Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM5018A Ensure a safe workplace in the property industry

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CPPDSM5018A Ensure a safe workplace in the property industry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to establish, maintain and evaluate an organisation's OHS system and procedures to ensure own safety and that of others in the workplace. It requires the ability to identify and control workplace risks and hazards, and communicate workplace safety requirements.
	The unit has been contextualised and is based on Generic Competency 'C' in the National Guidelines for Integrating OHS Competencies into National Industry Competency Standards.
	The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Application of the Unit

Application of the unit	This unit of competency supports the work of those involved in establishing, maintaining and evaluating an organisation's OHS system and procedures to ensure own safety and that of others in the workplace.

Licensing/Regulatory Information

Refer to Unit Descriptor

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Pre-Requisites

Prerequisite units   Nil

Employability Skills Information

Employability skills   The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where *bold italicised* text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish and maintain OHS framework.	1.1 *OHS framework* is developed that clearly expresses the organisation's commitment to implement relevant *OHS legislation* within the organisation.
	1.2 OHS *roles and responsibilities* for all workplace personnel are defined to allow implementation of *OHS policies*, *procedures and programs*.
	1.3 Financial and human resources for the effective operation of OHS system are identified, sought and provided in a timely manner.
	1.4 Information on OHS system and its operational procedures is provided and explained to employees in an accessible form.
2 Establish and maintain participative arrangements.	2.1 *Consultative processes* are established and maintained with employees and their representatives according to relevant OHS legislation.
	2.2 Issues arising from participation and consultation are resolved promptly and effectively according to procedures for issue resolution.
	2.3 Workplace safety *information* collected through participative arrangements is provided to employees in line with organisational procedures.
3 Establish and maintain procedures for identifying hazards, and assessing and controlling risks.	3.1 Procedures for ongoing *hazard identification* and assessment and control of associated risks are developed.
	3.2 Hazard identification is addressed at the planning, design and evaluation stages of change in the workplace to ensure that new hazards are not created by proposed changes.
	3.3 *Procedures for selecting and implementing risk control measures* according to the hierarchy of control are developed and maintained.
	3.4 Inadequacies in existing risk control measures are identified according to the hierarchy of control, and resources enabling implementation of new measures are provided promptly.
4 Review system effectiveness.	4.1 OHS induction and *training program* is developed and provided for all employees as part of the organisation's general training program.
	4.2 System for *OHS record keeping* is established and maintained to allow identification of patterns of occupational injury in the organisation.

ELEMENT	PERFORMANCE CRITERIA
	4.3 Measurement and evaluation of OHS system is undertaken in line with the organisation's quality system framework.
	4.4 Improvements to OHS system are developed and implemented to achieve organisational OHS objectives.
	4.5 Compliance with OHS legislative framework is assessed to ensure that legal OHS standards are maintained as a minimum.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- analytical skills to identify and assess risks in the work area and assess resources required to apply risk control measures
- application skills to follow safe operating practices and procedures when using tools and equipment, and comply with ergonomic and environmental protection requirements
- coaching and mentoring skills to provide support to colleagues
- communication skills to follow and give written and verbal instructions and clearly explain information on OHS issues
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- evaluation skills to identify potential or existing risks and hazards in the workplace, identify inadequacies in risk control measures and determine OHS training requirements of the work group
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- problem solving skills to analyse entire work environment in area of responsibility in order to identify hazards, assess risks and judge when intervention to control risks is necessary.

Required knowledge and understanding:

- detailed knowledge of workforce characteristics and how they impact on the design and maintenance of OHS
- hierarchy of control: preferred order of risk control measures from most to least preferred; that is, elimination of risk, substitution, engineering controls, administrative controls and personal protective equipment

REQUIRED SKILLS AND KNOWLEDGE

- identification of intervention points for expert OHS advice
- legal responsibilities of employers, manufacturers, suppliers, employees and other parties
- literacy levels and communication skills of work group members and consequent suitable communication techniques
- principles and practice of effective OHS management in a small, medium or large business
- principles and techniques associated with modelling safe work practices, hazard identification and risk management
- regulatory compliance arrangements
- relevant federal and state or territory legislation and local government regulations related to:
  - anti-discrimination
  - consumer protection
  - environmental issues
  - equal employment opportunity (EEO)
  - financial probity
  - franchise and business structures
  - industrial relations
  - OHS
  - privacy
  - property sales, leasing and management.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment	This unit of competency could be assessed through practical demonstration of establishing, maintaining and evaluating an organisation's OHS system and procedures to ensure own safety and that of others in the workplace. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This

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assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of: • establishing and maintaining an OHS management system • identifying when expert advice is needed, obtaining advice and acting on it promptly • implementing relevant OHS Acts, regulations and codes of practice within area of responsibility • knowledge of organisation's practices, ethical standards and legislative requirements associated with establishing, maintaining and evaluating an organisation's OHS system and procedures to ensure own safety and that of others in the workplace • understanding the principles and practices of effective OHS management.
Context of and specific resources for assessment	Resource implications for assessment include: • access to suitable simulated or real opportunities and resources to demonstrate competence • assessment instruments that may include personal planner and assessment record book • access to a registered provider of assessment services. Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required. Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed. Validity and sufficiency of evidence require that: • competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace • where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence • all assessment that is part of a structured learning

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experience must include a combination of direct, indirect and supplementary evidence

- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

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Range Statement

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 in the performance criteria is detailed below. Add any 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.

OHS framework may include:	• counselling and disciplinary processes
	• designing safe operations and systems of work
	• determining ways OHS will be managed, for example:
	   • designed operations, workflow and materials handling
	   • maintaining plant and equipment
	   • planning or implementing alterations to site, operations, plan or work systems
	   • purchasing materials and equipment
	• mechanisms for obtaining updated information on such things as health effects of hazards, technical developments in risk control and changes to legislation
	• obtaining expert OHS advice as required
	• OHS issue resolution
	• policy development and updating
	• provision of training
	• system for communicating information to employees, supervisors and managers within the enterprise.

OHS legislation may include:	• Australian standards, and quality assurance and certification requirements • issue resolution • maintenance and confidentiality of records of occupational injury and disease • provisions relating to roles and responsibilities of OHS representatives and committees • relevant federal, and state or territory legislation • relevant industry codes of practice • requirements of provision of OHS information and training.
Roles and responsibilities may include:	• advisory • decision making • duty of care • OHS officer.

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OHS policies, ***procedures and programs*** may relate to:	• consultative arrangements for employees • emergency and evacuation procedures • equipment maintenance and use • first aid • hazard and risk identification and reporting • hazard, incident and accident investigation • OHS audits and safety inspections • on-site contractors, visitors and members of public • risk assessment and control measures • safe operating procedures and instructions • transport, use and storage of dangerous goods and hazardous substances • use and maintenance of personal protective equipment.
Consultative processes may include:	• formal and informal meetings, including OHS • health and safety representatives • OHS committees • other committees, for example, consultative, planning and purchasing • suggestions, requests and concerns put forward by employees to management.
Information may be distributed by:	• email communication • internet, intranet and extranet • meetings • memos • newsletters • regular reports.
Hazard identification may occur through activities such as:	• audits and review of audit reports • checking work area and equipment before and during work • consulting with work team members • housekeeping • job and work system assessment • review of OHS records, including registers of hazardous substances and dangerous goods • workplace inspections in area of responsibility.
Procedures for selecting and implementing risk control measures may include:	• compliance with environmental requirements • compliance with ergonomic requirements, including safe lifting and manual handling procedures • correct selection, use, storage and maintenance procedures for personal protective clothing and equipment • emergency, fire and accident procedures

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	• following safe operating procedures
	• hazard, accident and incident reporting procedures
	• regular OHS consultations.
Risk control measures may include:	• measures to remove cause of a risk at its source
	• application of the hierarchy of control:
	• elimination of the risk
	• substitution
	• engineering controls
	• administrative controls
	• personal protective equipment
	• consultation with workers and their representatives.
Training program may include:	• allocation of resources for training, including purchase of training services, and development of staff training skills
	• group discussions and other consciousness-raising techniques
	• handouts, including information sheets
	• induction training
	• ongoing assessment of training needs, relating to such things as:
	• emergencies and evacuations
	• new operations and materials
	• specific equipment use
	• specific hazards
	• specific tasks
	• specific courses.
OHS record keeping system may relate to:	• audit and inspection reports
	• hazardous substances registers
	• manufacturer and supplier information
	• meeting agendas, including items and actions relating to OHS
	• plant and equipment maintenance and testing reports
	• records of induction, instruction and training
	• workers compensation and rehabilitation records
	• workplace environmental monitoring records.

Unit Sector(s)

Unit sector   Property development, sales and management

Competency field

Competency field   Property operations and development