



**Australian Government**

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

# **CPPDSM4057A Monitor a safe workplace in the property industry**

**Release: 1**

## **CPPDSM4057A Monitor a safe workplace in the property industry**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency specifies the outcomes required to follow and promote OHS policies and procedures to ensure own safety and that of others in the workplace. It requires the ability to identify and control workplace risks and hazards and communicate workplace safety requirements.

The unit has been contextualised and is based on Generic Competency 'B' in the National Guidelines for Integrating OHS Competencies into National Industry Competency Standards.

This unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

### **Application of the Unit**

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This unit of competency supports the work of those involved in following and promoting OHS policies and procedures to ensure own safety and that of others in the workplace.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

## Pre-Requisites

**Prerequisite units** Nil

## Employability Skills Information

**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 skills requirements.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where <b><i>bold italicised</i></b> text is used, further information is detailed in the required skills and knowledge and/or 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
<b>1 Provide information on safety policy and procedures in the workplace.</b>	<p>1.1 Relevant provisions of <i>OHS legislation</i> and codes of practice are accurately and clearly explained to team members.</p> <p>1.2 Documentation is developed and maintained to support implementation of <i>OHS policies and procedures</i>.</p> <p>1.3 Recommendations are made to improve effectiveness of OHS and workplace policies and procedures.</p>
<b>2 Implement and monitor participative arrangements.</b>	<p>2.1 <i>Consultative processes</i> are implemented and monitored to ensure all team members have an opportunity to contribute to management of OHS in the workplace.</p> <p>2.2 Health and safety issues raised through consultation are resolved or referred to <i>relevant people</i> for resolution according to <i>organisational requirements</i>.</p> <p>2.3 Outcomes of consultation over OHS issues are reported to team members according to organisational procedures.</p>
<b>3 Implement and monitor hazard and risk control procedures.</b>	<p>3.1 Existing and potential <i>risks and hazards</i> in work area are identified and appropriate actions are implemented according to OHS policies and procedures.</p> <p>3.2 Individual and team adherence to control risks and hazards in work area is maintained and monitored according to organisational requirements.</p> <p>3.3 Inadequacies in existing <i>procedures to control risks</i> are identified and appropriate actions are implemented according to organisational requirements.</p> <p>3.4 Cause of <i>hazardous events</i> is investigated according to legislative requirements and organisational policies and procedures.</p> <p>3.5 <i>Measures to minimise risk</i> and prevent recurrence of hazardous events are implemented based on hierarchy of control and own role.</p>
<b>4 Support OHS training.</b>	<p>4.1 OHS <i>training needs</i> of individuals and teams are identified and discussed with relevant people according to organisational policies and procedures.</p> <p>4.2 Arrangements are made for addressing identified OHS training needs in consultation with relevant people according to organisational policies and procedures.</p> <p>4.3 Coaching and mentoring assistance is provided to team members to support the effective development of</p>

**ELEMENT**

**PERFORMANCE CRITERIA**  
personal OHS competencies.

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills:

- analytical skills to assess resources required to apply risk control measures, determine OHS training requirements of the work team, and identify potential or existing risks and hazards in the workplace
- application skills to comply with ergonomic and environmental protection requirements and follow safe operating practices and procedures when using tools and equipment
- coaching and mentoring skills to provide support to colleagues
- communication skills to follow and give written and verbal instructions accurately, explain information on OHS issues clearly, and report details of incidents in the work area
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- problem solving skills to determine when intervention to control risks is necessary and identify inadequacies in risk control measures.

#### Required knowledge and understanding:

- consultative processes for improving workplace OHS culture
- legal responsibilities of employers, supervisors and employees in the workplace
- organisational communication channels and procedures
- organisational policies and procedures relating to hazard management, fire, emergency, evacuation, and incident or accident investigating and reporting
- range of hazards and associated risks that exist in the workplace and their control measures
- relevant federal and state or territory legislation and local government regulations related to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures

## REQUIRED SKILLS AND KNOWLEDGE

- industrial relations
- OHS
- property sales, leasing and management
- techniques to control risks, such as the hierarchy of control.

## Evidence Guide

### EVIDENCE GUIDE

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.

<b>Overview of assessment</b>	This unit of competency could be assessed through practical demonstration of following and promoting OHS policies and procedures to ensure own safety and that of others in the workplace. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>A person who demonstrates competency in this unit must be able to provide evidence of:</p> <ul style="list-style-type: none"><li>• assessing and controlling risks according to the hierarchy of control</li><li>• complying with a range of health and safety legislative and organisational procedures</li><li>• identifying and addressing OHS training needs of team members</li><li>• providing clear and accurate information and advice to team members on workplace hazards and risks.</li></ul>
<b>Context of and specific resources for assessment</b>	<p>Resource implications for assessment include:</p> <ul style="list-style-type: none"><li>• access to suitable simulated or real opportunities and resources to demonstrate competence</li><li>• assessment instruments that may include personal planner and assessment record book</li><li>• access to a registered provider of assessment services.</li></ul>

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.



## 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 in the performance criteria is detailed below. Add any 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.

***OHS legislation*** may include:

- Australian standards, and quality assurance and certification requirements
- maintenance and confidentiality of records of occupational injury and disease
- relevant federal, and state or territory legislation with regard to:
  - common law
  - general duty of care
  - issue resolution
  - provisions relating to roles and responsibilities of OHS representatives and committees
- relevant industry codes of practice
- requirements of provision of OHS information and training.

***OHS policies and procedures*** may relate to:

- consultative arrangements for employees
- emergency and evacuation procedures
- equipment maintenance and use
- first aid
- hazard and risk identification and reporting
- hazard, incident and accident investigation
- OHS audits and safety inspections
- on-site contractors, visitors and members of the public
- risk assessment and control measures
- safe operating procedures and instructions
- transport, use and storage of dangerous goods and hazardous substances
- use and maintenance of personal protective clothing and equipment.

***Consultative processes*** may include:

- formal and informal meetings
- health and safety representatives
- OHS committees
- other committees, such as consultative, planning and purchasing

**Relevant people** may include:

- suggestions, requests and concerns put forward by employees to management.
- clients
- colleagues
- designated OHS representatives
- emergency personnel
- supervisors.

**Organisational requirements** may be outlined and reflected in:

- access and equity principles and practice guidelines
- business and performance plans
- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- goals, objectives, plans, systems and processes
- legal and ethical requirements and codes of practice
- mission statements and strategic plans
- OHS policies, procedures and programs
- policies and procedures in relation to client service
- policies and procedures relating to own role and responsibility
- quality and continuous improvement processes and standards
- quality assurance and procedure manuals
- records and information systems and processes.

**Risks and hazards:**

- may be:
  - environmental
  - ergonomic
  - mechanical
  - electrical
- may relate to:
  - hazardous materials
  - loose objects and fixtures
  - obstructions
- may be identified through:
  - audits and review of audit reports
  - checking work area and equipment before and during work
  - ongoing training
  - regular housekeeping activities
  - regular formal and informal consultation and meetings with colleagues
  - review of OHS records, including registers of

hazardous substances and dangerous goods

- workplace inspections in area of responsibility.

***Procedures to control risks*** may include:

- compliance with environmental requirements
- compliance with ergonomic requirements, including safe lifting and manual handling procedures
- correct selection, use, storage and maintenance procedures for personal protective clothing and equipment
- emergency, fire and accident procedures
- safe operating procedures
- hazard, accident and incident reporting procedures
- regular OHS consultations.

***Hazardous events*** may include:

- accidents
- bomb scares
- emergencies, such as chemical spills
- fires and explosions
- violent incidents.

***Measures to minimise risk*** may include:

- application of the hierarchy of control:
  - elimination of the risk
  - substitution
  - engineering controls
  - administrative controls
  - personal protective equipment
- consultation with workers and their representatives
- measures to remove the cause of a risk at its source.

***Training needs*** may include:

- coaching, mentoring and supervision
- formal and informal learning programs
- internal and external training provision
- personal study
- quality assurance assessments and recommendations
- recognition of prior learning
- seminars and conferences
- work experience and exchange opportunities.

## **Unit Sector(s)**

**Unit sector** Property development, sales and management

## **Competency field**

**Competency field** Property operations and development