codes of practice applicable to own work role • OHS issues and requirements • organisational structure, and reporting channels and procedures • relevant environmental and resource efficiency systems and procedures • sustainability in the workplace • terms and conditions of employment including policies and procedures, such as daily tasks, employee and employer rights, equal opportunity. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • environmental issues • environmental hazards/risks • environmentally sustainable work practice • organisational plans • resource consumption • resource efficiency • sustainability.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Identify current resource use	1.1 Identify workplace <i>environmental and resource efficiency issues</i> .	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>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.</p> <p><i>Environmental and resource efficiency issues</i> may include:</p> <ul style="list-style-type: none"> • 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. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of current environmental issues applicable to the business services industry including:</p> <ul style="list-style-type: none"> • sustainability • waste management • energy use and efficiency • resource use and efficiency • water resource management • recycling/re-use • clean-up practices. <p>Define:</p> <ul style="list-style-type: none"> • environmentally sustainable work practice. <p>An understanding of the environmental responsibilities of staff in accordance with workplace/organisation policy and procedures including:</p> <ul style="list-style-type: none"> • following work instructions, standard operating procedures and inspection processes • reporting and communication of environmental issues • maintaining environmental records <ul style="list-style-type: none"> - incident and accident reports - inspection reports.
	1.2 Identify resources used in own work role.		<p>Learning experiences for the HSC must address:</p> <p>Define:</p> <ul style="list-style-type: none"> • resource. <p>An awareness of a range of business resources including:</p> <ul style="list-style-type: none"> • human resources • facilities • software • raw materials • stock and supply. <p>Awareness of the potential environmental threat of</p>

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			<p>types of resources commonly used in the business services industry including:</p> <ul style="list-style-type: none"> • materials <ul style="list-style-type: none"> - paper - plastic - hazardous materials • energy • electronic equipment and associated consumables.
	<p>1.3 Document and measure current usage of resources using <i>appropriate techniques</i>.</p>	<p><i>Appropriate techniques</i> may include:</p> <ul style="list-style-type: none"> • 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. 	<p>Learning experiences for the HSC must address:</p> <p>Techniques to collect and measure information regarding workplace/organisation resource consumption including:</p> <ul style="list-style-type: none"> • 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. <p>Electronic and manual tools available to document resource use including:</p> <ul style="list-style-type: none"> • checklists • databases • spreadsheets • graphs • stocktake tools • software.
	<p>1.4 Record and file documentation measuring current usage, using technology (such as software systems) where applicable.</p>		<p>Learning experiences for the HSC must address:</p> <p>The importance of recording information that is:</p> <ul style="list-style-type: none"> • clear • legible • accurate • concise • appropriate in terms of industry terminology.

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	<p>1.5 Identify and report workplace environmental hazards to appropriate personnel.</p>		<p>A broad understanding of the importance of and standard procedures for:</p> <ul style="list-style-type: none"> • document maintenance and storage <ul style="list-style-type: none"> - appropriate storage/filing of hard copies of computer-generated documents • maintaining document inventories/asset registers. <p>Learning experiences for the HSC must address:</p> <p>Knowledge of designated personnel in relation to environmental hazard identification and control within the workplace/organisation.</p> <p>The importance of acting within level of authority in terms of:</p> <ul style="list-style-type: none"> • taking initiative • problem-solving • decision-making. <p>Awareness of organisational structures and lines of reporting.</p> <p>Appropriate person(s) including:</p> <ul style="list-style-type: none"> • supervisor/team leader • manager • trainer. <p>An awareness of monitoring and reporting for environmental hazards including:</p> <ul style="list-style-type: none"> • formal/informal • verbal <ul style="list-style-type: none"> - checklists - incident and accident reports - inspection reports - registers/logs/files.
<p>2 Comply with environmental regulations</p>	<p>2.1 Follow workplace procedures to ensure <i>compliance</i>.</p>	<p><i>Compliance</i> may include:</p> <ul style="list-style-type: none"> • meeting relevant laws, by laws and regulations or best practice to support compliance in environmental performance and sustainability at each level as required 	<p>Learning experiences for the HSC must address:</p> <p>Define:</p> <ul style="list-style-type: none"> • compliance. <p>A basic understanding of the difference between:</p>

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		<p>(such as Environmental Protection or Biodiversity Conservation Act):</p> <ul style="list-style-type: none"> - international - commonwealth - state/territory - local government - industry - organisation. 	<ul style="list-style-type: none"> • law • regulation • code of practice • best practice. <p>An awareness of the main features of environmental legislation including:</p> <ul style="list-style-type: none"> • <i>Protection of the Environment Operations Act 1997</i> (NSW) and amendments • Codes of Practice (WorkCover NSW) <ul style="list-style-type: none"> - Control of Workplace Hazardous Substances. <p>An understanding of legislative responsibilities of:</p> <ul style="list-style-type: none"> • 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 <i>organisational plans</i> to improve environmental practices and resource efficiency.	<p><i>Organisational plans</i> may include:</p> <ul style="list-style-type: none"> • 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. 	<p>Learning experiences for the HSC must address:</p> <p>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:</p> <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> - purchasing sustainable products - regular maintenance of tools and equipment - use of biodegradable/non-toxic materials • waste minimisation <ul style="list-style-type: none"> - accurate measurements and calculations - recycling - using recyclable products • removal and disposal of non-reusable materials in a responsible manner: <ul style="list-style-type: none"> - consumables - chemicals and hazardous substances.

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			Knowledge of workplace/organisation policies and procedures for waste disposal.
	3.2 Work as part of a team, where relevant, to identify possible areas for improvements to work practices in own work area.		
	3.3 Make <i>suggestions</i> for improvements to workplace practices in own work area	<p><i>Suggestions</i> may include ideas that help to:</p> <ul style="list-style-type: none"> • 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. 	