### Training Package
Tourism, Hospitality and Events (SIT07)

### Unit title
Follow health, safety and security procedures

### Unit code
SITXOHS001A

### Competency field
Occupational Health and Safety

### Sector
Cross-Sector

### HSC Indicative Hours
10

### Unit descriptor
This unit describes the performance outcomes, skills and knowledge required to follow predetermined health, safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organisation’s OHS management practices.

OHS legislation in all Australian States and Territories imposes obligations on employees to participate in the management of their own health and safety and that of their colleagues and anyone else in the workplace. They have a duty to cooperate with their employer’s initiatives to ensure safety at work.

No occupational licensing or certification requirements apply to this unit at the time of endorsement.

This unit is one of three hierarchical units describing varying levels of participation in OHS management practices:
- SITX0HS001A Follow health, safety and security procedures
- SITXOHS004A Implement and monitor workplace health, safety and security practices
- SITXOHS005A Establish and maintain an OHS system.

The use of correct hygiene practices is covered in SITXOHS002A Follow workplace hygiene procedures.

The processes necessary to control specific workplace safety risks are covered in SITXOHS003A Identify hazards, and assess and control safety risks.

### Prerequisite units
Nil

### Application of the unit
This unit describes a fundamental workplace skill for those working within the service industries and applies to the full range of industry sectors and environments.

Frontline operational personnel who work under close supervision and guidance from others are involved in applying safe work practices during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational OHS procedures. Safe working practices and following OHS procedures apply to all personnel operating at any level within the service industries.

### Employability skills
The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skill requirements.
### 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 this Training Package.

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<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>Methods of assessment</th>
<th>Assessing employability skills</th>
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</table>
| Evidence of the following is essential:  
• project or work activities that show the candidate’s ability to follow predetermined health, safety and security procedures, incorporate safe work practices into all workplace activities and participate in consultation, hazard identification and risk assessment activities for a given service industry operation and in line with regulatory requirements  
• knowledge and understanding of the implications of disregarding those procedures  
• knowledge and understanding of the legal requirement to work according to health, safety and security procedures. | Assessment must ensure:  
• project or work activities that show candidates' ability to apply safe working practices within the context of the particular industry sector and job role in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes  
• use of the current plain English regulatory documents distributed by the local OHS regulatory authority, any codes of practice and standards issued by regulatory authorities or industry groups, and OHS information and business management manuals issued by industry associations or commercial publishers  
• use of current commercial policies and procedures and template documents used for the management of OHS practices. | A range of assessment methods should be used to assess the practical skills and knowledge required to follow health, safety and security procedures. The following examples are appropriate for this unit:  
• direct observation of the candidate explaining workplace safety or emergency procedures to a colleague or customer  
• direct observation during an integrated assessment of the candidate demonstrating safe work practices for particular job roles  
• case studies and problem solving exercises, role-plays and simulations for emergency situations  
• role-plays to assess participation in consultation meetings  
• activities, case studies and problem solving exercises to assess participation in hazard identification and risk assessment  
• written and oral questioning or interview to test knowledge of legislation and individual requirements relating to workplace safety and security  
• written and oral questioning or interview to test knowledge of appropriate protective equipment and clothing for particular jobs and situations  
• review of portfolios of evidence and third party workplace reports of on the job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:  
• SITXOHS002A Follow workplace hygiene procedures  
• any operative skills that would allow integration of safe work practices. | Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role. |
### Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

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<thead>
<tr>
<th>The following skills <strong>must</strong> be assessed as part of this unit:</th>
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<tr>
<td>• literacy skills to read and interpret workplace safety signs, procedures, emergency evacuation plans, and hazard identification and risk assessment tools and template documents</td>
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<td>• communication skills to participate in consultation processes, to clearly report and explain hazards, to contribute to risk assessments and to assertively suggest control methods.</td>
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<table>
<thead>
<tr>
<th>The following knowledge <strong>must</strong> be assessed as part of this unit:</th>
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<tr>
<td>• individual employee responsibilities in relation to ensuring safety of self, other workers and other people in the workplace</td>
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<td>• broad understanding of employer’s responsibilities under relevant state or territory OHS legislation</td>
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<td>• broad understanding of employee’s responsibility to participate in OHS practices under relevant state or territory OHS legislation</td>
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<td>• ramifications of failure to observe OHS policies and procedures and legislative requirements</td>
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<td>• working knowledge and understanding of the contents of health, safety and security procedures that relate to the individual workplace</td>
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<td>• major workplace hazards and associated health, safety and security risks associated with the hazards as relevant to the individual workplace</td>
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<td>• safe work practices relevant to individual job roles and responsibilities</td>
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<td>• broad understanding of the particular consultation, hazard identification and risk assessment methods used in the particular workplace</td>
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<td>• familiarity with hazard identification and risk assessment tools and template documents.</td>
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### HSC Requirements and Advice

### Key Terms and Concepts

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<th>Element</th>
<th>Performance Criteria</th>
<th>Range Statement</th>
<th>HSC Requirements and Advice</th>
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</table>
| 1 1. Follow workplace procedures for health, safety and security. | Correctly and consistently follow the organisation’s **health, safety and security procedures** according to relevant legislative requirements. | 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 in the performance criteria is detailed below. **Health, safety and security procedures** may involve:  
- emergency, fire and accident  
- incident and accident reporting  
- consultation  
- hazard identification  
- risk assessment  
- risk control  
- security, including:  
  - documents  
  - cash  
  - equipment  
  - people  
  - key control systems.  | **Learning experiences for the HSC must address:**  
An awareness of the cost of workplace injury:  
- human  
- social  
- economic  
- organisational.  
An awareness of sources of information regarding occupational health and safety (OHS) in the workplace including:  
- workplace/organisation/venue policies and procedures  
- emergency plan  
- training manuals  
- operator’s manuals  
- WorkCover NSW and Australian Safety and Compensation Council (ASCC) (formerly National Occupational Health and Safety Commission [NOHSC]) publications/safety alerts  
- legislation/regulations/codes of practice  
- manufacturers specifications.  
A basic awareness of the differences between:  
- an Act  
- a regulation  
- codes of practice.  
A basic understanding of OHS legislation and codes of practice including:  
- *Occupational Health and Safety Regulations 2001* (NSW)  
- *Workers Compensation Act 1987* (NSW) and amendments  
- *Workplace Injury Management and Workers Compensation Act 1998* (NSW)  
- codes of practice (WorkCover NSW)  
  - OHS Consultation  
  - Risk Assessment  
  - Manual Handling  
  - Labelling of Workplace Substances  
  - Storage and Handling of Dangerous Goods. |
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<td>An awareness of employer responsibilities under the OHS Act including the following:</td>
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<td>• maintaining places of work under their control in a safe condition, and ensuring safe entrances and exits</td>
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<td>• making arrangements to ensure the safe handling, storage and transport of plant and substances</td>
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<td>• providing and maintaining systems of work and work environments that are safe and without risks to health</td>
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<td>• providing information, instruction, training and supervision necessary to ensure the health and safety of employees</td>
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<td>• providing adequate facilities for the welfare of employees</td>
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<td>• not requiring employees to pay for anything done or provided to meet the requirements of the Act or Regulation</td>
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<td>• consulting with employees about OHS matters to enable them to contribute to decisions affecting their health, safety and welfare</td>
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<td>• ensuring the health and safety of visitors or people working who are not employees.</td>
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<td>An awareness of employee responsibilities under the OHS Act including the following:</td>
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<td>• employees must take reasonable care of the health and safety of themselves and others</td>
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<td>• employees must cooperate with employers in their efforts to comply with occupational health and safety requirements</td>
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<td>• employees must not interfere with or misuse things provided for the health, safety or welfare of persons at work</td>
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<td>• employees must not obstruct attempts to give aid or attempts to prevent serious risk to the health and safety of a person at work</td>
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<td>• employees must not refuse a reasonable request to assist in giving aid or preventing a risk to health and safety</td>
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<td>• employees must not disrupt the workplace by creating false health or safety fears.</td>
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</table>
### Element | Performance Criteria | Range Statement | HSC Requirements and Advice
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1.2 | Incorporate **safe work practices** into all workplace activities. | **Safe work practices** may include:  - use of personal protective clothing and equipment  - safe posture and movements, including sitting, standing and bending  - using safe manual handling techniques for such things as lifting and transferring  - taking designated breaks  - rotation of tasks  - using knives and equipment and handling hot surfaces  - using computers and electronic equipment  - safe handling of chemicals, poisons and dangerous materials  - using ergonomically sound furniture and workstations  - clearing any hazards from immediate work area  - paying attention to safety signage. | Learning experiences for the HSC must address:  - Awareness of the possible consequences of failure to observe OHS policies, procedures and legislative requirements.  - Recognition and use of standard OHS signs and symbols including:  - legislative requirements  - meaning of colour and shape  - appropriate placement and positioning.  - OHS induction training  - selection, use and maintenance of personal protective equipment (PPE)  - selection of appropriate tools for the task  - correct use, maintenance and storage of tools and equipment  - correct handling, application, labelling and storage of hazardous and non-hazardous materials  - safe posture (sitting, standing, bending and lifting)  - correct manual handling (lifting and transferring)  - location and use of safety alarms and emergency exits  - correct use of fire fighting equipment:  - 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, workplace/organisation/venue policies and procedures  - housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment.  - Procedures to follow in the event of an emergency  - Effective communication and teamwork  - Adherence to work instructions, workplace/organisation/venue policies and procedures  - Housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment.  - Follow the safety directions of supervisors or managers and heed any workplace safety warning signs. |
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</table>
| 1.4     | Use any required protective equipment and wear any required personal protective clothing. | **Issues and breaches of health, safety and security procedures** may include:  
- loss of keys  
- strange or suspicious persons  
- broken or malfunctioning equipment  
- loss of property, goods or materials  
- damaged property or fittings  
- lack of suitable signage when required  
- lack of training on health and safety issues. | **Learning experiences for the HSC must address:**  
Use and application of a range of PPE including:  
- footwear  
- head protection  
- gloves  
- protective clothing  
- hearing protection  
- eye protection.  
Selection of PPE:  
- correct for the task  
- manufacturer’s specifications for use  
- correct fitting  
- serviceability.  
Importance of correctly fitting PPE.  
Maintenance of PPE according to manufacturer’s instructions and workplace/organisation/venue policy and procedures:  
- cleaning and decontamination  
- correct storage  
- regular checks for damage  
- repair/replacement of worn, malfunctioning or damaged equipment/parts  
- disposal of single-use equipment. |
| 1.5     | Identify and promptly report unsafe work practices, **issues and breaches of health, safety and security procedures**. | **Learning experiences for the HSC must address:**  
An awareness of a range of health, safety and security breaches including:  
- strange or suspicious persons  
- broken or malfunctioning equipment  
- damaged property or fittings  
- lack of suitable signage when required  
- lack of training on health and safety issues  
- unsafe work practices  
- loss of keys  
- loss of property, goods or materials  
- unauthorised access to  
  - confidential files  
  - computer systems  
  - documents. |
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<td>1.6</td>
<td>Report any suspicious behaviour or unusual occurrences promptly to the designated person.</td>
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<td>Knowledge of designated personnel in relation to hazard identification and control within the workplace/organisation/venue.</td>
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<td>The importance of acting within level of authority in terms of:</td>
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<td>• taking initiative</td>
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<td>• problem-solving</td>
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<td>• decision-making.</td>
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<td>Appropriate person(s) including:</td>
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<td>• supervisor/team leader</td>
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<td>• trainer</td>
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<td>• health and safety officer</td>
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<td>• OHS representative/committee</td>
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<td>• union representative.</td>
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<td>How and when to report.</td>
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<td>A basic awareness of monitoring and reporting for OHS including:</td>
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<td>• formal/informal</td>
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<td>• verbal</td>
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<td>• written</td>
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<td>– safety inspection reports</td>
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<td>– checklists</td>
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<td>– accident and incident reports</td>
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<td>– WorkCover NSW notification</td>
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<td>– registers/logs/files.</td>
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<td>Learning experiences for the HSC must address:</td>
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<td>Potential suspicious behaviours or unusual occurrences including:</td>
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<td>• unauthorised access to computer systems</td>
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<td>• unusual cash movements</td>
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<td>• unidentified persons in restricted areas</td>
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<td>• unidentified powders/chemicals found in post packages</td>
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<td>• emergency situations.</td>
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<td>Element</td>
<td>Performance Criteria</td>
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<td>HSC Requirements and Advice</td>
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</table>
| 2       | Follow procedures for emergency situations. | 2.1 Recognise emergency and potential emergency situations promptly and determine or take required actions within the scope of individual responsibility. | Workplace/organisation/venue security policy and procedures applying to the following areas:  
- monitoring people  
  - staff  
  - customers  
  - visitors, sales representatives, contractors and/or vendors  
- premises  
  - general access areas  
  - secure areas  
- security of  
  - documents  
  - records  
  - cash transactions  
  - non-cash transactions  
  - equipment  
  - stock/supplies  
  - key control system  
- recording of stolen items.  

Strategies to deal with breaches in security including:  
- strange or suspicious persons  
  - irrational customers  
  - abusive customers  
- broken or malfunctioning equipment  
- damaged property or fittings  
- loss of keys  
- theft of property, goods or materials  
  - internal  
  - external  
- robberies or armed hold-up.  

Reporting breaches in security, faults or problems to appropriate personnel:  
- formal/informal  
- verbal/written.  

Emergency situations may include:  
- bomb threats  
- irrational customers  
- accidents  
- robberies or armed hold ups  

Learning experiences for the HSC must address:  
Types of emergency situations including:  
- bomb threat  
- irrational customer  
- accident/serious injury/fall
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<td>• fires</td>
<td>• robbery or armed hold up</td>
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<td>• floods</td>
<td>• fire</td>
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<td>• earthquakes</td>
<td>• flooding</td>
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<td>• power failure.</td>
<td>• natural disaster</td>
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A definition of:
• accident
• incident.

Causes of common workplace injuries including:
• lack of protection and safety equipment
• slips, trips and falls
• poor housekeeping
• poor maintenance
• inadequate lighting
• spills
• obstructions
• faulty or incorrect equipment
• poor ergonomics
• inadequate instruction, training and supervision
• personal factors including stress, tiredness and inappropriate behaviour
• medical conditions including epilepsy, diabetes and asthma
• unrealistic time frames
• negligence
• fatigue.

An awareness of a range of potential workplace injuries including:
• allergic reactions
• dislocations and fractures
• puncture wounds and cuts
• sprains and strains
• burns
• poisoning and toxic substances
• shock.

Measures to prevent common workplace accidents, injury or impairment including:
• following safety procedures accurately
• adopting correct posture and manual handling techniques
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<td>• taking adequate rest breaks</td>
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<td>• using PPE</td>
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<td>• correct use of chemicals and dangerous substances/equipment</td>
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<td>• stress management techniques</td>
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<td>• safe use of tools, machinery and equipment</td>
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<td>• procedures to deal with emergency, fire and accidents</td>
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<td>• risk management.</td>
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<td>2.2</td>
<td>Follow the organisation’s emergency procedures correctly.</td>
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<td>Learning experiences for the HSC must address: How and when to seek assistance.</td>
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<tr>
<td>2.3</td>
<td>Seek assistance promptly from colleagues or other authorities where appropriate.</td>
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<td>Knowledge of emergency services contact numbers: • 000 – landline number</td>
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<td>• 112 – mobile phones.</td>
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<td>An awareness of information required by emergency services attending the site including: • location</td>
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<td>• nearest cross-street</td>
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<td>• nature of the incident</td>
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<td>• number of casualties</td>
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<td>• nature of injuries</td>
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<td>• contact name and number.</td>
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<td>A basic awareness of the primary role of personnel in an emergency including: • first aid officer</td>
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<td>• security officer</td>
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<td>• safety officer/safety representative</td>
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<td>• OHS committee member</td>
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<td>Procedures to follow in the event of an emergency including:</td>
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| 3       | Participate in the organisation’s OHS practices. | 3.1 *Participate in OHS management practices* developed by the organisation to ensure a safe workplace. | • notification  
  - appropriate authorities (emergency services and WorkCover NSW)  
  - colleagues  
  - supervisor  
• workplace/organisation policies and procedures  
  - evacuate  
  - secure building  
• reporting.  
  A basic knowledge of generalised principles of first aid management including:  
• assessing location and nature of the work environment and emergency situation  
• minimising the risk of further injury or injury to self and others  
• minimising movement of the casualty  
• assessing injuries  
• seeking assistance appropriate to situation including raising the alarm with emergency services and/or health professionals  
• locating and using available first aid equipment or other suitable alternative resources  
• providing essential first aid  
• reassuring casualty in a caring and calm manner  
• making casualty as comfortable as possible using available resources  
• monitoring unresolved dangers of the area where the injury occurred. |

*Learning experiences for the HSC must address:*  
An acknowledgement that OHS is everyone’s responsibility in the workplace.  
The concept of ‘participation’ and ‘consultation’ as it relates to workplace safety and employee rights and responsibilities.  
An understanding of the election/formation, roles and responsibilities of the OHS representatives or committee in the workplace.  
A basic understanding of the roles and functions of key bodies involved in OHS including:
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| 3.2     | Actively participate in the OHS consultation processes and identify and report safety and procedural issues requiring attention. | Consultation processes may involve:  
- OHS discussions with all employees during the course of each business day  
- a diary, whiteboard or suggestion box used by staff to report any issue of concern  
- regular staff meetings that involve OHS discussions  
- special staff meetings or workshops to specifically address OHS issues  
- survey or questionnaire that invites feedback on OHS issues  
- informal meetings with notes  
- formal meetings with agendas, minutes and action plans  
- discussions with and reports to formal OHS representatives and committee members. | • WorkCover NSW  
• ASCC  
• local councils  
• unions  
• professional associations. |
| 3.3     | Ensure immediate work area is free from hazards, participate in scheduled hazard identification activities and report hazards on an ongoing basis. | Learning experiences for the HSC must address:  
Identification of potential hazards to:  
- self  
- visitors  
- colleagues  
- customers  
- the general public.  
A range of hazards including:  
- tools and equipment  
  - operation  
  - maintenance  
- manual handling  
- materials in use  
  - spills  
  - leakages  
- work processes/practices  
- work environment  
  - poor/inadequate lighting  
  - inadequate amenities  
  - inadequate equipment  
  - lack of storage and/or shelving  
  - poor housekeeping  
  - wet or slippery floors  
  - fire, chemical and electrical hazards |
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| 3.4     | Participate in risk assessments and suggest appropriate ways of controlling risk. |               | - exposed cables, extension leads and wires  
- damaged floor coverings  
- falling objects  
- noise  
- poor ventilation  
- working  
  - alone  
  - with electricity  
- human factors  
  - stress  
  - violence/bullying  
  - playing practical jokes  
  - fatigue  
  - failure to follow procedures  
  - lack of training or experience  
  - lack of supervision  
  - carelessness  
  - poor personal health/hygiene  
  - using wrong techniques/procedures  
  - ignoring safety rules/signs  
  - taking short cuts  
  - knowingly using unsafe tools/equipment. |

**Learning experiences for the HSC must address:**

A basic understanding of risk management:
- identify hazards  
- assess associated risks  
- use appropriate control measures to eliminate or minimise risks  
- monitor and review the control measures.

A basic awareness of the hierarchy of risk control measures:
- Level 1 – eliminate the risk (such as discontinue the activity or not use the equipment)  
- Level 2 – minimise the risk by:  
  - 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)
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| 3.5     | Raise OHS issues and concerns with designated persons according to organisation and legislative requirements. |               | - introducing engineering control (such as monitor screens)  
  - Level 3 – other controls:  
    - adopt administrative controls and safe work practices  
    - use PPE. |