



Australian Government

BSBWHS310 Contribute to WHS issue-resolution processes

Release: 1

BSBWHS310 Contribute to WHS issue-resolution processes

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) issue-resolution processes, and to communicate their outcomes.

It applies to individuals who contribute to the resolution of WHS issues in the workplace as part of their WHS 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 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 the development of WHS issue-resolution processes	1.1 Identify relevant standards, WHS laws and organisational policies, procedures, processes and systems that apply to the resolution of WHS issues

ELEMENT	PERFORMANCE CRITERIA
	1.2 Review sufficiency of existing issue-resolution processes and compliance with WHS laws and related documentation 1.3 Identify participants in the WHS issue-resolution process 1.4 Assist with identifying and documenting the legal rights, duties and responsibilities of relevant individuals and/or parties 1.5 Assist with identifying techniques and strategies that can be used to resolve WHS issues
2. Contribute to the assessment of WHS issues	2.1 Participate in identifying and assessing WHS issues within scope of own role 2.2 Provide support and advice to participants in WHS issue-resolution process as required and according to organisational policies, procedures, processes and systems 2.3 Assess and identify appropriate timeframes for the resolution of WHS issues, seeking assistance where appropriate 2.4 Contribute to the documentation of WHS issues 2.5 Seek feedback from required stakeholders to improve WHS issue-resolution processes
3. Assist with communicating outcomes of WHS issue-resolution processes	3.1 Analyse communication methods to determine most suitable method for distributing outcomes of WHS issue-resolution processes according to organisational policies, procedures, processes and systems 3.2 Assist with distributing the outcomes of WHS issue-resolution processes to relevant stakeholders according to selected communication method 3.3 Contribute to keeping records of WHS issue resolution-processes and outcomes

Foundation Skills

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

Skill	Description
Reading	• Interprets relevant sections of WHS laws, workplace policy and procedures • Interprets WHS documentation relevant to own role

Skill	Description
Writing	• Uses structure and language appropriate to audience and context in plans, summaries, reports and advice
Oral communication	• Presents information, provides assistance and engages in discussions using language and non-verbal communication appropriate to audience and context • Uses listening and questioning to clarify and confirm understanding
Navigate the world of work	• Adheres to legal and regulatory responsibilities, and organisational policies and procedures in relation to WHS role • Keeps up to date with changes to WHS laws and organisational policies and procedures relevant to own role
Interact with others	• Identifies what to communicate and to whom in an issue-resolution process • Cooperates with others as part of WHS issue-resolution activities and contributes to specific activities requiring joint responsibility and accountability • Plays an active role in group discussions and pays attention to perspectives of others when trying to reach agreement • When unable to resolve an issue, seeks advice and assistance according to organisational policies and procedures
Get the work done	• Plans and implements tasks to achieve required outcomes • Uses technology and programs to assist with planning, implementing and tracking progress • Uses decision-making processes, setting or clarifying goals, gathering information and identifying and evaluating choices against a set of criteria in selecting means of communication

Unit Mapping Information

Supersedes and is equivalent to BSBWHS305 Contribute to WHS issue resolution.

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 BSBWHS310 Contribute to WHS issue-resolution 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:

- on at least two occasions, contribute to a WHS issue-resolution process in a work area.

During the above, the candidate must contribute to:

- identifying standards, WHS laws, and organisational policies and procedures relevant to the process
- identifying possible participants and their roles and responsibilities
- using suitable methods to communicate with participants in the issue-resolution process
- providing support to others about WHS issue-resolution tools, techniques and strategies
- recording WHS issues and outcomes.
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Knowledge Evidence

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

- sources of WHS information and data, and how to access them
- standards and legislative requirements applicable to WHS issue resolution, including:
 - information provision
 - data collection
 - consultation
 - reporting
 - recordkeeping
 - privacy and confidentiality
- organisational policies, procedures, processes and systems relating to WHS agreements and issue resolution

- roles and responsibilities of individuals and/or parties involved in performance evidence under WHS laws
- WHS issue-resolution tools, techniques and strategies.
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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, procedures and plans
- relevant standards, WHS laws, licensing requirements
- workplace equipment and resources required for the performance evidence
- opportunities for interaction with others
- case studies and, where possible, actual workplace situations requiring issue resolution.

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

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