



Australian Government

**Assessment Requirements for
BSBWHS432X Contribute to organisational
mental health response in the context of
disruptive events**

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.2.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify at least one internal and at least one external business risk, and evaluate the organisational policies and procedures for addressing them, including emergency management plan and crisis management plan
- coordinate a risk assessment process for an organisation or work area in response to at least one disruptive event, and contribute to selecting at least three different risk control measures suited to the response
- identify at least two different employees showing signs of psychological distress and provide them with support, including advising them of referral options for further support.

In the course of the above, the candidate must apply:

- legislative requirements applicable to disruptive event
- obligations in line with roles and responsibilities of stakeholders involved in event.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures relating to mental health response in disruptive events, including for:
 - assessing risks associated with psychosocial hazards
 - documenting mental health support provided
 - supporting employees permanently leaving the organisation
- types of internal and external business risks that may contribute to organisational disruption, including:
 - strategic risks

- compliance risks
- financial risks
- operational risks
- types of organisational disruptive events, including:
 - public health risks, including epidemics and pandemics
 - environmental changes and natural disasters
 - economic and geopolitical disruption
 - operational disruption, including mergers or acquisitions, litigation, operational transformation and technological developments
- WHS legislation, rights and obligations relating to psychological health and safety in the context of organisational disruption, including:
 - duty of care
 - due diligence
 - privacy and confidentiality
 - difference between hazards, risks and risk controls
 - hierarchy of control measures
 - collective processes and powers, including cease works
- features of emergency and crisis management plans relevant to psychological health and safety
- psychosocial hazards relating to organisational disruption, including:
 - exposure to physical hazards and environmental conditions
 - exposure to violence, aggression, traumatic events and discrimination
 - work demands
 - lack of support and isolated work
 - workplace relationships
 - organisational change management
- non work-related stressors with potential to affect psychological health and safety, including:
 - financial insecurity
 - balancing work and caring responsibilities
 - concern for vulnerable family members and friends
 - change to activities that support psychological health
 - received threats
 - domestic and family violence
- signs of psychological distress, including:
 - mood and behavioural changes
 - unexplained absence from the workplace
 - changes in social interactions and work participation
 - self-harm, suicidal ideation or suicide attempt
- workplace mechanisms that support psychological health, including:

- flexible ways of working, including working remotely and flexible start and finish times
- providing access to support services and resources, including professional help and personal leave
- providing access to training for employees
- methods of accessing resources and support services internally and externally, including:
 - Employee Assistance Programs (EAPs)
 - publications of key bodies, including Safe Work Australia, World Health Organization and Mental Health First Aid
- strategies and techniques to:
 - manage personal stressors
 - support work-life balance
 - have supportive conversations with employees showing signs of psychological distress
 - create a safe and supportive workplace culture
- common reasonable adjustments that support an employee with a psychological injury to continue working or return to work, including adjustments relating to:
 - work tasks
 - work hours
 - location of work
- legislative requirements associated with providing reasonable adjustments, including Fair Work legislation and workers compensation legislation.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment. Real workplace situations should not be used in the assessment where doing so may result in risk to the health and safety of self and/or others.

This includes access to:

- legislation, and organisational policies and procedures required to demonstrate performance evidence
- case studies and, where possible, real situations
- opportunities for interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Assessment must involve persons with current and relevant experience in workplace mental health.

Links

Companion Volume Implementation Guides are found on VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>