



**Australian Government**

# **SHBXWHS002 Provide a safe work environment**

**Release: 1**

# SHBXWHS002 Provide a safe work environment

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to develop, implement and sustain effective work health and safety management practices for a personal services business. It requires the ability to establish and review systems, policies and procedures designed to ensure a safe workplace.

This unit applies to all single or multiple outlet businesses providing beauty treatments and hairdressing or barbering services. It applies to senior managers and small business owners who operate with significant autonomy and are responsible for making strategic business management and operational decisions.

This unit incorporates the requirement, under state or territory Occupational Health and Safety (OHS) or Work Health and Safety (WHS) law, for businesses to take a systematic approach for managing the safety of their workers and others in the workplace.

No occupational licensing, certification or other legislative requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Nil

## Competency Field

Work Health and Safety

## Unit Sector

Cross-Sector

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes

1. Establish and maintain a framework for health, safety and security.

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access and interpret key legislative documents to ensure work health and safety systems comply with regulatory requirements.
- 1.2. Design, in consultation with workers, a work health

- and safety management system to suit characteristics and needs of the personal services business.
- 1.3. Identify and provide adequate financial and human resources to address work health and safety management practices.
  - 1.4. Develop and clearly articulate work health and safety policies and procedures in a style readily understood by workers.
  - 1.5. Establish and maintain a system for work health and safety record keeping.
  - 1.6. Establish and maintain systems to communicate work health and safety information to workers.
- 2. Establish and maintain consultation arrangements to manage health, safety and security.
    - 2.1. Establish and maintain appropriate consultative processes to suit characteristics and needs of the personal services business.
    - 2.2. Plan for and ensure that consultation is conducted at times designated by law.
    - 2.3. Resolve issues raised through consultation.
    - 2.4. Provide workers with information on the outcomes of consultation.
- 3. Establish and maintain practices for identifying hazards, and assessing and controlling risks.
    - 3.1. Develop or access hazard identification and risk assessment documents incorporating risk assessment criteria.
    - 3.2. Plan for and ensure systematic hazard identification at times designated by law.
    - 3.3. Develop procedures for ongoing identification of types of hazards designated by law.
    - 3.4. Develop procedures for assessment and control of risks associated with identified hazards.
    - 3.5. Nominate roles and responsibilities of workers for hazard identification, risk assessment and risk control within procedures.
    - 3.6. Take a lead role in controlling risks, including implementing interim or emergency solutions.
    - 3.7. Manage responses to incidents and accidents and follow legal requirements for notifying and cooperating with work health and safety regulators.
- 4. Establish and maintain safe systems of work.
    - 4.1. Develop standard operating procedures for working safely, in line with key operational functions of the personal services business.
    - 4.2. Establish and maintain security procedures to ensure the health and safety of workers.
    - 4.3. Establish and maintain emergency evacuation plans

- and procedures.
5. Establish and maintain systems to provide workers with information, training and instruction.
    - 5.1. Consult with workers to develop and implement a plan for work health and safety training requirements.
    - 5.2. Establish and implement induction systems to inform workers about organisational work health and safety practices.
    - 5.3. Make all current work health and safety information readily accessible to workers.
    - 5.4. Provide training in work functions and safe use of equipment required to fulfil those functions.
    - 5.5. Articulate reporting structures in key organisational documents so workers know from whom they must take safety instructions and directions.
  6. Evaluate organisational health, safety and security system.
    - 6.1. Assess and maintain ongoing compliance with work health and safety law.
    - 6.2. Consult with workers to elicit feedback on work health and safety policies, procedures and practices.
    - 6.3. Assess effectiveness of work health and safety management practices.
    - 6.4. Develop, implement, document and communicate improvements and changes to work health and safety system.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| Skill                         | Description                                                                                                                                                                                                                    |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading skills to:            | <ul style="list-style-type: none"><li>interpret unfamiliar and highly complex materials describing regulatory requirements for work health and safety management systems.</li></ul>                                            |
| Writing skills to:            | <ul style="list-style-type: none"><li>develop comprehensive work health and safety policies, procedures and template documents in a format and style easily understood by a full range of personal services workers.</li></ul> |
| Oral communication skills to: | <ul style="list-style-type: none"><li>explain legal and conceptual information to a full range of personal services workers using language easily understood.</li></ul>                                                        |
| Self-management skills to:    | <ul style="list-style-type: none"><li>critically analyse the characteristics and needs of the organisation to design a tailored work health and safety system.</li></ul>                                                       |

## Unit Mapping Information

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

# Assessment Requirements for SHBXWHS002 Provide a safe work environment

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- develop a comprehensive written work health and safety system tailored to the characteristics and needs of a personal services business; this must include:
  - a consultation strategy outlining chosen consultation methods and how these will be implemented
  - a WHS induction program and checklist
  - a basic training plan outlining work health and safety training requirements
  - WHS documents:
    - an overarching organisational work health and safety policy
    - procedures, as outlined below
    - hazard identification and reporting tools
    - risk assessment and control tools based on the hierarchy of control method
    - emergency evacuation plan
    - dangerous incident reports
    - accident and injury reports
- develop these specific procedures as part of the above written system:
  - security
  - safe handling and storage of hazardous substances
  - safe manual handling
  - hazard reporting
  - risk assessment
  - reporting of dangerous incidents
  - reporting of accidents and injuries
  - reporting of notifiable incidents to work health and safety authority
  - three standard operating procedures for working safely, in line with key operational functions of the personal services business.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- the structure, characteristics and needs of the personal services business
- objectives, components and comprehensive details of relevant state or territory work health and safety (WHS) or occupational health and safety (OHS) law to include:
  - actions that must be taken for legal compliance
  - employer responsibilities to provide a safe workplace (employer is also known as a person conducting a business or undertaking – PCBU)
  - employer responsibilities to provide adequate facilities for the welfare of workers
  - employer responsibilities to provide adequate first aid arrangements
  - requirement to consult, designated times for consultation and acceptable consultation mechanisms
  - the potential to use work health and safety representatives and committees, and their roles and responsibilities
  - designated times for hazard identification and categories of hazards that must be identified
  - acceptable mechanisms for hazard identification, risk assessment and risk control including the hierarchy of controls
  - requirements for record keeping and acceptable record keeping mechanisms
  - requirement to provide information, training and instruction
  - worker responsibility to ensure safety of self, other workers and other people in the workplace
  - worker responsibility to participate in work health and safety practices
- objectives, components and comprehensive details of work health and safety codes of practice developed by regulatory bodies
- ramifications, at a business level, of failure to observe WHS or OHS law
- methods of receiving updated information on WHS or OHS law and codes of practice
- components of work health and safety management systems
- a range of potential methods used to:
  - conduct consultation when developing policies and procedures
  - communicate work health and safety policies, procedures and safe working practices
  - conduct ongoing work health and safety consultation
  - evaluate the effectiveness of work health and safety management practices
- a range of formats for and inclusions of:
  - policies
  - procedures
  - training plans
  - hazard identification and reporting tools
  - risk assessment and control tools based on the hierarchy of control method
  - emergency evacuation plans
  - dangerous incident reports
  - accident and injury reports
  - work health and safety record keeping systems

- industry practices and organisational procedures for:
  - client comfort, safety and hygiene with particular emphasis on:
    - using gowns to protect client clothes
    - monitoring client comfort
    - preventing cross-transmission of infection between customers
  - work health, safety and hygiene practices, with particular emphasis on:
    - using correct posture and adjusting height of client chair to avoid fatigue and injury
    - using correct techniques to hold, grip and manipulate cutting tools and equipment to avoid fatigue and injury
    - preventing cross-transmission of infection during customer contact
  - minimising product wastage
  - waste disposal with particular emphasis on environmentally sound disposal methods for hair and product waste.

## Assessment Conditions

Assessment must ensure use of:

- computers, printers and general software programs used to produce system documents
- the relevant state or territory WHS or OHS legislation
- current plain English regulatory documents distributed by the local work health and safety government regulator
- current plain English codes of practice distributed by the local work health and safety government regulator
- template WHS documents:
  - policies
  - procedures
  - training plans
  - hazard identification and reporting tools
  - risk assessment and control tools based on the hierarchy of control method
  - emergency evacuation plans
  - dangerous incident reports
  - accident and injury reports
  - notifiable incident reports.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors.

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