



Australian Government

Department of Education, Employment and Workplace Relations

BSBOHS302B Participate effectively in OHS communication and consultative processes

Release: 1

BSBOHS302B Participate effectively in OHS communication and consultative processes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (OHS) consultative processes. Consultative arrangements, also referred to as participative arrangements, inform those involved in OHS matters, seek their input and provide opportunity for stakeholders to participate in decisions that may impact on the OHS of the workplace. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to individuals who assist OHS specialists in relation to OHS issues. Steps to resolve OHS issues are covered in BSBOHS305B Contribute to OHS issue resolution.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to establishing consultative processes within the workplace	1.1. Apply knowledge of relevant OHS laws, policies and procedures to contribute to the development of consultative and participative OHS arrangements in the workplace 1.2. Identify, record and address barriers to the successful functioning of OHS consultative processes 1.3. Contribute recommendations for those involved in OHS 1.4. Identify and record responsibilities of relevant personnel in the consultation process
2. Contribute to obtaining and providing information about OHS issues	2.1. Contribute to establishing a systematic approach to managing OHS by using systems and procedures to gather information on OHS issues 2.2. Utilise tools and techniques to source information from others about OHS issues and hazards 2.3. Identify and access sources of OHS information and data 2.4. Communicate relevant issues to others using appropriate communication methods
3. Raise OHS issues with others	3.1. Raise relevant OHS issues in meetings and record relevant aspects of discussion in accordance with workplace procedures 3.2. Follow-up outstanding issues from meetings in a timely manner 3.3. Communicate outcomes to others

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to speak, listen, read and write effectively to consult on and present OHS issues
- interpersonal skills to support others to raise OHS issues
- information management skills to store and retrieve relevant documents.

Required knowledge

- roles and responsibilities of OHS personnel
- relevant OHS legislation, codes of practice, agreements, industry standards, workplace policies and procedures
- organisational procedures for information sourcing and dissemination, and available communication channels and methods
- organisational procedures and protocols for record keeping, and information retrieval and management.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • contribution to consultative arrangements for managing OHS in a workplace • knowledge of relevant OHS legislation, codes of practice, agreements, industry standards, workplace policies and procedures.
Context of and specific resources for assessment	Assessment must ensure: • access to relevant information on compliance requirements such as: • organisational policies, standard operating procedures, procedures and plans • relevant legislation, regulations, licensing requirements, codes of practice, standards • access to relevant internal and external OHS data files • access to appropriate office equipment and resources.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • demonstration of the application of OHS legislation when consulting with people in the workplace on OHS issues • direct questioning combined with review of portfolios of evidence and third party reports of on-the-job performance by the candidate • oral or written questioning to assess knowledge of roles and responsibilities of OHS personnel • review of records of meeting where OHS issues were raised and discussed • evaluation of communication with others about outcomes of OHS issues raised.
Guidance information for	Holistic assessment with other units relevant to the

EVIDENCE GUIDE	
assessment	industry sector, workplace and job role is recommended, for example: • other OHS units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Consultative OHS arrangements may include:

- arrangements to meet workplace consultation obligations specified in relevant state, territory and commonwealth OHS legislation, including:
 - OHS and other consultative and planning committees
 - health and safety and other employee representatives such as deputy OHS representatives
 - employee and supervisor involvement in OHS activities such as inspections and audits
 - procedures for reporting hazards, raising awareness and addressing OHS issues
 - employee and workgroup meetings
- the formal and informal processes in place for the exchange of information and views on OHS hazards, risks and risk controls

Participative OHS arrangements may include processes that:

- inform employees and other stakeholders of OHS matters
- seek input and offer the opportunity for stakeholders to participate in decisions that may impact on the OHS of the workplace

Barriers to consultation may include:

- access to technology or information
- an unsupportive workplace culture
- cultural differences arising from ethnic diversity
- geographic dispersal of employees
- issues arising around the workplace and specific disabilities
- lack of a systematic approach to managing OHS in the workplace
- lack of support from key management
- language and literacy levels of the workforce

RANGE STATEMENT	
	• remote locations or worksites • rosters or shift work • unrealistic timeframes

RANGE STATEMENT	
<i>Relevant personnel</i> may include:	• managers and supervisors • OHS representatives and committee members • OHS specialists such as: • ergonomists • health professionals • injury management advisors • occupational hygienists • OHS technical advisors such as: • engineers (design, acoustic, safety, mechanical and civil) • maintenance and tradespeople • safety representatives • self • unions • workplace assessors with experience in language or disability issues
<i>Systems and procedures</i> may include:	• methods of information collection and reporting, including: • surveys • checklists • audits • interviews • inspections • registers • record keeping • planning and consultation systems including: • OHS committee • meetings with health and safety representatives • written communication systems, such as use of intranet, emails, memos, reports, newsletters
<i>Tools and techniques</i> may include:	• body mapping • employee concerns identified through a hazard reporting system • examination of relevant information and data • formal or informal meetings • hazard identification checklists • interviews with workers • job and systems analysis

RANGE STATEMENT	
	• material safety data sheets (MSDSs) • plant and equipment maintenance records • reviews of: • investigation reports • OHS records • registers of hazardous substances and dangerous goods • reported hazards and incidents • surveys and suggestion boxes • workplace processes such as 'walk through' surveys and inspections
<i>Sources of OHS information and data</i> may include:	• audits • employer groups • first aid records • hazard, incident and investigation reports • industry bodies • legislation, standards, manufacturers' manuals and specifications available at the workplace • minutes of meetings from incident investigations • MSDSs and registers • OHS professional bodies • OHS specialists • other manufacturers' manuals and specifications • regulatory authorities (for codes of practice, legislation) • reports • standards, from Australia or overseas • unions • websites, journals and newsletters • workplace inspections
<i>Communication methods</i> may include:	• audit and inspection records • emails, memos and other agreed forms of communication • group and individual meetings • presentations • risk registers • using interpreters and translators

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Regulation, Licensing and Risk - Occupational Health and Safety
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Co-requisite units

Co-requisite units		