



Australian Government

BSBWHS309 Contribute effectively to 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 5.0.

Application

This unit describes the skills and knowledge required to contribute to work health and safety (WHS) communication and consultation in the workplace. It involves communicating WHS information to required personnel, and taking appropriate follow-up action to assist in ensuring that communication and consultation processes are effective and conducive to others in the workplace who raise WHS issues.

The unit applies to those who contribute to WHS communication and consultation as part of their work health and safety responsibilities, which are in addition to their main duties.

NOTES

1. 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 *model WHS laws* have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.
2. The *model WHS laws* include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

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

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

ELEMENTS	PERFORMANCE CRITERIA
1. Participate in establishing consultation processes	1.1 Contribute to selecting WHS consultation and communication methods aligned to organisational policies and procedures, and compliant with WHS legislative requirements 1.2 Identify and record key stakeholders according to WHS laws and related documentation 1.3 Research and collate information on organisational WHS obligations relating to communication and consultation with required personnel 1.4 Assist with any required revisions to consultation and communication methods according to organisational policies and procedures 1.5 Participate in consultation with required personnel to agree any proposed consultation and communication methods
2. Contribute to WHS consultation	2.1 Contribute to facilitating WHS consultation and participation processes according to WHS laws 2.2 Identify and report barriers to effective WHS consultation and participation processes to required personnel according to organisational policies and procedures 2.3 Make suggestions that could assist in removing identified barriers to effective WHS consultation and participation processes, according to organisational policies and procedures 2.4 Identify, record and communicate to others, the duties, rights and responsibilities of required personnel in the consultation process
3. Consult and communicate effectively with required personnel	3.1 Identify appropriate forms of communication for required individuals and/or parties 3.2 Convey WHS information to required personnel in plain language and according to organisational policies and procedures 3.3 Participate in confirming that required personnel understand WHS information, instructions and signs
4. Raise WHS issues with required personnel	4.1 Raise relevant WHS issues in meetings and support others to do so 4.2 Record and communicate WHS discussions and their outcomes according to organisational policies and procedures 4.3 Follow up meeting outcomes according to own job role, and organisational policies and procedures 4.4 Communicate WHS-related outcomes of meetings to

ELEMENTS	PERFORMANCE CRITERIA
	required individuals and/or parties

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Interprets a range of textual information to determine regulatory and procedural requirements, and associated necessary actions
Writing	Records key information in a sequential manner using required format, correct grammar and industry-specific vocabulary
Oral Communication	- Presents information using language and non-verbal communication appropriate to audience and context - Uses questioning and listening techniques to obtain feedback from others and to resolve issues
Navigate the world of work	Follows policies, procedures and legislative requirements relevant to own role
Interact with others	- Selects and uses appropriate conventions and protocols when communicating with others in a range of work contexts - Uses appropriate interpersonal skills to promote contributions and encourage ideas from others
Get the work done	- Sequences and schedules activities, and assists with their implementation and communication - Identifies barriers to consultation and applies problem-solving processes to assist with determining possible solutions - Uses main features and functions of digital tools to access information and communicate effectively

Unit Mapping Information

Supersedes and is equivalent to BSBWHS304 Participate effectively in WHS communication and consultation processes.

Links

Companion Volume Implementation Guides are available from VETNet -

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

Assessment Requirements for BSBWHS309 Contribute effectively to WHS communication and consultation processes

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, and to:

- contribute to two different work health and safety (WHS) communication and consultation processes.

During the above, the candidate must:

- communicate WHS information to others
- raise WHS issues in meetings and follow up on outcomes
- take appropriate actions to assist with removing any barriers to communication and consultation processes identified during above processes
- support others to raise relevant WHS issues.
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Knowledge Evidence

The candidate must demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit. This includes knowledge of:

- purpose of organisational WHS policies, procedures, processes and systems
- organisational WHS obligations relating to communication and consultation
- commonwealth and state/territory WHS laws and publications relating to:
 - identifying and recording key stakeholders
 - WHS communication and consultation processes
- organisational policies and procedures relating to:
 - consultation and communication methods, and processes for revising them
 - addressing barriers to effective WHS consultation and participation processes, including barrier reporting protocols
 - recording and communicating WHS discussions
- elements of WHS communication and consultation:

- potential barriers to WHS consultation and participation processes, and methods to overcome them
- roles and responsibilities of WHS personnel
- how the consultation process influences and is related to workplace information management procedures, processes and systems
- methods to engage others with workplace procedures, and information sourcing and sharing.
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Assessment Conditions

Assessment must comply with WHS laws, and WHS legal responsibilities and duty of care required for this unit. It must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities undertaken by individuals carrying out WHS duties in the workplace, and must include access to:

- organisational policies, standard operating procedures, plans and procedures with information about compliance requirements required to demonstrate the performance evidence
- required WHS laws and data files to contribute to WHS communication and consultation processes
- opportunities for interaction with others
- workplace equipment and resources required for the performance evidence.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

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