



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSBOHS305B Contribute to OHS issue resolution**

**Revision Number: 1**

## BSBOHS305B Contribute to OHS issue resolution

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to contribute to the resolution of occupational health and safety (OHS) issues in the workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, codes and standards.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>This unit applies to individuals who assist OHS specialists in relation to resolving OHS issues and effectively communicating the outcomes of the issue resolution process to employees.</p>
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for resolution about OHS issues	1.1. Apply knowledge of relevant OHS laws and workplace policies and procedures to the OHS resolution process in the workplace 1.2. Identify, clarify and record OHS issues prior to commencement of issue resolution meetings 1.3. Undertake <i>preparations</i> to plan how OHS issues will be resolved 1.4. Identify and remove any obstacles that prevent OHS issue discussion in the workplace
2. Contribute to the resolution of OHS issues	2.1. Provide <i>support and advice</i> to employees about <i>issue resolution tools, techniques and strategies</i> that can be used to resolve OHS issues 2.2. Participate in the issue resolution process 2.3. Provide support and advice where appropriate to resolve any conflict or disagreement arising from the issue resolution process according to workplace procedures 2.4. Contact <i>external bodies</i> to initiate OHS dispute resolution processes where appropriate
3. Effectively communicate outcomes of OHS issue resolution process	3.1. Research the communication needs of stakeholders 3.2. Communicate issue resolution findings to stakeholders through a variety of <i>formal and informal methods</i> 3.3. Establish and maintain <i>records of OHS issue resolution actions</i> and outcomes

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- culturally appropriate communication skills to consult and present OHS issues to people from diverse backgrounds and people with diverse abilities
- presentation and facilitation skills to represent employees' views on OHS issues
- information management skills to store and retrieve relevant documents.

#### Required knowledge

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- internal and external sources of OHS information and data
- legislative requirements for OHS information provision, data collection, consultation and reporting
- organisational culture as it impacts on the workgroup
- organisational policies and procedures for OHS agreements
- organisational skills to run meetings effectively
- relevant state/territory and commonwealth OHS legislation, codes of practice, standards and guidance material
- roles and responsibilities of personnel under OHS legislation
- types of issue resolution tools, techniques and strategies.

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>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.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• contribution to the resolution of workplace OHS issues in accordance with OHS legislation, and workplace policies and procedures</li> <li>• knowledge of relevant state/territory and commonwealth OHS legislation, codes of practice, standards and guidance material.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• access to relevant information on compliance requirements such as: <ul style="list-style-type: none"> <li>• organisational policies, standard operating procedures, procedures and plans</li> <li>• relevant legislation, regulations, licensing requirements, codes of practice, standards</li> </ul> </li> <li>• access to relevant internal and external data files</li> <li>• access to appropriate computer resources needed to identify and rectify breaches in compliance requirements.</li> </ul>
<b>Method of assessment</b>	<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"> <li>• analysis of responses to case studies and scenarios</li> <li>• assessment of documentation completed when contributing to OHS issue resolution</li> <li>• demonstration of the application of issue resolution techniques</li> <li>• direct questioning combined with review of portfolios of evidence and third party reports of on-the-job performance by the candidate</li> <li>• oral or written questioning to assess knowledge of types of issue resolution tools, techniques and strategies</li> <li>• review of records of OHS issue resolution actions and outcomes.</li> </ul>

**EVIDENCE GUIDE****Guidance information for assessment**

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

- other OHS units.

## Range Statement

### RANGE STATEMENT

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, 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.

<p><b><i>Preparations</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• considering the expected response of other parties to proposals</li> <li>• contributing to the development of an alternative proposal</li> <li>• contributing to the selection of tactics, tools and approaches to be used in issue resolution</li> <li>• determining desired outcomes of the issue resolution process</li> <li>• determining with whom the issues should be raised</li> <li>• following policy processes</li> <li>• formulating a proposal to achieve a desired outcome</li> <li>• gathering information on OHS issues</li> <li>• preparing the physical environment in which issue resolution meetings will take place</li> <li>• reading any supporting documentation associated with the OHS issues</li> </ul>
<p><b><i>Support and advice</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• accompanying employees when investigations are being conducted by employers/external investigators</li> <li>• engaging the advice of:             <ul style="list-style-type: none"> <li>• external consultants</li> <li>• OHS specialists</li> <li>• other health and safety representatives</li> <li>• unions</li> <li>• workplace assessors with experience in language or disability issues</li> </ul> </li> <li>• explaining the results of inspections to employees, safety representatives or OHS committee members</li> <li>• holding formal meetings with relevant others</li> <li>• holding informal discussions with relevant others</li> </ul>



<b>RANGE STATEMENT</b>	
	<ul style="list-style-type: none"> <li>• interpreting information about OHS inspections to relevant others</li> <li>• providing written summaries, letters, emails, minutes and reports on issue resolution action plans and outcomes</li> </ul>
<i>Issue resolution tools, techniques, and strategies</i> may include:	<ul style="list-style-type: none"> <li>• anticipating possible outcomes of issue resolution meetings</li> <li>• considering what other parties perceive to be the issues, problems and goals requiring resolution</li> <li>• contributing to identifying appropriate mediation processes and personnel if required</li> <li>• establishing wants and needs from the issue resolution process</li> <li>• gathering information about the decision making authority of people involved in the issue resolution process</li> <li>• gathering knowledge and conducting research to clearly define the issues, problems and goals of issue resolution meetings</li> <li>• recording facts about issues</li> <li>• tabling proposals and solutions at issue resolution meetings</li> <li>• using active listening and responding techniques during issue resolution meetings</li> <li>• working out areas of agreement with parties participating in the issue resolution process</li> </ul>
<i>External bodies</i> may include:	<ul style="list-style-type: none"> <li>• dispute resolution commissions</li> <li>• statutory OHS investigative bodies within the relevant jurisdiction</li> <li>• unions</li> </ul>
<i>Formal and informal methods</i> may include:	<ul style="list-style-type: none"> <li>• giving presentations</li> <li>• participating in group and individual meetings</li> <li>• presenting issue resolution findings to the OHS committee</li> <li>• providing written summaries, letters, emails, memos, minutes and reports</li> <li>• using interpreters and translators</li> </ul>
<i>Records of OHS issue resolution actions</i> may include:	<ul style="list-style-type: none"> <li>• audit and inspection records</li> <li>• meeting minutes</li> <li>• risk registers</li> <li>• written summaries, letters, emails, minutes and</li> </ul>

<b>RANGE STATEMENT</b>	
	reports on issue resolution action plans

**Unit Sector(s)**

<b>Unit sector</b>	
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**Competency field**

<b>Competency field</b>	Regulation, Licensing and Risk - Occupational Health and Safety
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**Co-requisite units**

<b>Co-requisite units</b>		