



**Australian Government**

# **BSBWHS304A Participate effectively in WHS communication and consultation processes**

**Release 1**

## BSBWHS304A Participate effectively in WHS communication and consultation processes

### Modification History

Release	Comments
Release 1	<p>This Unit first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSBOHS302B Participate effectively in OHS communication and consultative processes.</p>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to participate in work health and safety (WHS) communication and consultation processes.

### Application of the Unit

This unit applies to individuals who participate in WHS communication and consultation processes as part of their work health and safety responsibilities, which are in addition to their main duties. Steps to resolve WHS issues are covered in BSBWHS305A Contribute to WHS issue resolution.

*NOTE: The terms Occupational Health and Safety (OHS) and Work Health and Safety (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the National Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.*

### Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### Pre-Requisites

Not applicable.

## Employability Skills Information

This unit contains employability skills.

### Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

### Elements and Performance Criteria

1. Contribute to establishing and running WHS consultation and participation processes	<p>1.1 Apply knowledge of WHS Acts, regulations, codes of practice, policies and procedures to contribute to developing and running <b><i>WHS consultation and participation processes</i></b></p> <p>1.2 Identify and communicate <b><i>barriers</i></b> to effective WHS consultation and participation processes</p> <p>1.3 Contribute to removing these barriers</p> <p>1.4 Identify, record and communicate to others the duties, rights and responsibilities of <b><i>individuals and parties</i></b> in the consultation process</p>
2. Raise WHS issues with others	<p>2.1 Raise relevant WHS issues in meetings and support others to do this</p> <p>2.2 Record and communicate WHS discussions and their outcomes according to workplace procedures</p> <p>2.3 Follow up the outcomes of meetings as appropriate</p> <p>2.4 Communicate outcomes of these meetings to others</p>
3. Contribute to obtaining and communicating information about WHS issues	<p>3.1 Identify <b><i>sources of WHS information</i></b></p> <p>3.2 Use <b><i>tools and techniques</i></b> to locate and obtain WHS information</p> <p>3.3 Communicate relevant WHS information to others using appropriate <b><i>communication methods</i></b></p>

## Required Skills and Knowledge

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

### Required skills

- communication skills to communicate with people from a range of backgrounds and with a range of abilities
- information-management skills to source, obtain and share relevant documents
- interpersonal skills to support others to raise WHS issues
- literacy and verbal skills to consult on, present and progress WHS issues.

### Required knowledge

- organisational WHS policies, procedures, processes and systems
- relevant commonwealth and state or territory WHS Acts, regulations, codes of practice, standards and guidance material, and other relevant publications
- roles and responsibilities of WHS personnel
- workplace information management procedures, processes and systems
- workplace procedures, communication channels and methods for information sourcing and sharing.

## 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.*

<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>• taking appropriate actions to remove barriers to communication and consultation processes</li><li>• supporting others to raise relevant WHS issues</li><li>• knowledge of relevant WHS Acts, regulations, codes of practice, standards, policies and procedures.</li></ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"><li>• 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 Acts, regulations, codes of practice, licensing requirements and standards</li></ul></li><li>• relevant internal and external WHS data files</li><li>• appropriate office equipment and resources.</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>• demonstration of applying WHS legislation when consulting with people in the workplace on WHS issues</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 roles and responsibilities of WHS personnel</li><li>• review of records of meeting where WHS issues are raised and discussed</li><li>• evaluation of communication with others about the</li></ul>

	outcomes of WHS issues raised.
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"><li>• other BSB07 WHS units.</li></ul>

## 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>WHS consultation and participation processes</b> may include:</p>	<ul style="list-style-type: none"> <li>• arrangements to meet workplace consultation obligations specified in relevant commonwealth and state or territory WHS legislation, including: <ul style="list-style-type: none"> <li>• WHS and other consultative and planning committees</li> <li>• health and safety representatives</li> <li>• worker, supervisor, person conducting business or undertaking (PCBU) or their officer's involvement in WHS activities, such as inspections and audits</li> <li>• procedures for reporting hazards, raising awareness and addressing WHS issues</li> <li>• worker and work team meetings</li> </ul> </li> <li>• formal and informal processes in place for the exchange of information and views on WHS hazards, risks and risk controls</li> <li>• informing workers and other stakeholders of WHS matters</li> <li>• seeking input and offering the opportunity for stakeholders to participate in decisions that may impact on WHS.</li> </ul>
<p><b>Barriers</b> to consultation may include:</p>	<ul style="list-style-type: none"> <li>• contractual arrangements</li> <li>• cultural differences arising from ethnic diversity</li> <li>• discriminatory, coercive and misleading conduct</li> <li>• geographic dispersal of workers</li> <li>• inadequate access to technology or information</li> <li>• ineffective dispute-resolution procedures and processes</li> <li>• lack of a systematic approach to managing WHS</li> <li>• lack of support from key management personnel</li> <li>• language, literacy and numeracy levels of the workforce</li> <li>• remote locations or work sites</li> <li>• shift work and rostering arrangements</li> <li>• specific needs of workers not addressed</li> </ul>

	<ul style="list-style-type: none"> <li>• timing of information provision</li> <li>• unrealistic timeframes</li> <li>• worker disabilities</li> <li>• workplace culture related to WHS</li> <li>• workplace organisational structures.</li> </ul>
<b>Individuals and parties</b> may include:	<ul style="list-style-type: none"> <li>• contractors and subcontractors</li> <li>• duty holders as specified in WHS Acts: <ul style="list-style-type: none"> <li>• PCBUs or their officers</li> <li>• workers</li> <li>• other persons at a workplace</li> </ul> </li> <li>• health and safety committees</li> <li>• health and safety representatives</li> <li>• self</li> <li>• unions</li> <li>• WHS entry permit holders</li> <li>• WHS inspectors</li> <li>• WHS regulators.</li> </ul>
<b>Sources of WHS information</b> may include:	<ul style="list-style-type: none"> <li>• audits</li> <li>• Australian and international standards</li> <li>• first aid records</li> <li>• hazard, incident and investigation reports</li> <li>• industry bodies and groups</li> <li>• legislation, standards, manufacturer manuals and specifications available at the workplace</li> <li>• minutes of meetings from incident investigations</li> <li>• other manufacturer manuals and specifications</li> <li>• regulatory authorities (for Acts, regulations and codes of practice)</li> <li>• reports</li> <li>• safety data sheets (SDS) and registers</li> <li>• unions</li> <li>• websites, journals and newsletters</li> <li>• WHS professional bodies</li> <li>• WHS specialists</li> <li>• workplace inspections.</li> </ul>
<b>Tools and techniques</b> may include:	<ul style="list-style-type: none"> <li>• examination of relevant information</li> <li>• formal or informal meetings</li> <li>• hazard identification checklists</li> <li>• interviews with workers</li> <li>• job and systems analysis</li> <li>• plant and equipment maintenance records</li> </ul>



	<ul style="list-style-type: none"><li>• reviews of:<ul style="list-style-type: none"><li>• investigation reports</li><li>• registers of hazardous chemicals and dangerous goods</li><li>• reported hazards and incidents</li><li>• WHS records</li></ul></li><li>• SDS</li><li>• surveys and suggestion boxes</li><li>• worker concerns communicated through a hazard reporting system</li><li>• workplace processes, such as walk-through inspections and surveys.</li></ul>
<i>Communication methods</i> may include:	<ul style="list-style-type: none"><li>• audit and inspection records</li><li>• emails, memos and other agreed forms of communication</li><li>• individual and team meetings</li><li>• noticeboards</li><li>• presentations</li><li>• risk registers</li><li>• signs</li><li>• using interpreters and translators</li><li>• verbal briefings.</li></ul>

## Unit Sector(s)

Regulation, Licensing and Risk – Work Health and Safety