

Training Package	Information and Communications Technology (ICA05)		HSC Requirements and Advice
Title	Apply occupational health and safety procedures		
Unit code	Field	Use	HSC Indicative Hours
ICAU3004A			
Unit descriptor	This unit defines the competency required to support the organisation's occupational health and safety (OH&S) principles and practices.		20

Evidence Guide			HSC Requirements and Advice
The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, required skills and knowledge, the Range Statement and the assessment guidelines for this Training Package.			
Resources	Critical aspects of evidence	Assessment guidance	Key Terms and Concepts
<p>To demonstrate competency in this unit the person will require access to:</p> <ul style="list-style-type: none"> simulated workplace environment workplace OH&S policies. 	<p>Assessment must ensure that a person has the ability to comply with OH&S requirements relating to the use of computing equipment through the practical demonstration of the identification of unsafe practices. All findings should be reported to a supervisor. A basic understanding of the principles and practices around computer-related ergonomics should be demonstrated.</p>	<p>The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.</p> <p>Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.</p> <p>Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.</p>	<ul style="list-style-type: none"> appropriate person/s consultation correct manual handling techniques cost of workplace injury design, awareness and training emergency procedures emergency situations employer and employee responsibilities ergonomic requirements ergonomic solutions evacuation plan hazard hierarchy of risk control measures legislation, regulations and codes of practice monitoring occupational health and safety (OHS) <i>Occupational Health and Safety Act 2000</i> (NSW) <i>Occupational Health and Safety Regulations 2001</i>(NSW) OHS policies, procedures and practices

Evidence Guide cont/d		HSC Requirements and Advice
Knowledge and skills		
<p>Knowledge includes:</p> <ul style="list-style-type: none"> • general OH&S principles, responsibilities and legislation • general ergonomic principles to avoid back, wrist and eye strain • procedures and exercises for avoiding strain and injury • current business practices in relation to preparing reports • broad knowledge of OH&S requirements in relation to work safety, environmental factors and ergonomic considerations. 	<p>Skills include:</p> <ul style="list-style-type: none"> • reading and writing at a level where basic workplace documents are understood and presented • questioning and active listening employed to confirm information • plain English literacy and communication skills in relation to dealing with clients and team members • problem solving skills for a defined range of predictable problems. 	<ul style="list-style-type: none"> • OHS representative/committee • OHS standards • participation • person/s responsible for OHS • recording and reporting • review and assess (OHS audit) workplace and workstation • risk management • safe work practices • safety signs and symbols • seeking assistance • sources of information • weight limits • work environment • work station • WorkCover NSW • working with electricity • workplace documentation and reports.
		<p>Role context</p> <p>In many workplaces the objectives of OH&S are to increase productivity, safety, and comfort through the use of design, awareness and training. Ergonomic solutions relating to products and people/product interaction can reduce the potential for harm to a user when performing certain computer related tasks.</p> <p>An individual completing this competency would be able to demonstrate knowledge of OH&S requirements and the application of basic ergonomic principles to computing.</p> <p>The breadth, depth and complexity of knowledge and skills in this competency would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.</p> <p>Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints would be characteristic.</p> <p>Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.</p> <p>An individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> • demonstrate some relevant theoretical knowledge • apply a range of well-developed skills • apply known solutions to a variety of predictable problems • perform processes that require a range of well-developed skills where some discretion and judgement is required • interpret available information, using discretion and judgement • take responsibility for own outputs in work and learning • take limited responsibility for the output of others.

KEY COMPETENCIES

The seven Key Competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance Level 1 – at this level, the candidate is required to undertake tasks effectively

Performance Level 2 – at this level, the candidate is required to manage tasks

Performance Level 3 – at this level, the candidate is required to use concepts for evaluating and reshaping tasks

The following Key Competency levels have been considered within the structure of this unit's Performance Criteria.

Key competencies	1	Collect, analyse and organise information	1
	2	Communicate ideas and information	1
	3	Plan and organise activities	1
	4	Work with others and in teams	1
	5	Use mathematical ideas and techniques	1
	6	Solve problems	1
	7	Use technology	1

Please note: *BSBCMNI06A Follow workplace safety procedures* is one of nine prerequisite units of competency required for Certificate III in Information Technology. The underpinning knowledge and skills from this unit have been incorporated into the following HSC Requirements and Advice.

Elements	Performance criteria	Range Statement	HSC Requirements and Advice
<p>1 Determine OH&S issues relating to immediate work environment</p>	<p>1.1 Identify person responsible for <i>OH&S standards</i> in the subject workplace</p>	<p>The Range Statement contextualises the unit of competency and provides a focus for assessment. The information provided is intended to define the scope of assessment and to assist assessors define the performance to be achieved by an individual in the workplace. 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>Italicised</i> wording in the Performance Criteria is detailed as follows.</p> <p>[Variables are in bold, followed by the Scope in dot points.]</p> <p>OH&S standards</p> <ul style="list-style-type: none"> • May include correct posture, lighting, type of desk, type of monitor, style of chair, typing position, repetitive strain injury prevention, ventilation, light position, correct lifting method, and length of time in front of computer. May also include licensing-related and physical safety considerations such as general electrical safety and cabling, power supply and leads as they apply to computer and peripheral installations. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of the cost of workplace injury:</p> <ul style="list-style-type: none"> • human • social • economic • organisational. <p>An understanding of how the objectives of occupational health and safety (OHS) – to increase productivity, safety and comfort – can be met through the use of:</p> <ul style="list-style-type: none"> • design • awareness • training. <p>An awareness of sources of information regarding OHS in the workplace including:</p> <ul style="list-style-type: none"> • organisation/company policies and procedures <ul style="list-style-type: none"> - safety/emergency/incident plan - Australian Standards - training manuals - operator’s manuals • WorkCover NSW and National Occupational Health and Safety Commission (NOHSC) publications/safety alerts • legislation/regulations/codes of practice • manufacturer’s specifications. <p>A basic awareness of the differences between:</p> <ul style="list-style-type: none"> • an act • a regulation • codes of practice • standards. <p>A basic understanding of OHS legislation and codes of practice including:</p> <ul style="list-style-type: none"> • <i>Occupational Health and Safety Act 2000</i> (NSW) • <i>Occupational Health and Safety Regulations 2001</i> (NSW) • <i>Workers Compensation Act 1987</i> (NSW) and amendments

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			<ul style="list-style-type: none"> • <i>Workplace Injury Management and Workers Compensation Act 1998 (NSW)</i> • Codes of practice (WorkCover NSW) <ul style="list-style-type: none"> - OHS Consultation - Risk Assessment. <p>An awareness of employer responsibilities under the OHS Act including the following:</p> <ul style="list-style-type: none"> • maintaining places of work under their control in a safe condition, and ensuring safe entrances and exits • making arrangements to ensure the safe handling, storage and transport of plant and substances • providing and maintaining systems of work and work environments that are safe and without risks to health • providing information, instruction, training and supervision necessary to ensure the health and safety of employees • providing adequate facilities for the welfare of employees • must not require employees to pay for anything done or provided to meet the requirements of the Act or Regulation • must consult with employees about OHS matters to enable them to contribute to decisions affecting their health, safety and welfare • must ensure the health and safety of visitors or people working who are not employees. <p>An awareness of employee responsibilities under the OHS Act including the following:</p> <ul style="list-style-type: none"> • employees must take reasonable care of the health and safety of themselves and others • employees must cooperate with employers in their efforts to comply with occupational health and safety requirements • employees must not interfere with or misuse things provided for the health, safety or welfare of persons at work • employees must not obstruct attempts to give aid or attempts to prevent serious risk to the health and safety of a person at work • employees must not refuse a reasonable request to

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			<p>assist in giving aid or preventing a risk to health and safety</p> <ul style="list-style-type: none"> • employees must not disrupt workplace by creating false health or safety fears. <p>An acknowledgement that OHS is everyone's responsibility in the workplace.</p> <p>The concept of 'participation' and 'consultation' as it relates to workplace safety and employee rights and responsibilities.</p> <p>An understanding of the election/formation, roles and responsibilities of the OHS representatives or committee in the workplace.</p> <p>A basic understanding of the roles and functions of key bodies involved in OHS including:</p> <ul style="list-style-type: none"> • WorkCover NSW • NOHSC • local councils • unions • professional associations.
	<p>1.2 Identify <i>OH&S standards</i> that apply to the workplace</p>		<p>Learning experiences for the HSC must address:</p> <p>An awareness of the difference between OHS standards and OHS policies, procedures and practices.</p> <p>OHS standards common to an IT environment in relation to:</p> <ul style="list-style-type: none"> • work stations and associated equipment • work environment • manual handling • employee behaviour. <p>An acknowledgement of the importance of training in safe work practices and emergency procedures to meet OHS requirements.</p> <p>An awareness of safe work practices including:</p> <ul style="list-style-type: none"> • OHS induction training (general, work activity and location specific)

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			<ul style="list-style-type: none"> • selection of appropriate tools for the task • correct use, maintenance and storage of tools, equipment and machinery • correct handling, application, transport and storage of materials. • safe posture (sitting, standing, bending and lifting) • correct manual handling (lifting and transferring) • correct use of fire fighting equipment: <ul style="list-style-type: none"> - fire blanket - fire extinguishers • hazard identification and risk control • basic first aid training and access to first aid kits • procedures to follow in the event of an emergency • effective communication and teamwork • adherence to work instructions, organisation/ company policy and standard operating procedures • housekeeping/clean-up procedures with due consideration to OHS and the environment. <p>Selection and use of standard safety signs and symbols common to an information technology work environment including:</p> <ul style="list-style-type: none"> • legislative requirements • meaning of shape and colour • appropriate placement and positioning. <p>An awareness of legal requirements for weight limits.</p> <p>A knowledge of correct manual handling techniques when:</p> <ul style="list-style-type: none"> • moving • lifting/carrying • using hand tools • loading/unloading • working at heights • bending and twisting • using mechanical aids • undertaking repetitious tasks.
	1.3 Review and assess workplace according to <i>OH&S standards</i> and record findings		<p>Learning experiences for the HSC must address:</p> <p>A definition of:</p> <ul style="list-style-type: none"> • hazard.

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			<p>Identification of potential hazards to:</p> <ul style="list-style-type: none"> • self • visitors • colleagues • the general public. <p>A range of hazards including:</p> <ul style="list-style-type: none"> • tools and equipment <ul style="list-style-type: none"> - operation - maintenance • manual handling • materials in use • work processes/practices • work environment <ul style="list-style-type: none"> - poor/inadequate lighting - inadequate amenities - lack of storage and/or shelving - poor housekeeping - wet or slippery floors - exposed cables, extension leads and wires - damaged carpets - falling objects - noise - vibration - poor ventilation • working <ul style="list-style-type: none"> - alone - with electricity - in confined spaces • human factors <ul style="list-style-type: none"> - stress - violence/bullying - playing practical jokes - fatigue - failure to follow procedures - lack of training or experience - carelessness - poor personal health/hygiene - using wrong techniques/procedures - ignoring safety rules/signs - taking short cuts - knowingly using unsafe equipment/tools.

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			<p>A basic understanding of risk management:</p> <ul style="list-style-type: none"> • identify hazards • assess associated risks • use appropriate control measures to eliminate or minimise risks • monitor and review the control measures. <p>A basic awareness of the hierarchy of risk control measures:</p> <ul style="list-style-type: none"> • Level 1 – eliminate the risk (such as discontinue the activity or not use the equipment) • Level 2 – minimise the risk by <ul style="list-style-type: none"> - substituting the system of work/equipment (with something safer) - modifying the system of work/equipment (to make it safer) - isolating the hazard (such as introducing a restrictive work area) - introducing engineering control (such as monitor screens) • Level 3 – other controls <ul style="list-style-type: none"> - adopt administrative controls and safe work practices - use personal protective equipment (PPE). <p>Knowledge of designated personnel in relation to hazard identification and control within an organisation/company.</p> <p>Emergency situations including:</p> <ul style="list-style-type: none"> • bomb threats • accidents/serious injury • robbery • fire • armed hold-up • natural disasters. <p>A basic awareness of the primary role of personnel in an emergency including:</p> <ul style="list-style-type: none"> • first aid officer • safety officer/safety representative • OHS committee member • colleagues

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			<ul style="list-style-type: none"> • manager • supervisor/team leader • emergency services • WorkCover NSW • union representative. <p>Knowledge of emergency contact numbers:</p> <ul style="list-style-type: none"> • ‘000’ – landline number • ‘112’ – mobile phones. <p>How and when to seek assistance.</p> <p>Procedures to follow in the event of an emergency including:</p> <ul style="list-style-type: none"> • notification <ul style="list-style-type: none"> - appropriate authorities (emergency services and WorkCover NSW) - colleagues - supervisor • workplace/company policies and procedures <ul style="list-style-type: none"> - evacuate - secure building. • reporting. <p>An awareness of information required by emergency services attending the site including:</p> <ul style="list-style-type: none"> • location • nearest cross-street • nature of the incident • number of casualties • nature of injuries • contact name and number. <p>A range of sample workplace documents for safety inspection checklists/reports.</p> <p>A basic OHS audit of an information technology (IT) workplace environment.</p> <p>An awareness of current business practice in relation to preparing reports.</p>

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	1.4 Report issues or problems with the workplace to the <i>appropriate person</i>	<p>Appropriate person</p> <ul style="list-style-type: none"> • May include supervisor, teacher, authorised business representative or client. 	<p>Learning experiences for the HSC must address:</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>How and when to report.</p> <p>A basic awareness of monitoring and reporting for OHS including:</p> <ul style="list-style-type: none"> • formal/informal • verbal • written <ul style="list-style-type: none"> - safety inspection reports - checklists - accident reports - WorkCover NSW notification - registers/logs/files. <p>Appropriate person/s including:</p> <ul style="list-style-type: none"> • supervisor/team leader • manager • trainer • OHS representative/committee • union representative.
2 Document and disseminate OH&S requirements	2.1 Determine and document the <i>OH&S standards</i> impact upon the subject workplace	<p>OH&S standards</p> <ul style="list-style-type: none"> • May include correct posture, lighting, type of desk, type of monitor, style of chair, typing position, repetitive strain injury prevention, ventilation, light position, correct lifting method, and length of time in front of computer. May also include licensing-related and physical safety considerations such as general electrical safety and cabling, power supply and leads as they apply to computer and peripheral installations. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of current business practices in relation to preparing required documentation.</p> <p>Preparation of draft documentation for a workplace conducting IT related activities.</p>

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	2.2 Submit <i>documentation</i> to <i>appropriate person</i> for verification	<p>Documentation</p> <ul style="list-style-type: none"> • May follow ISO/IEC/AS standards, audit trails, naming standards, version control, project management templates and report writing principles. <p>Appropriate person</p> <ul style="list-style-type: none"> • May include supervisor, teacher, authorised business representative or client. 	
	2.3 Update or reissue OH&S documents relating to IT as required		<p>Learning experiences for the HSC must address:</p> <p>An understanding of the importance of audit trails and version control for workplace policy/procedure documentation/manuals.</p>
3 Provide basic ergonomic advice	3.1 Assess basic <i>ergonomic</i> requirements of people in the workplace	<p>Ergonomic</p> <ul style="list-style-type: none"> • May include OH&S procedures; workstation: monitor, keyboard, mouse, desk, chair; foot rests, arm rests, document holders, exercises, posture, times for breaks, noise, lighting (glare, poor lighting). 	<p>Learning experiences for the HSC must address:</p> <p>Identification of environmental and ergonomic requirements of a workstation including:</p> <ul style="list-style-type: none"> • environmental factors <ul style="list-style-type: none"> - lighting - noise - ventilation • ergonomic <ul style="list-style-type: none"> - furniture <ul style="list-style-type: none"> ▪ desk ▪ chair ▪ footrest ▪ arm rest - equipment <ul style="list-style-type: none"> ▪ monitor ▪ keyboard ▪ mouse ▪ document holder - behavioural <ul style="list-style-type: none"> ▪ posture ▪ exercise ▪ time for break. <p>Identification of safety requirements when working with electricity including:</p> <ul style="list-style-type: none"> • general electrical safety • proper position/placement of cables/leads

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			<ul style="list-style-type: none"> • storage of excess cables/leads • cables/leads in good working condition • safety/lockout tagging as appropriate. <p>A basic OHS audit of an individual's workstation to assess:</p> <ul style="list-style-type: none"> • environmental and ergonomic requirements • safety in relation to working with electricity. <p>Knowledge and application of basic ergonomic solutions relating to products and people/production interaction to reduce potential harm to a user when performing computer-related tasks.</p>
	<p>3.2 Document the <i>ergonomic</i> advice for <i>client</i> based on vendor requirements, workplace policies and <i>OH&S standards</i></p>	<p>Ergonomic</p> <ul style="list-style-type: none"> • May include OH&S procedures; workstation: monitor, keyboard, mouse, desk, chair; foot rests, arm rests, document holders, exercises, posture, times for breaks, noise, lighting (glare, poor lighting). <p>Client</p> <ul style="list-style-type: none"> • May include but is not limited to internal departments, external organisations, individual people and internal employees. <p>OH&S standards</p> <ul style="list-style-type: none"> • May include correct posture, lighting, type of desk, type of monitor, style of chair, typing position, repetitive strain injury prevention, ventilation, light position, correct lifting method, and length of time in front of computer. May also include licensing-related and physical safety considerations such as general electrical safety and cabling, power supply and leads as they apply to computer and peripheral installations. 	
	<p>3.3 Submit advice to the <i>appropriate person</i> for verification</p>	<p>Appropriate person</p> <ul style="list-style-type: none"> • May include supervisor, teacher, authorised business representative or client. 	