



Australian Government

BSBWHS304 Participate effectively in WHS communication and consultation processes

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to participate in work health and safety (WHS) communication and consultation processes.

It applies to individuals who participate in WHS communication and consultation processes as part of their work health and safety 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.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Contribute to establishing and running WHS consultation and participation processes	1.1 Apply knowledge of WHS Acts, regulations, codes of practice, policies and procedures to contribute to the development and running of WHS consultation and participation processes 1.2 Identify and communicate barriers to effective WHS consultation and participation processes

ELEMENT	PERFORMANCE CRITERIA
	1.3 Contribute to removing these barriers 1.4 Identify, record and communicate to others, the duties, rights and responsibilities of individuals and parties in the consultation process
2. Raise WHS issues with others	2.1 Raise relevant WHS issues in meetings and support others to do this 2.2 Record and communicate WHS discussions and their outcomes in accordance with workplace procedures 2.3 Effectively follow up the outcomes of meetings as appropriate 2.4 Communicate outcomes of these meetings to others
3. Contribute to obtaining and communicating information about WHS issues	3.1 Identify sources of WHS information 3.2 Use tools and techniques to locate and obtain WHS information 3.3 Communicate relevant WHS information to others using appropriate communication methods

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.4, 3.1, 3.2	Interprets a range of textual information to determine regulatory and procedural requirements and necessary actions
Writing	1.2, 1.4, 2.2, 2.4, 3.3	Records key information in a sequential manner using required format, correct grammar and industry specific vocabulary
Oral Communication	1.2, 1.4, 2.1, 2.2, 2.4, 3.3	- Present information using language and non-verbal features appropriate to audience - Uses questioning and listening techniques to obtain feedback from others and resolve issues
Navigate the world of work	1.1, 2.2	Follows policies, procedures and legislative requirements relevant to own role
Interact with others	1.1, 1.4, 2.1, 2.2, 2.4, 3.3	Selects and uses appropriate conventions and protocols when communicating with others in a range of work contexts

		• Uses appropriate interpersonal skills to encourage contributions and elicit ideas from others
Get the work done	1.1-1.4, 2.1, 2.3, 3.1-3.3	• Sequences and schedules activities, monitors implementation and manages relevant communication • Identifies barriers to consultation and applies problem solving processes to determine possible solutions • Uses the main features and functions of digital tools to access information or communicate effectively

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBWHS304 Participate effectively in WHS communication and consultation processes	BSBWHS304A Participate effectively in WHS communication and consultation processes	Updated to meet Standards for Training Packages Minor edits to clarify intent of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS304 Participate effectively in WHS communication and consultation processes

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Revision 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- participate in work health and safety (WHS) communication and consultation processes, including communicating WHS information to others
- raise WHS issues in meetings and follow up on outcomes
- take appropriate actions to remove barriers to communication and consultation processes
- support others to raise relevant WHS issues.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the purpose of organisational WHS policies, procedures, processes and systems
- outline the key requirements of relevant commonwealth and state/territory WHS Acts, regulations, codes of practice, standards and guidance material, and other relevant publications
- describe potential barriers to WHS consultation processes and how the barriers may be overcome
- explain the roles and responsibilities of WHS personnel
- describe how the consultation process influences and is related to workplace information management procedures, processes and systems
- describe methods to engage others with workplace procedures, and information sourcing and sharing.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals carrying out work health and safety duties in the workplace and include access to:

- organisational policies, standard operating procedures, procedures and plans with information on compliance requirements
- relevant Acts, regulations, codes of practice, licensing requirements, standards
- relevant WHS data files
- appropriate office equipment and resources.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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