



Australian Government

BSBWHS305A Contribute to WHS issue resolution

Release 1

BSBWHS305A Contribute to WHS issue resolution

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 BSBOHS305B Contribute to OHS issue resolution.</p>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to contribute to the resolution of work health and safety (WHS) issues in the workplace.

Application of the Unit

This unit applies to individuals who contribute to the resolution of WHS issues in the workplace as part of their WHS responsibilities, which are in addition to their main duties.

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. Prepare to contribute to the resolution of WHS issues	<p>1.1 Identify relevant parts of WHS Acts, regulations, codes of practice, and workplace policies and procedures that apply to the WHS issue-resolution process</p> <p>1.2 Identify <i>possible participants</i> in the WHS issue-resolution process and their legal rights, duties and responsibilities</p> <p>1.3 Identify, clarify and record WHS issues and communicate and discuss these issues with other participants as appropriate</p> <p>1.4 Provide <i>support and advice</i> to workers about <i>issue-resolution tools, techniques and strategies</i> that can be used to resolve WHS issues</p> <p>1.5 Make <i>other preparations</i> as necessary</p>
2. Progress the resolution of WHS issues	<p>2.1 Participate in the issue-resolution process</p> <p>2.2 Provide support and advice to participants as appropriate according to workplace procedures and processes</p> <p>2.3 Contact <i>external participants</i> to help progress issue-resolution processes when appropriate</p>
3. Effectively communicate outcomes of WHS issue-resolution process	<p>3.1 Select the best <i>means to communicate the results</i> of the issue-resolution process to participants</p> <p>3.2 Disseminate results of the issue-resolution process to all participants</p> <p>3.2 Contribute to keeping <i>records of WHS issue-resolution processes</i> and outcomes</p>

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - consult on and present WHS issues to people from a range of backgrounds and with a range of abilities
 - contribute effectively to formal and informal WHS meetings
- information-management skills to store and retrieve relevant documents
- organisational and time-management skills to run efficient and effective meetings
- presentation and facilitation skills to represent worker views on WHS issues
- problem solving skills specific to issue resolution.

Required knowledge

- internal and external sources of WHS information and data, and how to access them
- legislative requirements for WHS issue resolution, information provision, data collection, consultation and reporting
- organisational policies and procedures for WHS agreements and issue resolution
- relevant commonwealth and state or territory WHS Acts, regulations, codes of practice, standards and guidance material, and other relevant publications
- roles and responsibilities of individuals and parties under WHS legislation
- types of issue-resolution tools, techniques and strategies.

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	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> effectively using a range of issue-resolution tools, techniques and strategies accurate recordkeeping knowledge of relevant commonwealth and state or territory WHS Acts, regulations, codes of practice, standards and guidance material.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> relevant information on compliance requirements, such as: <ul style="list-style-type: none"> organisational policies, standard operating procedures, procedures and plans relevant Acts, regulations, codes of practice, licensing requirements and standards relevant internal and external information appropriate computer resources needed to identify and rectify breaches in compliance requirements.
Method of assessment	<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"> analysis of responses to case studies and scenarios assessment of documentation completed when contributing to WHS issue resolution demonstration of applying issue-resolution techniques direct questioning combined with review of portfolios of evidence and third-party reports of on-the-job performance by the candidate oral or written questioning to assess knowledge of types of issue-resolution tools, techniques and strategies

	<ul style="list-style-type: none">• review of records of WHS issue-resolution processes and outcomes.
Guidance information for assessment	<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">• other BSB07 WHS units.

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.

<i>Possible participants</i> may include:	<ul style="list-style-type: none"> • contractors and subcontractors • duty holders as specified in WHS Acts: <ul style="list-style-type: none"> • persons conducting businesses or undertakings (PCBUs) or their officers • workers • other persons at a workplace • health and safety committees • health and safety representatives • self • unions • WHS entry permit holders • WHS inspectors • WHS regulators.
<i>Support and advice</i> may include:	<ul style="list-style-type: none"> • accompanying workers when investigations are being conducted by PCBUs or their officers, or external investigators • engaging the advice of: <ul style="list-style-type: none"> • external consultants • WHS specialists • health and safety representatives • unions • workplace assessors with experience in language or disability issues • explaining the results of inspections to workers, health and safety committees, and/or health and safety representatives • holding formal meetings with relevant others • holding informal discussions with relevant others • interpreting information about WHS inspections for relevant others • providing written summaries, letters, emails, minutes and reports on issue resolution, action plans and outcomes.
<i>Issue-resolution tools, techniques</i>	<ul style="list-style-type: none"> • anticipating possible outcomes of issue-resolution

<i>and strategies</i> may include:	<p>meetings</p> <ul style="list-style-type: none"> • considering what other parties perceive to be the issues, problems and goals requiring resolution • contributing to identifying appropriate mediation processes and personnel if required • establishing wants and needs from the issue-resolution process • gathering information about the decision-making authority of people involved in the issue-resolution process • gathering knowledge and conducting research to clearly define the issues, problems and goals of issue-resolution meetings • recording facts about issues • tabling proposals and solutions at issue-resolution meetings • using active listening and responding techniques during issue-resolution meetings • working out areas of agreement with parties participating in the issue-resolution process.
<i>Other preparations</i> may include:	<ul style="list-style-type: none"> • considering the expected response of other parties to proposals • contributing to the development of an alternative proposal • contributing to the selection of tactics, tools and approaches to be used in issue resolution • determining desired outcomes of the issue-resolution process • determining with whom issues should be raised • following policy processes • formulating a proposal to achieve a desired outcome • gathering information on WHS issues • preparing the physical environment in which issue-resolution meetings will take place • reading supporting documentation associated with the WHS issues.
<i>External participants</i> may include:	<ul style="list-style-type: none"> • dispute-resolution commissions • unions • WHS inspectors • WHS regulators.
<i>Means to communicate the results</i> may include:	<ul style="list-style-type: none"> • giving presentations • participating in individual and team meetings • presenting issue-resolution findings to the health

	<ul style="list-style-type: none">and safety committee• providing written summaries, letters, emails, memos, minutes and reports• using interpreters and translators.
<i>Records of WHS issue-resolution processes</i> may include:	<ul style="list-style-type: none">• audit and inspection records• meeting minutes• risk registers• written summaries, letters, emails, minutes and reports on issue-resolution action plans.

Unit Sector(s)

Regulation, Licensing and Risk – Work Health and Safety