Australian Government

ICTWHS2170B Follow work health and safety and environmental policies and procedures

Release 1

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Modification History

Release	Comments
Release 2	This version first released with *ICT10 Integrated Telecommunications Training Package Version 3.0*. It is based on the superseded equivalent ICTWHS2170A.
Release 1	This version first released with *ICT10 Integrated Telecommunications Training Package Version 2.0*.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to follow safe work practices and environmental policy in managing telecommunications workplace tasks. It involves awareness of the safe handling of active optical fibre, cabling, laser sources and equipment.

The unit requires the ability to apply work health and safety (WHS) requirements, the basic principles of risk management, and prevention of injury and illness on construction sites involving the NBN in particular, and all other locations where telecommunications work is performed.

This unit includes the ability to recognise asbestos hazards and take steps to minimise associated risks. Removal of asbestos is a licensed activity covered by the units of competency CPCCDE3014A Remove non-friable asbestos.

Some cabling and installation work may fall within the definition of construction work. People entering the construction site are required to complete the general induction training program specified by the National Code of Practice for Induction Training for Construction Work (Australian Safety Compensation Council, May 2007), sometimes referred to as the 'White Card'.

The unit CPCCOHS1001A Work safely in the construction industry from the CPC08 Construction, Plumbing and Services Training Package fulfils this requirement.

Application of the Unit

The unit applies to field officers deploying broadband access networks using optical technologies. They combine technical skills with specific WHS skills to work safely on live systems.

The unit also applies to telecommunications staff working under supervision in a technical environment. This includes school-based workers, entry-level workers, trainees and apprentices.

Licensing/Regulatory Information

Licensing requirements will apply to this unit of competency depending on the regulatory requirements of each jurisdiction. Users should confirm requirements with the relevant federal, state or territory authority.

Note: The terms occupational health and safety (OHS) and WHS are equivalent and generally either can be used. Western Australian and Victorian legislation uses OHS. Commonwealth, NSW, Queensland, Northern Territory, Tasmania and South Australia legislation uses WHS.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
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.*

Elements and Performance Criteria

1. Apply WHS regulatory requirements	1.1 Identify **WHS requirements** relevant to own work, role and responsibilities and comply with **safe work practices**
	1.2 Apply **duty of care requirements**
2. Follow workplace procedures for identifying hazards and using control measures to control risk	2.1 Identify and report **common construction hazards** in the work area to **designated personnel** according to **workplace procedures**
	2.2 Identify and follow WHS requirements, workplace procedures and work instructions to **control hazards and risks**
	2.3 Comply with safe work practices and **principles of risk management**
	2.4 Implement duty of care requirements
	2.5 Complete **job safety analysis** (JSA) **sheet or safe work method statement** (SWMS) according to work requirements, including **hazard identification** and **risk assessment**
	2.6 Use and complete checks to **personal protective equipment** according to work requirements
	2.7 **Assess and test for harmful gases** associated with the workplace
3. Identify safety requirements for work with optical fibre equipment	3.1 Identify safe work practices when handling optical fibre, lasers and optical connectors according to relevant **Australian standards**
	3.2 Identify safe work practices when handling and disposing of chemical waste
4. Identify WHS communication and reporting processes	4.1 Identify **WHS communication processes, information and documentation**
	4.2 Identify the role of **designated WHS personnel** and **safety signs and symbols**
	4.3 Identify procedures and **relevant authorities** for reporting hazards, **incidents** and injuries
5. Identify WHS incident response procedures	5.1 Identify **general procedures for responding to incidents and emergencies**
	5.2 Identify procedures for accessing first aid
	5.3 Identify and demonstrate requirements for selecting and using relevant personal protective equipment
	5.4 Identify **fire safety equipment**
6. Contribute to WHS	6.1 Discuss WHS and environmental issues with designated

and environmental issues in the workplace	personnel according to workplace procedures, and relevant WHS policies and *environmental requirements* 6.2 Contribute to *participative arrangements* for WHS and environmental management in the workplace within organisational procedures, scope of responsibilities and own competencies 6.3 Record and report WHS issues, risks and hazards to designated personnel
7. Identify and respond to minor traffic management	7.1 Assess *traffic safety* requirements of the general location with respect to regulatory and organisational requirements 7.2 Identify a safe work zone around vehicle and work space using traffic cones and signs according to regulatory requirements 7.3 Identify and respond to changed traffic conditions
8. Identify and respond appropriately to a confined space	8.1 Identify a *confined space* in line with regulatory or organisational guidelines 8.2 Refer the telecommunications work in the identified confined space to appropriate trained personnel
9. Identify and respond appropriately to asbestos hazards	9.1 Identify *asbestos hazards* or their likelihood 9.2 *Respond to asbestos hazards* or their likelihood 9.3 Report identified or suspected asbestos hazards to designated personnel according to workplace procedures

Required Skills and Knowledge

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

Required skills

- communication skills to:
    - ask effective questions and clarify requirements
    - listen to, and liaise with, relevant personnel on technical and operational matters
    - raise and report WHS matters, discuss and relay WHS information to others
    - explain legislative requirements and principles of risk management, safety signs and symbols and common hazards in relation to own work
- literacy skills to:
    - interpret technical documentation and standards
    - incorporate technical language into written tasks, such as reporting on recommendations to minimise hazards and injury
- numeracy skills to interpret technical data, such as specifications of laser operations
- problem-solving skills to use methodology that minimises risk
- research skills to access technical information and sources to understand and report on safety requirements
- safety awareness skills to:
    - apply required precautions and action to minimise, control or eliminate hazards associated with work activities
    - recognise asbestos and the likelihood of asbestos in work area
    - select and use required personal protective equipment that conforms to industry and WHS standards
    - work systematically with required attention to detail without injury to self and others, and damage to goods or equipment
    - select and use appropriate methods for laser handling.
    -

Required knowledge

- applicable federal, state and territory WHS procedures, regulations, standards, codes of practice and industry standards and guidance notes relevant to own workplace, role and responsibilities
- differences between federal, state and territory WHS legislation and regulations
- common construction hazards
- asbestos hazards and their potential risk for workers and the community
- common construction hazards and common hazards in relation to own work
- general construction work activities that require licences, tickets or certificates of competency
- environmental control processes:
    - air quality management
    - disposal and handling of hazardous and dangerous substances
    - noise pollution
    - safe disposal of fibre offcuts

- stormwater and materials spillage
- waste disposal
- WHS responsibilities and rights of duty holders/workplace parties under environmental and WHS regulations and codes of practice, including:
  - persons in control of construction work or projects
  - employers and self-employed persons
  - persons conducting a business or undertaking (PCBUs) and their officers
  - supervisors
  - employees
  - designers
  - inspectors
  - manufacturers and suppliers
- optical fibres and equipment:
  - hazards relating to handling of optical fibre and laser light source in the workplace
  - injuries:
    - damage to retina from lasers
    - damage to lungs from inhalation of fibre offcuts and particles
    - needle stick injury from fibres and offcuts
  - laser warning signs and labels relating to optical fibre components and equipment
  - safety requirements when handling and working with:
    - devices
    - laser light sources
    - optical fibre connectors
    - optical fibres
    - patch cords
- own responsibilities to comply with safe work practices including those relating to:
  - asbestos hazards
  - confined spaces
  - housekeeping
  - identification of hazards
  - preventing bullying or harassment
  - smoking
  - use of amenities
  - use of drugs and alcohol
- principles of risk management for construction work, including:
  - hazard identification
  - risk assessment and control
- ways in which WHS is managed in the workplace, and activities required under WHS legislation, including:
  - hazard identification
  - hazards that exist in the workplace
  - WHS instruction
  - preferred order of ways to control risks (hierarchy of control)
  - risk assessment and controls
  - role of WHS committees and representatives

- training and provision of WHS information
- types of common personal protective equipment and fire safety equipment
- types of WHS information and documentation
- workplace environmental and WHS procedures relevant to the work being undertaken, including procedures for:
  - designated personnel responsible for WHS
  - employee/worker participation in WHS management
  - general first aid response requirements
  - general workers' compensation and injury management requirements
  - meaning of WHS symbols found on signs and labels in the workplace
  - raising WHS issues
  - recognising and reporting on:
    - accidents
    - asbestos hazards
    - dangerous occurrences
    - emergencies
    - hazards
    - incidents
    - injuries
    - near misses
  - responding to:
    - accidents
    - emergencies
    - evacuation procedures
    - fires
    - hazards
    - incidents
    - injuries
- work operations to control risks
- traffic control for a single vehicle
- risks associated with confined spaces and appropriate responses.

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.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • recognise and report hazards to designated personnel • follow workplace procedures necessary to control risks in the workplace • identify and apply safe handling procedures for optical fibres and laser sources • identify and respond appropriately to asbestos, traffic and confined spaces hazards in the workplace.
Context of and specific resources for assessment	Assessment must ensure access to: • relevant WHS Acts, regulations and codes of practice • WHS implementation resources, such as sample forms, signs and procedures • personal protective equipment • first aid equipment • fire safety equipment • organisational WHS policies and procedures • relevant work areas for identification of hazards and control measures. • optic fibre cabling and equipment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate applying safety aspects to the handling of optical fibres and lasers • direct observation of the candidate following or participating in common WHS workplace procedures • oral or written questioning to assess knowledge of WHS concepts and applications • evaluation of written reports on hazards and safety recommendations.

Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
	Aboriginal people and other people from a non-English speaking background may have second language issues.
	Access must be provided to appropriate learning and assessment support when required.
	Assessment processes and techniques must be culturally appropriate, and appropriate to the oral communication skill level, and language and literacy capacity of the candidate and the work being performed.
	In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency.
	Where applicable, physical resources should include equipment modified for people with special needs.

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.

WHS requirements include:	• applicable and relevant national safety standards • construction industry WHS standards and guidelines • federal, state and territory WHS legislation, regulations, standards and codes of practice • industry standards, guidance notes, guidelines, Australian standards and other documents applicable to own workplace, work, role and responsibilities • National Code of Practice for Induction Training for Construction Work • requirements for licences, tickets and certificates of competency • responsibilities, duties and rights of duty holders and workplace parties (including health and safety representatives, committees and supervisors) under environmental and WHS Acts and regulations.

Safe work practices may relate to:	• access to site amenities, including:
	  • drinking water
	  • toilets
	• appropriate warning labels on cabinets and enclosures
	• avoiding contact with hazardous chemicals, including not inhaling or swallowing such materials
	• avoiding drugs and alcohol at work
	• being aware of how to respond to potential accidents
	• ensuring manufacturer's warnings and instruction labels in relation to the laser product are not damaged or obscured during installation
	• general requirements for:
	  • safe use of plant and equipment
	  • use of personal protective equipment and clothing
	• housekeeping to ensure a clean, tidy and safe work area
	• no hazardous chemicals, including fibre particles and solvents, left on site at the completion of the work
	• preventing bullying and harassment
	• relevant Australian standards relating to WHS
	• specific organisational safety requirements

	• smoking in designated areas only • storing and removing debris • using a wet cleaning process and making sure all solvent residues are disposed of according to environmental policy • warning labels used in conjunction with laser and optical fibre systems.

Duty of care requirements relate to:	• legal responsibilities, duties and rights of duty holders and workplace parties as specified in WHS Acts, regulations and codes of practice
	• own duties to comply with safe work practices:
	   • activities that require licences
	   • tickets
	   • certificates of competency
	• specific and general duties and responsibilities of particular individuals, workplace parties and others (as prescribed in applicable federal, state and territory WHS legislation and regulations), including:
	   • construction and other supervisors
	   • construction and other workers
	   • designers
	   • employers and self-employed persons
	   • PCBUs and officers
	   • WHS inspectors
	   • manufacturers, importers, suppliers, installers and commissioners
	   • persons in control of the work site
	   • subcontractors.

Common construction hazards may include:	• confined spaces • electricity • excavations, including trenches • falling objects • hazardous chemicals and dangerous goods • hot and cold working environments • manual handling • noise • operation of plant and equipment • traffic and mobile plant • unplanned collapse • ultraviolet (UV) radiation • working at heights.
Designated personnel	• managers • PCBUs and officers

may include:	• WHS personnel
	• worker health and safety representatives
	• other persons authorised or nominated by the organisation or industry to:
	   • approve specified work
	   • direct specified work
	   • inspect specified work
	   • perform specified work
	• supervisors
	• team leaders.

Workplace procedures may include:	• risk assessment
	• worker consultation and participation
	• hazard control
	• emergency responses to:
	   • accidents
	   • fires
	   • other emergency incidents and events
	• identifying hazards
	• reporting WHS issues
	• resolving WHS issues
	• using personal protective equipment.

Measures for controlling hazards and risk may include:	• administrative controls • elimination • engineering controls • isolation • personal protective equipment • substitution.

Hazards may include:	• activating equipment without notifying other staff who may be working remotely on the network
	• hazardous chemicals, including:
	   • cleaning alcohol and other solvents
	   • epoxy resins and chemicals that cause cancer, allergies or that can damage health in any way
	• environmental hazards:
	   • air pollution
	   • damage to natural or heritage precincts
	   • dangerous gases, heavy or noxious metals pollution, release of hydrochlorofluorocarbons (HCFC)
	   • ground water contamination
	   • noise
	   • petrochemical spillage

	- flammable cleaning chemicals fluids and solvents
	- fibre offcut damage to eyes and skin
	- health hazards, including:
	  - hazardous chemicals and dangerous goods
	  - handling of optic fibres and lasers
	  - infective agents, including viruses and bacteria
	  - risk of sustained injury from repetitive tasks
	- inhalation of fibre offcuts and particles from vacuum cleaning of work site
	- laser damage to eyes
	- safety hazards:
	  - manual handling (lifting, biomechanical)
	  - tasks such as welding
	  - working at heights
	- radio frequency (RF) radiation.

Principles of risk management include:	- identifying hazards - assessing the risks involved - worker participating in, and consulting on, all risk management activities - consulting and reporting to ensure involvement of relevant workers - controlling risks - monitoring the effectiveness of controls.

Job safety analysis sheet or safe work method statement may include:	- sheets to record the steps in the risk management process:
	  - identification
	  - assessment
	  - control
	  - monitoring
	- primary application of assessment
	- as specified in workplace procedures, policies and processes.

Hazard identification includes:	- checking equipment and work area:
	  - before work commences
	  - during work
	- housekeeping
	- reviewing accident or incident records
	- workplace inspections
	- as specified in workplace procedures, policies and processes

Risk assessment	- a scale: - low

includes:	- medium - high - awareness of likelihood and consequence factors - JSA - as specified in workplace procedures, policies and processes.
Personal protective equipment may include:	- breathing apparatus: - dust masks - respirators - clothing: - boots and other safety footwear - gloves - high visibility retro reflective vests - overalls - protective jackets or pants for preparing, cutting or jointing optical fibres - aprons - arm guards - eye protection: - protective eyewear designed specifically for laser - goggles - face and head protection: - face masks - helmets and hard hats - hearing protection - protective, well-fitting clothing - UV protective clothing and sunscreen - radiation detectors.
Assessing and testing for harmful gases include:	- using gas detection equipment - reporting and responding to a positive test for gases in line with organisational guidelines - following workplace procedures and complying with legislative and regulatory requirements.
Australian standards may include:	- Australian Communications Industry Forum (ACIF) standards and codes - Australian Communications and Media Authority (ACMA) standards TS 14 - AS/NZS 3000:2007 - AS/NZS 3080:2003 - AS/NZS 3084:2003 - AS/NZS 3085.1:2004

	- AS/NZS IEC 61935.1:2006 - AS/NZS IEC 61935.2:2006 - AS/NZS ISO/IEC 14763.3:2007 - AS/NZS ISO/IEC 15018:2005 - AS/NZS ISO/IEC 24702:2007 - cabling security codes and regulations - Communications Cabling Manual (CCM) Volume 1 - Environmental Protection Acts - International Standards ISO 9000 and 9001 - International Telecommunications Union (ITU) recommendations - WHS Acts and relevant codes and standards - road and traffic control legislation and codes - technical standards AS/ACIF S008:2006 and AS/ACIF S009:2006 - Telecommunications Act and relevant codes.
WHS communication processes may include:	- discussions with worker health and safety representatives - processes for raising WHS issues - toolbox talks - WHS meetings - WHS notices, newsletters, bulletins and correspondence - WHS participative arrangements - workplace consultation relating to WHS issues and changes.
WHS information and documentation may include:	- accident and incident reports - Australian standards - construction documentation and plans - emergency information contact - evacuation plans - guidance notes - job safety analyses - labels - proformas for reporting hazards, incidents and injuries - reports of near misses and dangerous occurrences - risk assessments - safe work method statements - safety data sheets (SDS) - safety meeting minutes - site safety inspection reports - WHS Acts, regulations and other codes of practice.
Designated WHS	- first aid officers - WHS committee members

personnel may include:	• WHS representatives • supervisors.

Safety signs and symbols may include:	• emergency information signs:
	  • equipment
	  • exits
	  • first aid
	• fire signs and location of fire alarms and fire fighting equipment
	• hazard, danger and warning signs
	• regulatory signs:
	  • mandatory
	  • limitation or restriction
	  • prohibition
	• safety tags and lockout:
	  • danger tags
	  • out of service tags.

Relevant authorities may include:	• emergency services:
	  • ambulance
	  • emergency rescue
	  • fire brigade
	  • police
	• supervisor
	• WHS regulatory authority.

Incidents may include:	• accidents resulting in personal injury or damage to property
	• near misses or dangerous occurrences which do not cause injury but may pose an immediate and significant risk to persons or property, and need to be reported so that action can be taken to prevent recurrence, for example:
	  • breathing apparatus malfunctioning to the extent that the user's health is in danger
	  • collapse of the floor, wall or ceiling of a building being used as a workplace
	  • collapse or failure of an excavation more than 1.5 metres deep, including any shoring
	  • collapse or partial collapse of a building or structure
	  • collapse, overturning or failure of the load bearing of any scaffolding, lift, crane, hoist or mine-winding equipment
	  • damage to or malfunction of any other major plant
	  • electric shock
	  • electrical short circuit, malfunction or explosion

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	• fire or escape of gas, hazardous substance or steam • any other unintended or uncontrolled incident or event arising from operations carried on at a workplace.

General procedures for responding to incidents and emergencies may include:	• basic emergency response:
	  • keep calm
	  • raise alarm
	  • obtain help
	• evacuation
	• notification of designated WHS personnel and authorities
	• referring to site emergency plans and documentation
	• when and how to notify emergency services.

Emergencies may include:	• chemical spill • fire • injury to personnel • structural collapse • toxic and flammable vapours emission • vehicle and mobile plant accident.
Fire safety equipment may include:	• breathing apparatus • fire blankets • fire fighting equipment.
Environmental requirements must include:	• clean-up management • dust management • noise management • waste management.
Participative arrangements may include:	• arrangements for documenting, communicating and following up requests and suggestions relating to WHS issues • arrangements or processes for raising and communicating WHS concerns • electing worker health and safety representatives • informal WHS meetings • planning committees • purchasing committees • WHS committees • WHS reports and other processes for advising workers on WHS issues and matters.
Traffic safety applies to safety of:	• pedestrians passing an area where work is being conducted • vehicles passing an area where work is being conducted • workers working adjacent to traffic.
Confined spaces applies to:	• spaces clearly labelled as confined spaces • spaces that meet the general specifications for a confined

	space.
Asbestos hazards may be found in:	- corrugated asbestos roofing - eaves of houses - meter boxes - pit and pipe infrastructure - wall cladding.
Respond to asbestos hazards may include:	- notifying designated personnel and authorities - closing the worksite to further activity - barricading the work area - avoiding any disturbance of the work area - exercising a duty of care to self, fellow workers and the public.

Unit Sector(s)

Telecommunications - Work health and safety