



Australian Government

BSBWHS502 Manage effective WHS consultation and participation processes

Release: 1

BSBWHS502 Manage effective WHS consultation and participation processes

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 manage the identification, review, development, implementation and evaluation of effective participation and consultation processes as an integral part of managing work health and safety (WHS).

It applies to individuals with responsibility for enabling people to be consulted about, and to participate in, WHS management and decision making across the organisation. These individuals will work in a range of WHS roles across all industries and apply a substantial knowledge base and well developed skills in a wide variety of WHS contexts.

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 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 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 Identify the requirements for WHS consultation and participation	1.1 Review WHS legislation to identify duty holders and legal requirements for WHS consultation and participation processes 1.2 Review organisational policies, procedures, processes and systems to identify requirements and opportunities for WHS

ELEMENT	PERFORMANCE CRITERIA
	consultation and participation 1.3 Consult with individuals and parties to identify specific requirements for WHS consultation and participation
2 Review existing WHS consultation and participation processes	2.1 Review effectiveness of existing WHS consultation and participation processes, in consultation with individuals and parties 2.2 Identify inconsistencies between existing processes and identified requirements for WHS consultation and participation processes 2.3 Consult with individuals and parties to identify specific areas for improvement in WHS consultation and participation processes
3 Develop WHS consultation and participation processes	3.1 Identify factors that may impact on the design of WHS consultation and participation processes 3.2 Design new or modify existing processes to achieve required improvements in consultation with individuals and parties 3.3 Ensure improvements integrate with existing WHS and other systems and are appropriate to the organisation 3.4 Plan how improvements will be implemented and identify resourcing requirements, roles and responsibilities, and training needs required for implementation 3.5 Develop action plans with allocated responsibilities and timelines 3.6 Determine priorities for implementation, in consultation with individuals and parties
4 Implement WHS consultation and participation arrangements	4.1 Provide advice and support to individuals and parties during implementation 4.2 Monitor and support implementation, in consultation with individuals and parties 4.3 Recommend and support changes to the plan as required
5 Monitor and evaluate WHS consultation and participation processes	5.1 Develop an evaluation protocol, in consultation with individuals and parties 5.2 Develop and implement a plan for collecting information 5.3 Analyse and evaluate information 5.4 Make recommendations for improvement based on the evaluation 5.5 Consult with individuals and parties on the outcomes of the evaluation and recommend an action plan for ongoing improvements

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, 1.2, 2.2, 4.2, 5.3	Organises, evaluates and critiques ideas and information from a range of complex legal and organisational texts to identify WHS duty holders and consultation and participation requirements
Writing	2.1, 2.2, 2.3, 3.2, 3.4, 3.5, 4.3, 5.1, 5.2, 5.4, 5.5	- Employs broad vocabulary and uses grammatical structure and conventions appropriate to text in writing reports, plans and protocols - Uses appropriate vocabulary and register to seek information from others
Oral communication	1.3, 2.1, 2.3, 3.2, 3.6, 4.1, 4.2, 5.1, 5.5	- Presents ideas and information choosing appropriate vocabulary for purpose and audience - Uses questioning and active listening to seek opinions or information and to clarify understanding
Numeracy	5.2, 5.3	Uses highly developed mathematical and problem-solving strategies and techniques in designing and using information collection and analysis processes
Navigate the world of work	1.1, 1.2	Monitors adherence to legal and regulatory rights and responsibilities for self and others in relation to WHS consultation and participation processes
Interact with others	1.3, 2.3, 4.1, 5.1, 5.5	- Plays a lead role in situations requiring effective collaboration - Provides feedback to others in forms they can understand and use
Get the work done	2.1, 2.2, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 4.2, 4.3, 5.2, 5.3, 5.4, 5.5	- Develops plans to manage relatively complex tasks with an awareness of how they contribute to operational and strategic goals - Uses systematic, analytical processes, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria - Considers whether, and how, others should be involved, using consultative or collaborative processes as an integral part of the decision-making process - Uses analytical processes to decide on a course of action, establishing criteria for deciding between options, seeking input and advice from others when

		necessary • Uses digital systems and tools for data collection and analysis and communication and reporting
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBWHS502 Manage effective WHS consultation and participation processes	BSBWHS502A Manage effective WHS consultation and participation processes	Updated to meet Standards for Training Packages	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 BSBWHS502 Manage effective WHS consultation and participation processes

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Performance Evidence

Evidence of the ability to:

- implement the legal and organisational requirements for work health and safety (WHS) participation and consultation
- manage effective WHS consultation and participation processes including development, implementation, monitoring and review, in consultation with others
- review the effectiveness of existing WHS participation and consultation processes, identifying gaps and areas for improvement and positive performance indicators
- develop new or improved WHS participation and consultation processes that achieve required improvements and integrate with existing systems
- develop an action plan for implementation of new or improved WHS participation and consultation processes
- provide advice, support and monitoring to others during implementation of new or improved WHS participation and consultation processes and recommending changes to the plan as required

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:

- identify appropriate communication networks, processes and formats
- outline Commonwealth and state or territory WHS Acts, regulations, codes of practice, standards and guidance material in general, and in particular the parts relating to:
 - duties of PCBU's, officers, workers and inspectors
 - duty holders
 - consultation, participation and representation
 - discriminatory, coercive and misleading conduct
 - workplace entry by WHS permit holders

- describe formal and informal communication and consultation processes, and key personnel related to communication
- explain how the characteristics and composition of the workforce impact on WHS risk and the management of WHS, including:
 - communication skills
 - cultural background and diversity
 - gender
 - labour market changes
 - language, literacy and numeracy levels of the workforce
 - structure and organisation of the workforce, including part time, casual and contract workers; shift rosters; and geographical location
 - workers with specific needs and limitations
 - workplace culture in relation to alcohol and other drug use
- list internal and external sources of WHS information and data, and how to access them
- identify key personnel, including change agents, within workplace management structure
- describe organisational culture as it impacts on the work team
- summarise relevant organisational WHS policies, procedures, processes and systems
- describe the roles and responsibilities of individuals and parties under WHS legislation
- outline the training needs of health and safety committees, and health and safety representatives.

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:

- workplace policies and procedures
- reports from other parties consulted about design, implementation, management and review processes
- relevant Acts, regulations, codes of practice, standards and guidelines
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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