



Australian Government

BSBWHS604A Evaluate the WHS performance of organisations

Release 1

BSBWHS604A Evaluate the WHS performance of organisations

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 evaluate an organisation's arrangements for identifying hazards, assessing and controlling risks, monitoring and improving the effectiveness of the management of work health and safety (WHS), and complying with agreed benchmarks.

Application of the Unit

This unit focuses on evaluation of the effectiveness of an organisation's management of WHS.

Aspects of integration with other organisational management systems, and the appropriateness of participative arrangements and WHS improvements are some components of the evaluation.

The scope of this work may include WHS performance measures and outcomes, strategies, policies, programs, procedures and the organisation's resources.

The unit applies to people who apply advanced practical knowledge to coordinate, facilitate and maintain the WHS program in an organisation.

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. Evaluate the effectiveness of the organisation's arrangement for identifying WHS hazards	1.1 Identify workplace hazard identification activities and compare them with organisational WHS policies and procedures 1.2 Examine products, processes and systems to determine whether hazards of long latency and low frequency/high consequence are included and minimised 1.3 Examine products, processes and systems to determine whether risks to persons other than workers are identified and minimised 1.4 Identify organisational factors that impact on WHS 1.5 Review outcomes of examinations with specialist personnel, if required
2. Evaluate the effectiveness of the organisation's arrangements for WHS risk management	2.1 Evaluate appropriateness of the organisation's risk assessment tools and processes 2.2 Assess outcomes of risk-assessment processes with regard to validity, reliability and inclusion of all major WHS risks 2.3 Evaluate risk controls for suitability and effectiveness in relation to the organisation's management of WHS
3. Evaluate the effectiveness of the organisation's processes for monitoring WHS	3.1 Identify organisational processes to monitor the implementation and status of its WHS management 3.2 Evaluate the quality of information and data obtained from the monitoring processes 3.3 Evaluate management's response to issues identified by the monitoring processes
4. Assess outcomes of the organisation's arrangements for managing WHS	4.1 Evaluate performance indicators, including positive performance indicators (PPIs), to determine whether they provide a true, reliable and timely measure of the effectiveness of the organisation's WHS management 4.2 Compare reported performance with evidence gathered and document the differences 4.3 Evaluate WHS performance outcomes and document them in a clear and objective manner 4.4 Determine whether arrangements for managing WHS have produced improvement in WHS risk management
5. Assess and advise on the organisation's WHS compliance against agreed benchmarks	5.1 Undertake systematic analysis to identify areas of WHS compliance and non-compliance with agreed benchmarks 5.2 Provide advice on compliance with WHS legislation with regard to the organisation's arrangements for managing WHS

	5.3 Document outcomes of evaluation of compliance and report to <i>key personnel and stakeholders</i>
--	---

Required Skills and Knowledge

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

Required skills

- analytical skills to:
 - interpret information and data
 - identify areas for improvement
 - make observations of workplace tasks and interactions between people, their activities, equipment, environment and systems
 - use relevant workplace information and data
- communication skills to:
 - conduct effective formal and informal meetings
 - employ consultation and negotiation skills to develop plans, and to implement and monitor designated actions
 - prepare reports for a range of target groups, including health and safety committees, health and safety representatives, managers, supervisors, and persons conducting businesses or undertakings (PCBUs) or their officers
 - relate to personnel at all levels of the organisation, WHS specialists and, as required, emergency services personnel
 - use language appropriate to the work team and the task
- information technology skills to:
 - access and download internal and external information and data on WHS
 - analyse and evaluate a range of information and data formats, including graphs, maps, matrices and technical reports
 - prepare reports
 - use a range of communication media
 - use electronic information and data systems to enter workplace information and data and produce graphical representation
- numeracy skills to carry out simple statistical analysis, including mean, standard deviation and regression
- 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:
 - access relevant WHS information and data
 - pay attention to detail when making observations and recording outcomes
 - use information and data-gathering techniques, such as brainstorming, polling and interviewing.

Required knowledge

- commonwealth and state or territory WHS Acts, regulations, codes of practice, standards, guidance material and links to other relevant legislation, including industrial relations, equal employment opportunity, workers' compensation, and rehabilitation
- concept of common law duty of care
- development of WHS performance assessment tools, such as PPIs
- difference between common law and statutory law
- ethics related to professional practice
- formal and informal communication and consultation processes, and key personnel related to communication
- language, literacy and cultural profile of the work team
- legal liability in relation to providing advice
- legislative requirements for WHS information and data, and consultation
- limitations of generic hazard identification and risk assessment checklists, and risk ranking processes
- methods for collecting reliable information and data, commonly encountered problems in collection, and strategies for overcoming such problems
- methods for providing evidence of compliance with WHS legislation
- nature and use of information and data that provide valid and reliable results on performance of WHS management processes (including PPIs) and limitations of other types of measures
- nature of workplace processes (work flow, planning and control) and hazards relevant to the workplace
- organisational culture as it impacts on the work team
- organisational WHS policies, procedures, processes and systems
- principles and practices of a systematic approach to managing WHS
- principles of duty of care, including concepts of causation, foreseeability and preventability
- principles of effective meetings, including agendas, action planning, chair and secretarial duties, minutes and action items
- range of risk analysis and assessment techniques and tools, and their application and limitations
- requirements for recordkeeping that address WHS, privacy and other relevant legislation
- requirements for reporting under WHS and other relevant legislation, including obligations for notification and reporting of incidents
- requirements under hazard-specific WHS legislation and codes of practice
- risk management as a duty of PCBU's or their officers under WHS legislation
- roles and responsibilities in relation to communication and consultation for health and safety committees, health and safety representatives, line management, workers and inspectors
- sampling methodologies, application and related statistical measures
- standard industry controls for a range of hazards
- techniques, tools and processes for identifying and controlling health and safety hazards and risks:
 - hazard and risk checklists
 - hazard hunts
 - job safety analyses
 - manifests and registers, including for dangerous goods, hazardous chemicals and plant
 - safe work method statements

- surveys using questionnaires, interviews and other survey techniques
- workplace inspections and walk throughs.

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: - making a comprehensive assessment of an organisation's WHS performance - focusing on the organisation's strategic planning in relation to WHS - knowledge of the nature and use of information and data that provide valid and reliable results on performance of WHS management processes (including PPIs) and limitations of other types of measures.
Context of and specific resources for assessment	Assessment must ensure access to: - a workplace, including personnel involved in areas to be evaluated - 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 in reviewing the organisation's WHS performance - observation of performance in role plays - observation of presentations - oral or written questioning to assess knowledge of roles and responsibilities under WHS legislation of workers, supervisors, contractors and WHS inspectors - evaluation of the organisation's risk assessment tools and processes

	• evaluation and documentation of performance outcomes • review of report developed to document outcomes of evaluation of compliance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBWHS601A Apply legislative frameworks for WHS • BSBWHS602A Facilitate WHS activities • BSBWHS603A Implement WHS risk management • BSBWHS606A Conduct a WHS audit.

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.

<i>Hazards of long latency</i> may include:	• conditions, illnesses and other health risks that result from longer-term exposure to specific triggers and do not manifest themselves in the short-term, such as: • chemicals • noise • psychosocial factors • radiation.
<i>Hazards of low frequency/high consequence</i> may include:	• high impact events that may result in very serious injury, death or multiple death situations that occur rarely, such as: • building collapses • explosions • fires.
<i>Persons other than workers</i> may include:	• contractors • customers/clients • neighbourhood or local community members • visitors.
<i>Organisational factors</i> may include:	• authority • geographical spread of sites • nature of hazards and level of risk • other management systems requiring interface or integration with management of WHS • participatory arrangements • reporting structure • roster and shift arrangements • supervision structure • workforce structure, such as: • contractors • cultural diversity • labour hire • part-time and casual workers • workplace culture, including industrial relations and safety culture.

Specialist personnel may include:	- external consultants specialising in specific areas of WHS, such as: - ergonomics - occupational health - occupational hygiene - psychology - safety engineering - toxicology - specialist staff within government agencies offering assistance in specialist or problem areas within WHS.
Benchmarks may include:	- industry-specific standards - organisation's business plan - specific legislation - WHS management system standards.
WHS legislation may include:	- Acts - regulations - codes of practice.
Key personnel and stakeholders may include:	- board/committee of management and shareholders - customers/clients - management, persons in control of the workplace, and supervisors - workers and other parties across a range of levels and roles, including health and safety representatives, and health and safety committee members.

Unit Sector(s)

Regulation, Licensing and Risk – Work Health and Safety