



Australian Government

BSBWHS602A Facilitate WHS activities

Release 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>BSB07 Business Training Package version 7.0</i> .

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to identify, engage, communicate and work effectively with key work health and safety (WHS) personnel and stakeholders; and to work with WHS and other professionals.

It involves identifying and engaging with key WHS personnel and stakeholders, selecting communication strategies to provide them with information and tools for managing WHS, and gaining feedback to evaluate the effectiveness of facilitation processes.

Application of the Unit

This unit applies to individuals who are required to coordinate and facilitate WHS activities. Working with WHS and other professionals is also an important component of facilitation.

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 National 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.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Identify and engage with key WHS personnel and stakeholders	1.1 Apply knowledge of workplace and organisation to identify key WHS personnel and stakeholders 1.2 Liaise and negotiate with key WHS personnel and stakeholders individually and in groups, both formally and informally 1.3 Review effectiveness of working relationships with key WHS personnel and stakeholders, and make changes to achieve any required improvements 1.4 Apply professional practice and ethics in working with others
2. Communicate effectively with key WHS personnel and stakeholders	2.1 Identify WHS information and communication needs and requirements of key WHS personnel and stakeholders 2.2 Identify and implement communication strategies using appropriate tools and methods 2.3 Review effectiveness of communication strategies and make changes to achieve any required improvements
3. Work effectively with key WHS personnel and stakeholders	3.1 Determine WHS roles, functions and responsibilities of self and key WHS personnel and stakeholders 3.2 Collaborate with key WHS personnel and stakeholders to gain agreement on roles, functions and responsibilities 3.3 Fulfil own WHS roles, functions and responsibilities and support others to fulfil their WHS roles, functions and responsibilities 3.4 Review own effectiveness and that of others and work with others to achieve required improvements
4. Work with WHS and other professionals	4.1 Recognise scope of WHS competencies of self and others 4.2 Identify particular WHS issues beyond own role, responsibilities and competencies requiring WHS and other professional expertise 4.3 Identify appropriate types and sources of expertise required to address particular WHS issues 4.4 Collaborate with WHS and other professionals to develop and agree on scope of work to be undertaken, types of services required and how these professionals will work with self and others 4.5 Facilitate and support the work to be undertaken 4.6 Evaluate if the work undertaken was that required and, if necessary, respond to ensure it is

Required Skills and Knowledge

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

Required skills

- analytical skills to analyse relevant workplace information and data
- facilitation, communication and negotiation skills to:
 - apply listening techniques
 - conduct formal and informal meetings
 - contribute structure and process to interactions so groups are able to function effectively and make high-quality decisions
 - employ consultation and negotiation skills to develop plans and to support, implement and monitor designated actions
 - enable groups to work effectively, to collaborate and achieve synergy
 - expand and confine conversations as required to meet objectives
 - gain commitment
 - prepare reports and communications for a range of target groups, including WHS committee, WHS representatives, managers, supervisors and other stakeholders
 - recognise emotional states in self and others, and work with key WHS personnel and/or WHS and other professionals to respond effectively
 - relate effectively to personnel at all levels of the organisation, WHS and other professionals
 - support everyone to do their best thinking and practice
 - use language appropriate to the work team and the task
 - work with objections and other difficult situations
- information technology skills to:
 - access and download internal and external information and data on WHS
 - prepare reports, and analyse and evaluate a range of information and data formats, including graphs, maps, matrices and technical reports
 - use a range of communication media
 - use electronic information and data systems to enter workplace information and data, and produce graphical representation
- organisational skills to manage own tasks within a timeframe
- project-management skills to:
 - achieve continuous improvement and change in WHS matters
 - contribute to strategic WHS performance of the organisation
- research skills to obtain internal and external WHS information and data.

Required knowledge

- benefits, limitations and use of a range of communication strategies and tools appropriate to the workplace
- ethics related to professional practice
- formal and informal communication and consultation processes, and key personnel related to communication

- key WHS personnel and stakeholders
- language, literacy and cultural profile of the work team
- legal liability in relation to providing advice
- nature of workplace processes (work flow, planning and control) and hazards relevant to the workplace
- organisational behaviour and culture as they impact on WHS and on change
- organisational culture as it impacts on the work team
- organisational WHS policies, procedures, processes and systems
- particular WHS issues requiring WHS and other professional expertise to be addressed
- principles of effective meetings, including agendas, action planning, chair and secretarial duties, minutes and action items
- roles and responsibilities in relation to communication and consultation for health and safety committees, health and safety representatives, line management, workers and inspectors
- roles, functions, skills and knowledge of WHS and other professionals
- workplace policies, procedures, processes, systems, activities, actions and arrangements that support and enable effective consultation on, and participation in, effective WHS management.

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: • understanding of own communication, facilitation and negotiation skills and knowledge • acknowledging WHS issues that are beyond own skills, knowledge, role and responsibilities and that require WHS and other professional involvement • developing a comprehensive brief or case to engage a WHS or other professional to address a particular WHS issue.
Context of and specific resources for assessment	Assessment must ensure access to: • a workplace, including key WHS personnel and stakeholders • organisational documentation, information and data.
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 • direct questioning combined with review of portfolios of evidence and third-party reports of on-the-job performance by the candidate • demonstration of techniques used to facilitate, negotiate and communicate • observation of performance in role plays • observation of presentations • oral or written questioning to assess knowledge of communication, facilitation and negotiation skills and knowledge • evaluation and documentation of performance outcomes.
Guidance information for	Holistic assessment with other units relevant to the

assessment	industry sector, workplace and job role is recommended, for example: • BSBWHS601A Apply legislative frameworks for WHS • BSBWHS603A Implement WHS risk management • BSBWHS606A Conduct a WHS audit.
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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.

Key WHS personnel and stakeholders may include:	• contractors and subcontractors • customers • duty holders as specified in WHS Acts: • persons conducting businesses or undertakings (PCBUs) or their officers • workers • other persons at a workplace • health and safety committees • health and safety representatives • suppliers • unions • WHS and other professionals • WHS entry permit holders • WHS inspectors • WHS regulators • Workers.
Particular WHS issues may include:	• WHS issues that arise: • before changes to work practices and systems of work are introduced • during periodic WHS reviews of the business operations • prior to major shut-down, decommissioning or demolition of premises or plant • when a hazardous exposure or incident, injury, illness or adverse result of environmental or health monitoring indicates that risk controls are inadequate • when developing and implementing systems for the long-term management of WHS • when establishing new operations or projects • when establishing workplace WHS consultative and issue-resolution structures • when managing complex issues related to psychological health, such as bullying and stress

	• when planning to modify the work premises, plant, substances or materials for use at work • when new WHS information and data become available from an authoritative source.
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Unit Sector(s)

Regulation, Licensing and Risk – Work Health and Safety