



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSPIM404A Conduct situational workplace assessments**

**Revision Number: 1**

## PSPIM404A Conduct situational workplace assessments

### Modification History

Not applicable.

### Unit Descriptor

#### Unit descriptor

This unit covers situational assessment of the workplace from the viewpoint of suitability for a worker being rehabilitated. This may be initial or ongoing assessment as the injured worker's capacity changes. It includes conducting workplace and job analyses and negotiating work duties.

In practice, conducting situational workplace assessments may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, delivering client services, gathering and analysing information, etc.

This is a new unit of competency, added to the *Injury Management* Competency field of the Training Package in 2004.

### Application of the Unit

Not applicable.

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

Not applicable.

### Employability Skills Information

**Employability skills** This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

#### 1. Conduct workplace and job analyses

- 1.1 Workplace supervisor is consulted to obtain access to the workplace and *information* on work demands and duties
- 1.2 Injured worker's capacity to perform *tasks* is *assessed/clarified* in accordance with current physical ability and medical certification
- 1.3 Workplace environment is assessed in relation to the injured worker's capacity and *expert advice* is obtained if required
- 1.4 Information is gathered regarding the *operation* of the workplace
- 1.5 *Risk assessment* of the work site is conducted in relation to the injured worker including the potential for exacerbating the injury or further injury

#### 2. Negotiate work duties

- 2.1 Liaison is undertaken with the employer and *other parties* to identify *suitable duties, alternative duties* or *job redesign* and a staged return to normal duties whenever necessary
- 2.2 Alternative duties are *analysed* if necessary and recommendations made
- 2.3 Knowledge of safe work practices is applied
- 2.4 The need for modifications to the workplace or the use of adaptive equipment is assessed and recommendations made
- 2.5 Results of workplace assessment are applied to the return to work process in accordance with *legislation, policy and procedures*, taking into account long-term and short-term needs of the injured worker
- 2.6 *Offers* of suitable duties are obtained in writing in accordance with organisational policy and procedures

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

legislation, regulations, policies, procedures and guidelines relating to injury management  
privacy legislation  
freedom of information legislation  
procedures to ensure confidentiality and security of information  
physiology, bio-mechanics and ergonomic principles  
Australian standards relating to workplace assessments  
risk assessment in the context of workplace safety and worker capacity  
safety and ergonomic guidelines  
equal employment opportunity, equity and diversity principles  
public sector legislation such as occupational health and safety and environment in the context of injury management

#### Skill requirements

Look for evidence that confirms skills in:

applying legislation, regulations and policies relating to situational workplace assessments  
assessing workplaces  
liaising and negotiating with employers/supervisors for suitable/alternative duties  
reading and applying complex information such as legislation and regulations  
using communication including establishing rapport with a diverse range of people, engaging the injured worker  
applying results to the return to work process  
responding to diversity, including gender and disability  
applying procedures relating to occupational health and safety and environment in the context of injury management

## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

#### Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*

*Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

PSPETHC401A Uphold and support the values and principles of public service

PSPGOV402B Deliver and monitor service to clients

PSPGOV406B Gather and analyse information

PSPGOV408A Value diversity

PSPGOV422A Apply government processes

PSPLEGN401A Encourage compliance with legislation in the public sector

#### Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

the knowledge requirements of this unit

the skill requirements of this unit

application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)

situational workplace assessments conducted in a range of (3 or more) contexts (or occasions, over time)

#### Resources required to carry out assessment

These resources include:

legislation, policy, procedures and protocols relating to injury management

case studies and workplace scenarios to capture the range of situations likely to be encountered when conducting situational workplace assessments

#### Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal

## EVIDENCE GUIDE

work practice and replicates the range of conditions likely to be encountered when conducting situational workplace assessments, including coping with difficulties, irregularities and breakdowns in routine

- situational workplace assessments conducted in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

people with disabilities

people from culturally and linguistically diverse backgrounds

Aboriginal and Torres Strait Islander people

women

young people

older people

people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

case studies

portfolios

projects

questioning

scenarios

simulation or role plays

authenticated evidence from the workplace and/or training courses

### **For consistency of assessment**

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

## Range Statement

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

<i>Information may include</i>	<ul style="list-style-type: none"> <li>personnel in the workplace</li> <li>workplace dynamics</li> <li>type of industry/production</li> <li>external demands on employer</li> <li>access requirements</li> <li>safety</li> <li>security</li> <li>support for rehabilitation/return to work activities</li> </ul>
<i>Tasks may include</i>	<ul style="list-style-type: none"> <li>physical</li> <li>environmental</li> <li>cognitive demands</li> </ul>
<i>Assessment of worker's capacity may include</i>	<ul style="list-style-type: none"> <li>clinical observation</li> <li>analytical and professional judgment</li> </ul>
<i>Clarification of injured worker's capacity may include</i>	<ul style="list-style-type: none"> <li>• functional capacity evaluation</li> <li>• independent medical examination</li> <li>• vocational assessment</li> <li>• support counselling</li> <li>• vocational counselling</li> <li>• referral for external assistance</li> </ul>
<i>Expert advice may be obtained from</i>	<ul style="list-style-type: none"> <li>professionals such as:</li> <li>occupational health and safety experts</li> <li>ergonomist</li> <li>physiotherapist</li> <li>occupational therapist</li> <li>psychologist</li> </ul>

**RANGE STATEMENT**

<i>Operation of the workplace may include</i>	<p>hours of work</p> <p>normal shifts</p> <p>rosters</p> <p>designated work breaks</p>
<i>Risk assessment is undertaken in terms of</i>	<p>workplace safety</p> <p>capacity of worker</p> <p>ergonomic set up</p>
<i>Other parties may include</i>	<p>worker</p> <p>manager</p> <p>treating doctor</p> <p>physiotherapist</p> <p>occupational therapist</p> <p>psychologist</p>
<i>Suitable duties may include</i>	<ul style="list-style-type: none"> <li>• same duties with same employer</li> <li>• alternative duties with same employer</li> <li>• same duties with different employer</li> <li>• different duties with a different employer</li> <li>• new or alternative funded position</li> <li>• modified duties/environment</li> </ul>
<i>Alternative duties may be</i>	<p>required if usual duties/placement are inappropriate</p> <p>short-term to assist recovery and return to work</p> <p>long-term if retraining is required</p> <p>subject of a vocational assessment</p>
<i>Job redesign is</i>	<p>the process of modifying or redesigning the job to the injured person's physical, functional, cognitive or psychological abilities</p> <p>applicable for workers with:</p> <p>acquired brain impairment</p> <p>spinal chord injuries</p> <p>post traumatic stress disorder</p> <p>hearing impairment</p> <p>visual impairment</p>
<i>Analysis of suitable duties</i>	<p>the nature of the worker's incapacity</p>



## RANGE STATEMENT

### *may include*

details of physical restrictions given in the medical certificate supplied by the treating doctor

the worker's age, education, skills and work experience

the worker's pre-injury employment

where the worker lives

the provisions of any injury management plan for the worker

any suitable employment for which the worker has received training

the length of time the worker has been seeking suitable employment

Suitable duties should be productive and meaningful, not demeaning to the worker and must be leading to the long-term return to work goal

### *Legislation, policy and procedures may include*

- workers rehabilitation/compensation legislation
- allied legislation such as occupational health and safety legislation, regulations and associated standards

privacy legislation

legislation and standards to ensure confidentiality and security of information

- occupation health/occupational therapy guidelines for manual handling
- work demands for functional capacity evaluation
- DSM IV (psychological tool from USA)
- organisation policy, particularly human resources policy in the areas of redeployment and recruitment
- industrial awards, different classification levels and merit principles
- performance standards
- rehabilitation and return to work manual
- claims management manual
- public sector legislation and standards
- codes of conduct
- codes of ethics

### *Offers of suitable duties should include*

- list of duties to be performed
- working hours
- physical/medical restrictions

## **Unit Sector(s)**

Not applicable.

## **Competency field**

**Competency field**            Injury Management