Australian Government

BSBWHS403A Contribute to implementing and maintaining WHS consultation and participation processes

Release 1

INDUSTRY
SKILLS
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Modification History

Release	Comments
Release 1	This Unit first released with *BSB07 Business Training Package version 7.0.* Replaces and is equivalent to BSBOHS402B Contribute to the implementation of the OHS consultation process.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to contribute to the implementation and maintenance of work health and safety (WHS) consultation and participation processes in the workplace as part of a systematic approach to managing WHS.

Application of the Unit

This unit applies to individuals who contribute to the implementation of WHS consultation and participation processes as part of their WHS supervisory responsibilities.

The unit applies to people who work in a broad range of WHS roles across all industries.

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
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. Identify individuals and parties involved in WHS consultation and participation processes	1.1 Apply knowledge of relevant parts of WHS Acts, regulations, codes of practice, policies and procedures to identify *individuals and parties* with roles, duties, rights and responsibilities regarding WHS consultation and participation
	1.2 Identify what these roles, duties, rights and responsibilities are and, in line with own job role and work area, communicate this information to individuals and parties
	1.3 Identify roles, duties, rights and responsibilities as they apply to own job role and work area
2. Contribute to WHS consultation and participation processes	2.1 Identify workplace *WHS consultation and participation processes*
	2.2 Contribute to setting up and running these processes, appropriate to own job role and work area
	2.3 Implement and communicate to individuals and parties what these processes are and promote and support the participation of individuals and parties, appropriate to own job role and work area
3. Contribute to processes for communicating and sharing WHS information and data	3.1 Identify consultation and participation processes for communicating and sharing *WHS information and data*
	3.2 Contribute to and participate in these processes appropriate to own job role and work area
4. Contribute to identifying and meeting training requirements for effective WHS consultation and participation	4.1 Identify *training requirements* for individuals and parties necessary for effective WHS consultation and participation
	4.2 Contribute to the delivery of required training, appropriate to own job role and work area
5. Contribute to improving WHS consultation and participation processes	5.1 Contribute to the identification and assessment of *barriers* to the implementation and effectiveness of WHS consultation and participation processes
	5.2 Contribute to the development, implementation and evaluation of *measures* to remove these barriers

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 technology skills to use a range of software and communication media
- interpersonal skills to establish and build relationships
- literacy skills to:
    - read and interpret Acts, regulations, codes of practice, policies and procedures
    - communicate verbally and in writing with a range of target groups, including health and safety committees, health and safety representatives, managers, supervisors, and persons conducting businesses or undertakings (PCBUs) or their officers
- organisational and time-management skills to sequence tasks, meet timelines and run efficient and effective meetings
- research skills to obtain internal and external WHS information and data.

Required knowledge

- barriers to the implementation and effectiveness of WHS consultation and participation processes and strategies to remove them
- commonwealth and state or territory WHS Acts, regulations, codes of practice, standards and guidance material, and policies relating to WHS consultation and participation, including the specified roles, duties, rights and responsibilities of individuals and parties
- internal and external sources of WHS information and data, and how to access them
- organisational WHS policies, procedures, processes and systems
- training requirements for individuals and parties necessary for effective WHS.

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 following is essential: • making sure all individuals and parties are included in WHS consultation and participation processes • implementing a range of strategies to support their involvement in, and remove any barriers to, WHS consultation and participation processes • knowledge of relevant commonwealth and state or territory WHS Acts, regulations, codes of practice and standards.
Context of and specific resources for assessment	Assessment must ensure access to: • office equipment and resources • relevant Acts, regulations, codes of practice, standards and guidelines • workplace documentation and personnel.
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: • analysis of responses to case studies and scenarios • demonstration of techniques used to manage WHS consultation and participation in the workplace • direct questioning combined with review of portfolios of evidence and third-party reports of on-the-job performance by the candidate • observation of implementation of consultative techniques • observation of presentations • oral or written questioning to assess knowledge of communication strategies used to communicate with people at all levels of the organisation • review of recommendations made to address barriers to people raising WHS issues or requesting information and data

	• evaluation of support and advice provided to people involved in WHS consultative arrangements.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBWHS402A Assist with compliance with WHS laws • BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control • BSBWHS405A Contribute to implementing and maintaining WHS management systems • BSBWHS406A Assist with responding to incidents.

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.

Individuals and parties may include:	• contractors and subcontractors
	• customers
	• duty holders as specified in WHS Acts:
	   • PCBUs or their officers
	   • workers
	   • other persons at a workplace
	• health and safety committees
	• health and safety representatives
	• suppliers
	• unions
	• WHS entry permit holders
	• WHS inspectors
	• WHS regulators.

WHS consultation and participation processes may include:	• health and safety committees • health and safety representatives, and other worker representatives • other consultative and planning committees • procedures for reporting hazards, and raising and addressing WHS issues • worker, manager, supervisor, PCBU or their officer's involvement in WHS activities, such as inspections and audits • worker and work team meetings.
WHS information and data may include:	• access to training information and data • hazards that exist in the workplace • manufacturer manuals and specifications • rights and responsibilities • risk assessments • risk-control strategies • safe work procedures • WHS consultation and participation processes • WHS Acts, regulations, codes of practice and guidelines • workplace WHS policies and procedures.

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Training requirements may include:	• health and safety representative training • manager, supervisor, and PCBU or their officer WHS training • how to use computers to access WHS information and data.
Barriers may include:	• contractual arrangements • discriminatory, coercive and misleading conduct • language, literacy and numeracy levels of the workforce • ineffective dispute-resolution procedures and processes • location of separate work sites • shift work and rostering arrangements • specific needs of workers • timing of information and data provision • workplace culture related to WHS • workplace organisational structures.
Measures to remove these barriers may include:	• access to intranet systems • effective dispute-resolution procedures and processes • hazard alerts • health and safety committees • informal discussions with workers • input to safety audits, and hazard identification and risk-assessment processes • meetings with worker representatives and with health and safety representatives • suggestion boxes and processes • surveys and checklists • toolbox meetings • worker meetings.

Unit Sector(s)

Regulation, Licensing and Risk – Work Health and Safety

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