



Australian Government

SITXWHS101 Participate in safe work practices

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITXOHS001B Follow health, safety and security procedures. Title changed to better reflect the intent and content of the unit. Re-worked Required Skills and Knowledge to more fully articulate content.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into all workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety management practices.

Application of the Unit

This unit applies to all tourism, travel, hospitality and event sectors and to any small, medium or large organisation.

All personnel at all levels use this skill in the workplace during the course of their daily activities.

Licensing/Regulatory Information

The unit incorporates the requirement for all employees, under state and territory Occupational Health and Safety (OHS) or Work Health and Safety (WHS) legislation, to participate in the management of their own health and safety, that of their colleagues and anyone else in the workplace. They must cooperate with their employer and follow practices to ensure safety at work.

No occupational licensing 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

Elements and 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.

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|--|---|
| 1. Work safely. | <ul style="list-style-type: none"> 1.1 Follow organisational <i>health and safety procedures</i>. 1.2 Incorporate <i>safe work practices</i> into all workplace activities. 1.3 Follow safety directions of supervisors, managers and workplace safety warning signs. 1.4 Use personal protective equipment and clothing. 1.5 Promptly report unsafe work practices, <i>issues and breaches of health, safety and security procedures</i>. 1.6 Identify and remove hazards from immediate <i>workplace</i> area and report all workplace hazards as they arise. |
| 2. Follow procedures for emergency situations. | <ul style="list-style-type: none"> 2.1 Recognise emergency and potential <i>emergency situations</i>. 2.2 Follow organisational <i>security and emergency procedures</i>. 2.3 Seek assistance from colleagues or authorities. 2.4 Complete emergency incident reports accurately, following organisational procedures. |
| 3. Participate in organisational work health and safety practices. | <ul style="list-style-type: none"> 3.1 <i>Participate in work health and safety management practices</i> developed by the organisation to ensure a safe workplace. 3.2 Actively participate in the work health and safety <i>consultation processes</i>. 3.3 Report work health and safety issues and concerns as they arise. |

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - participate in consultation processes
 - report and explain hazards
- literacy skills to:
 - read and interpret workplace safety signs, procedures and emergency evacuation plans
 - complete basic template reports about hazards and emergency incidents
- problem-solving skills to:
 - identify and report hazards
 - identify security and emergency issues.

Required knowledge

- basic aspects of the relevant state or territory OHS or WHS legislation. This would include:
 - actions that must be adhered to by businesses
 - employer responsibilities
 - employee responsibilities to participate in work health and safety practices
 - employee responsibility to ensure safety of self, other workers and other people in the workplace
 - ramifications of failure to observe OHS or WHS legislation and organisational policies and procedures
- for the specific industry sector and organisation:
 - workplace hazards and associated health, safety and security risks
 - contents of health, safety and security procedures
 - format and use of template reports for hazards and emergency incidents
 - safe work practices for individual job roles.

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 ability to:

- integrate the use of predetermined health, safety and security procedures and safe work practices with day-to-day work functions
- participate in consultation activities
- integrate, into daily work activities, knowledge of the basic aspects of OHS or WHS legislation and the ramifications of disregarding this.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event industry environment where safe working practices must be maintained
- current plain English regulatory documents distributed by the local work health and safety government regulator
- codes of practice and standards issued by government regulators or industry groups
- work health and safety information and business management manuals issued by industry associations or commercial publishers
- current commercial policies, procedures and template documents used for the management of work health and safety practices.

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:

- direct observation of the individual:
 - explaining workplace safety or emergency procedures to a colleague or customer
 - using safe work practices during an integrated assessment of operative functions, such as cleaning and tidying bars, guiding tours, setting up events, selling products in an office
- use of simulated activities to assess participation in:
 - emergency evacuations
 - consultation meetings
 - hazard identification
- use of problem-solving exercises to assess the individual's ability to respond to hazards
- written or oral questioning to assess knowledge of:
 - OHS or WHS law and the employee responsibilities for workplace safety and security
 - personal protective equipment and clothing appropriate for particular jobs and situations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS103 Prepare rooms for guests
- SITHASC201 Cook simple Asian dishes
- SITHCCC201 Cook simple dishes
- SITHCCC202 Prepare and present food
- SITTGDE401 Coordinate and operate tours
- SITTTOP301 Load touring equipment
- SITTTOP402 Set up and operate a camp site
- SITTTSL305 Process reservations
- SITTVAF303 Tow and site recreational vehicles
- SITXINV201 Receive and store stock
- SITXWHS301 Identify hazards, assess and control safety risks.

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.

Health and safety procedures may cover:

- consultation
- emergencies
- handling chemicals and hazardous substances
- hazard identification and reporting
- incident and accident reporting
- safe work practices.

Safe work practices may include:

- clearing hazards from immediate work area
- following the direction of:
 - safety signage
 - supervisors
 - managers
- handling chemicals, poisons and dangerous materials safely
- operating beverage dispensing systems, taking account of the dangers associated with inert gases
- taking short breaks away from stressful situations involving difficult colleagues and customers
- taking designated breaks and rotating tasks
- using:
 - equipment designed to assist with or replace manual handling
 - ergonomically sound furniture and workstations
 - personal protective equipment and clothing
 - safe manual handling techniques for shifting heavy items
 - safe posture and movements, including sitting, standing and bending
 - working with knives and hot equipment to avoid injury.

Issues and breaches of health, safety and security procedures may involve:

- being asked to participate in unsafe work practices
- failing to replace unsafe damaged property or fittings
- ignoring the direction of:
 - safety signage
 - supervisors

- managers
- lack of:
 - required safety signage
 - training in health and safety procedures
 - training in safe work practices
- seeing others using unsafe work practices
- using broken or malfunctioning equipment.
- any tourism, travel, hospitality or event environment, such as:
 - heritage venues
 - holiday parks and resorts
 - hotels, motels
 - clubs
 - event, meeting and exhibition venues
 - restaurants
 - retail outlets
 - retail travel agencies
 - office environment for tour operators, event organisers, tour wholesalers
- any location where a tour is delivered, for example:
 - onboard a coach or cruise vessel
 - a tourist precinct where walking tours are operated
 - in a national park.

Emergency situations may include:

- accidents
- bomb threats
- natural events, e.g. earthquakes, floods, electrical storms
- chemical leak or spill
- fires
- illness
- irrational customers
- power failure
- suspicious behaviour of staff or other people in the workplace
- robberies or armed hold-ups.
- evacuation of staff and customers
- security management of:
 - cash
 - documents
 - equipment

Security and emergency procedures may cover:

Participation in work health and safety management practices may involve:

- keys
- people.
- participating in:
 - consultation
 - hazard identification
 - work health and safety induction training
 - safe work practice training
- suggesting inclusions for work health and safety policies and procedures.

Consultation processes may involve:

- a diary, whiteboard or suggestion box used by staff to report issues of concern
- discussions with and reports to formal work health and safety representatives and committee members
- formal meetings with agendas, minutes and action plans
- informal meetings with notes
- work health and safety discussions with supervisors and managers during the course of each business day
- regular staff meetings that involve work health and safety discussions
- special staff meetings or workshops to specifically address work health and safety issues
- surveys or questionnaires that invite staff feedback on work health and safety issues.

Unit Sector(s)

Cross-Sector

Competency Field

Work Health and Safety