



Australian Government

BSBWHS522 Manage WHS consultation and participation 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 manage the identification, review, development, implementation and evaluation of consultation and participation processes as an integral part of managing work health and safety (WHS).

The unit applies to those responsible for facilitating consultation about and participation in WHS management and decision-making across the organisation. These people 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.

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

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. Identify requirements for WHS consultation and participation	1.1 Review WHS laws 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 consultation and participation 1.3 Consult with required personnel according to organisational procedures 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 required personnel 2.2 Identify inconsistencies between existing processes and identified requirements for WHS consultation and participation processes 2.3 Consult with required personnel 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 design of WHS consultation and participation processes 3.2 Design new or modify existing processes to achieve required improvements, in consultation with required personnel 3.3 Ensure improvements integrate with existing WHS and other systems and are appropriate to 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 required personnel
4. Facilitate implementation of WHS consultation and participation arrangements	4.1 Clarify individual roles and responsibilities in WHS consultation and participation arrangements 4.2 Provide advice and support to required personnel during implementation according to organisational procedures

ELEMENTS	PERFORMANCE CRITERIA
	4.3 Monitor and facilitate implementation, in consultation with required personnel 4.4 Recommend and facilitate changes to action plan as required according to organisational procedures
5. Monitor and evaluate WHS consultation and participation processes	5.1 Develop evaluation protocol, in consultation with required personnel 5.2 Develop and implement plan for collecting information 5.3 Analyse and evaluate information according to organisational policies and procedures 5.4 Make recommendations for improvement based on evaluation 5.5 Document action plan to address recommended improvements according to organisational policies and procedures 5.6 Communicate outcomes of monitoring and evaluation to required personnel according to organisational policies and procedures

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	Organises, analyses and critiques ideas and information from a range of legal and organisational texts to identify WHS duty holders, and consultation and participation requirements
Writing	- Employs broad vocabulary and uses grammatical structure and conventions appropriate to text in writing reports, plans and protocols - Uses appropriate vocabulary and language to seek information from others
Oral communication	- 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	Uses required numeracy and problem-solving strategies and techniques in designing and using information collection and analysis processes

Skill	Description
Navigate the world of work	• Adheres to legal and regulatory rights and responsibilities and monitors others' adherence in relation to WHS consultation and participation processes • Interprets operational policies and procedures to ensure that consultation and participation processes align with other work practices
Interact with others	• Plays a lead role in situations requiring effective collaboration • Provides feedback to others in forms they can understand and use
Get the work done	• Manages tasks with an awareness of how they contribute to operational and strategic goals • Uses systematic and analytical processes: sets goals, gathers relevant information, and identifies and evaluates 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, establishes criteria for deciding between options, and seeks input and advice from others before taking necessary action • Uses digital systems and tools for data collection and analysis and communication and reporting

Unit Mapping Information

Supersedes and is equivalent to BSBWHS502 Manage effective WHS consultation and participation 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 BSBWHS522 Manage WHS consultation and participation 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:

- manage effective work health and safety (WHS) consultation and participation processes in consultation with others for at least one WHS consultation and participation issue, including:
 - developing an action plan with positive performance indicators
 - identifying gaps and areas for improving processes
 - implementing, monitoring and reviewing processes.

During the above, the candidate must:

- implement legal and organisational requirements
- provide advice and support to others during implementation of process and recommend changes as required.
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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:

- internal and external sources of WHS information and data, and procedures for accessing them
- communication networks, processes and formats required for consultation and participation processes
- commonwealth and state/territory WHS laws and guidance material, in particular the parts relating to:
 - duties of persons conducting a business or undertaking (PCBUs), officers, workers and inspectors
 - duty holders

- consultation, participation and representation
- discriminatory, coercive and misleading conduct
- workplace entry by WHS permit holders
- formal and informal communication and consultation processes, and key personnel related to communication
- impact of characteristics and composition of the workforce on WHS risk and WHS management, including:
 - communication skills
 - cultural background and diversity
 - gender
 - principles of coordination and cooperation
 - labour market changes
 - levels of language, literacy and numeracy skills in 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
- key roles and responsibilities of personnel, including agents of change in workplace management structure
- key features of organisational culture as it impacts on work team and consultation and participation processes
- relevant organisational WHS policies, procedures, processes and systems
- key features of the WHSMS and action plans as they apply to consultation and participation processes
- key design principles for planning and implementing consultation and participation processes
- key techniques for supporting and promoting consultation and participation processes
- key tools and techniques for evaluating plans and processes for consultation and participation.
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Assessment Conditions

Assessment must comply with WHS laws, 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:

- reports from other parties consulted about design, implementation, management and review processes
- WHS laws, and organisational policies and procedures required to demonstrate the performance evidence
- case studies and, where possible, real situations
- opportunities for interaction with others.

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

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