

<b>Training Package</b>	Tourism, Hospitality and Events (SIT07)		<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Follow health, safety and security procedures</b>		
<b>Unit code</b>	<b>Competency field</b>	<b>Sector</b>	<b>HSC Indicative Hours</b>  <b>10</b>
<b>SITXOHS001A</b>	Occupational Health and Safety	Cross-Sector	
<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to follow predetermined health, safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organisation's OHS management practices.</p> <p>OHS legislation in all Australian states and territories imposes obligations on employees to participate in the management of their own health and safety and that of their colleagues and anyone else in the workplace. They have a duty to cooperate with their employer's initiatives to ensure safety at work.</p> <p>No occupational licensing or certification requirements apply to this unit at the time of endorsement.</p> <p>This unit is one of three hierarchical units describing varying levels of participation in OHS management practices:</p> <ul style="list-style-type: none"> <li>• SITXOHS001A Follow health, safety and security procedures</li> <li>• SITXOHS004A Implement and monitor workplace health, safety and security practices</li> <li>• SITXOHS005A Establish and maintain an OHS system.</li> </ul> <p>The use of correct hygiene practices is covered in SITXOHS002A Follow workplace hygiene procedures.</p> <p>The processes necessary to control specific workplace safety risks are covered in SITXOHS003A Identify hazards, and assess and control safety risks.</p>		
<b>Prerequisite units</b>	Nil		
<b>Application of the unit</b>	<p>This unit describes a fundamental workplace skill for those working within the service industries and applies to the full range of industry sectors and environments.</p> <p>Frontline operational personnel who work under close supervision and guidance from others are involved in applying safe work practices during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational OHS procedures. Safe working practices and following OHS procedures apply to all personnel operating at any level within the service industries.</p>		
<b>Employability skills</b>	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged will assist in identifying employability skill requirements.		

## 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 this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is <b>essential</b>:</p> <ul style="list-style-type: none"> <li>• project or work activities that show the candidate’s ability to follow predetermined health, safety and security procedures, incorporate safe work practices into all workplace activities and participate in consultation, hazard identification and risk assessment activities for a given service industry operation and in line with regulatory requirements</li> <li>• knowledge and understanding of the implications of disregarding those procedures</li> <li>• knowledge and understanding of the legal requirement to work according to health, safety and security procedures.</li> </ul>	<p>Assessment <b>must</b> ensure:</p> <ul style="list-style-type: none"> <li>• project or work activities that show candidates’ ability to apply safe working practices within the context of the particular industry sector and job role in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes</li> <li>• use of the current plain English regulatory documents distributed by the local OHS regulatory authority, any codes of practice and standards issued by regulatory authorities or industry groups, and OHS information and business management manuals issued by industry associations or commercial publishers</li> <li>• use of current commercial policies and procedures and template documents used for the management of OHS practices.</li> </ul>	<p>A range of assessment methods should be used to assess the practical skills and knowledge required to follow health, safety and security procedures. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct observation of the candidate explaining workplace safety or emergency procedures to a colleague or customer</li> <li>• direct observation during an integrated assessment of the candidate demonstrating safe work practices for particular job roles</li> <li>• case studies and problem-solving exercises, role-plays and simulations for emergency situations</li> <li>• role-plays to assess participation in consultation meetings</li> <li>• activities, case studies and problem-solving exercises to assess participation in hazard identification and risk assessment</li> <li>• written and oral questioning or interview to test knowledge of legislation and individual requirements relating to workplace safety and security</li> <li>• written and oral questioning or interview to test knowledge of appropriate protective equipment and clothing for particular jobs and situations</li> <li>• review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.</li> </ul> <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>• SITXOHS002A Follow workplace hygiene procedures</li> <li>• any operative skills that would allow integration of safe work practices.</li> </ul>	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.</p>

<p style="text-align: center;"><b>Required Skills and Knowledge</b></p>		<p style="text-align: center;"><b>HSC Requirements and Advice</b></p>
<p style="text-align: center;">This section describes the essential skills and knowledge and their level, required for this unit.</p>		
<p>The following skills <b>must</b> be assessed as part of this unit:</p> <ul style="list-style-type: none"> <li>• literacy skills to read and interpret workplace safety signs, procedures, emergency evacuation plans, and hazard identification and risk assessment tools and template documents</li> <li>• communication skills to participate in consultation processes, to clearly report and explain hazards, to contribute to risk assessments and to assertively suggest control methods.</li> </ul>	<p>The following knowledge <b>must</b> be assessed as part of this unit:</p> <ul style="list-style-type: none"> <li>• individual employee responsibilities in relation to ensuring safety of self, other workers and other people in the workplace</li> <li>• broad understanding of employer’s responsibilities under relevant state or territory OHS legislation</li> <li>• broad understanding of employee’s responsibility to participate in OHS practices under relevant state or territory OHS legislation</li> <li>• ramifications of failure to observe OHS policies and procedures and legislative requirements</li> <li>• working knowledge and understanding of the contents of health, safety and security procedures that relate to the individual workplace</li> <li>• major workplace hazards and associated health, safety and security risks associated with the hazards as relevant to the individual workplace</li> <li>• safe work practices relevant to individual job roles and responsibilities</li> <li>• broad understanding of the particular consultation, hazard identification and risk assessment methods used in the particular workplace</li> <li>• familiarity with hazard identification and risk assessment tools and template documents.</li> </ul>	<p><b>Key Terms and Concepts</b></p> <p><b>Terms defined in glossary</b></p> <ul style="list-style-type: none"> <li>• breaches of health, safety and security</li> <li>• emergency situations <a href="#">page 132-38</a></li> <li>• hazards <a href="#">page 121-125</a></li> <li>• occupational health and safety <a href="#">page 108</a></li> <li>• participation and consultation <a href="#">page 116-117</a></li> <li>• personal protective equipment <a href="#">page 127</a></li> <li>• risk assessment <a href="#">page 121, 126-131</a></li> <li>• safe work practices and procedures <a href="#">page 130</a></li> <li>• suspicious behaviour <a href="#">page 141</a></li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
<p>1 Follow workplace procedures for health, safety and security.</p>	<p>1.1 Correctly and consistently follow the organisation's <b>health, safety and security procedures</b> according to relevant legislative requirements.</p>	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording in the performance criteria is detailed below.</p> <p><b><i>Health, safety and security procedures</i></b> may involve:</p> <ul style="list-style-type: none"> <li>• emergency, fire and accident</li> <li>• incident and accident reporting</li> <li>• consultation</li> <li>• hazard identification</li> <li>• risk assessment</li> <li>• risk control</li> <li>• security, including: <ul style="list-style-type: none"> <li>- documents</li> <li>- cash</li> <li>- equipment</li> <li>- people</li> <li>- key control systems.</li> </ul> </li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>An understanding of the cost of workplace injury:</p> <ul style="list-style-type: none"> <li>• human</li> <li>• social</li> <li>• economic</li> <li>• organisational. <b>Page 110-113</b></li> </ul> <p>An awareness of sources of information regarding occupational health and safety (OHS) in the workplace including:</p> <ul style="list-style-type: none"> <li>• workplace/organisation policies and procedures</li> <li>• emergency plan</li> <li>• training manuals</li> <li>• operator's manuals</li> <li>• WorkCover NSW and Australian Safety and Compensation Council (ASCC), (formerly National Occupational Health and Safety Commission NOHSC) publications/safety alerts</li> <li>• legislation/regulations/codes of practice manufacturers' specifications. <b>Page 108</b></li> </ul> <p>An awareness of the differences between:</p> <ul style="list-style-type: none"> <li>• an act</li> <li>• a regulation</li> <li>• codes of practice. <b>Glossary &amp; Page 108</b></li> </ul> <p>A basic understanding of OHS legislation and codes of practice including:</p> <ul style="list-style-type: none"> <li>• <i>Occupational Health and Safety Act 2000</i> (NSW)</li> <li>• <i>Occupational Health and Safety Regulations 2001</i> (NSW) <b>Page 108</b></li> <li>• Codes of practice (WorkCover NSW) <b>P116 – 117</b> <ul style="list-style-type: none"> <li>- OHS Consultation</li> <li>- Risk Assessment <b>Page 121</b></li> <li>- Manual Handling <b>Page 115</b></li> <li>- Labelling of Workplace Substances</li> <li>- <b>Activity p128</b></li> <li>- Storage and Handling of Dangerous Goods.</li> </ul> </li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>An awareness of employer responsibilities under the OHS Act including the following:</p> <ul style="list-style-type: none"> <li>• maintaining places of work under their control in a safe condition, and ensuring safe entrances and exits</li> </ul>
			<ul style="list-style-type: none"> <li>• making arrangements to ensure the safe handling, storage and transport of plant and substances</li> <li>• providing and maintaining systems of work and work environments that are safe and without risks to health</li> <li>• providing information, instruction, training and supervision necessary to ensure the health and safety of employees</li> <li>• providing adequate facilities for the welfare of employees</li> <li>• must not require employees to pay for anything done or provided to meet the requirements of the Act or Regulation</li> <li>• must consult with employees about OHS matters to enable them to contribute to decisions affecting their health, safety and welfare</li> <li>• must ensure the health and safety of visitors or people working who are not employees.</li> </ul> <p>Page 109</p> <p>An awareness of employee responsibilities under the OHS Act including the following:</p> <ul style="list-style-type: none"> <li>• employees must take reasonable care of the health and safety of themselves and others</li> <li>• employees must cooperate with employers in their efforts to comply with occupational health and safety requirements</li> <li>• employees must not interfere with or misuse things provided for the health, safety or welfare of persons at work</li> <li>• employees must not obstruct attempts to give aid or attempts to prevent serious risk to the health and safety of a person at work</li> <li>• employees must not refuse a reasonable request to assist in giving aid or preventing a risk to health and safety</li> <li>• employees must not disrupt workplace by creating false health or safety fears.</li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			An awareness of the possible consequences of failure to observe OHS policies, procedures and legislative requirements. <a href="#">page 112</a>
	1.2 Incorporate <i>safe work practices</i> into all workplace activities.	<p><i>Safe work practices</i> may include:</p> <ul style="list-style-type: none"> <li>• use of personal protective clothing and equipment</li> <li>• safe posture and movements, including sitting, standing and bending</li> <li>• using safe manual handling techniques for such things as lifting and transferring</li> <li>• taking designated breaks</li> <li>• rotation of tasks</li> <li>• using knives and equipment and handling hot surfaces</li> <li>• using computers and electronic equipment</li> <li>• safe handling of chemicals, poisons and dangerous materials</li> <li>• using ergonomically sound furniture and workstations</li> <li>• clearing any hazards from immediate work area</li> <li>• paying attention to safety signage.</li> </ul>	<p><b>Learning experiences for the HSC must address:</b>  <a href="#">Page 110, 115. Activities Page 126,128 &amp;131</a></p> <p>An understanding of safe work practices and procedures including:</p> <ul style="list-style-type: none"> <li>• OHS induction training</li> <li>• selection, use and maintenance of personal protective equipment (PPE)</li> <li>• selection of appropriate tools for the task</li> <li>• correct use, maintenance and storage of tools and equipment</li> <li>• correct handling, application, labelling and storage of hazardous and nonhazardous materials</li> <li>• safe posture (sitting, standing, bending and lifting)</li> <li>• correct manual handling (lifting and transferring) <a href="#">page 115</a></li> <li>• location and use of safety alarms and emergency exits</li> <li>• correct use of fire fighting equipment: <a href="#">page 134</a> <ul style="list-style-type: none"> <li>– fire blanket</li> <li>– fire extinguishers</li> </ul> </li> <li>• hazard identification and risk control <a href="#">Page 122 -125</a></li> <li>• access to first aid kits</li> <li>• procedures to follow in the event of an emergency <a href="#">page 132-34</a></li> <li>• effective communication and teamwork</li> <li>• adherence to work instructions, workplace/organisation policies and procedures <a href="#">activity page 128</a></li> <li>• housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment. <a href="#">Chapter 5</a></li> </ul>
	1.3 Follow the safety directions of supervisors or managers and heed any workplace safety warning signs.		<p><b>Learning experiences for the HSC must address:</b></p> <p>Recognition and use of standard OHS signs and symbols including:</p> <ul style="list-style-type: none"> <li>• legislative requirements</li> <li>• meaning of colour and shape</li> </ul>

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	1.4 Use any required protective equipment and wear any required personal protective clothing.		<ul style="list-style-type: none"> <li>• appropriate placement and positioning. <b>Filtered through chapter 4</b></li> </ul> <p><b>Learning experiences for the HSC must address:</b></p> <p>Use and application of a range of PPE including:</p> <ul style="list-style-type: none"> <li>• footwear</li> <li>• head protection</li> <li>• gloves</li> </ul>
			<ul style="list-style-type: none"> <li>• protective clothing</li> <li>• hearing protection</li> <li>• eye protection.</li> </ul> <p>Selection of PPE:</p> <ul style="list-style-type: none"> <li>• correct for the task</li> <li>• manufacturers' specifications for use</li> <li>• correct fitting</li> </ul> <p>serviceability. <b>Activity Page 126, 128</b></p> <p>Importance of correctly fitting PPE.</p> <p>Maintenance of PPE according to manufacturer's instructions and workplace/organisation policy and procedures:</p> <ul style="list-style-type: none"> <li>• cleaning and decontamination</li> <li>• correct storage</li> <li>• regular checks for damage</li> <li>• repair/replacement of worn, malfunctioning or damaged equipment/parts</li> <li>• disposal of single-use equipment. <b>Page 128</b></li> </ul>
	1.5 Identify and promptly report unsafe work practices, <i>issues and breaches of health, safety and security procedures</i> .	<p><b>Issues and breaches of health, safety and security procedures</b> may include:</p> <ul style="list-style-type: none"> <li>• loss of keys</li> <li>• strange or suspicious persons</li> <li>• broken or malfunctioning equipment</li> <li>• loss of property, goods or materials</li> <li>• damaged property or fittings</li> <li>• lack of suitable signage when required</li> <li>• lack of training on health and safety issues.</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>An awareness of a range of health, safety and security breaches including:</p> <ul style="list-style-type: none"> <li>• strange or suspicious persons</li> <li>• broken or malfunctioning equipment</li> <li>• damaged property or fittings</li> <li>• lack of suitable signage when required</li> <li>• lack of training on health and safety issues</li> <li>• unsafe work practices</li> <li>• loss of keys</li> <li>• loss of property, goods or materials</li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> <li>• unauthorised access to               <ul style="list-style-type: none"> <li>- confidential files</li> <li>- computer systems</li> <li>- documents.</li> </ul> </li> </ul> <p>Page 135 - 143 –</p> <p>Knowledge of designated personnel in relation to hazard identification and control within the workplace/organisation. Page 127</p>
			<p>The importance of acting within level of authority in terms of:</p> <ul style="list-style-type: none"> <li>• taking initiative</li> <li>• problem-solving</li> </ul> <p>decision-making. Page 108 – 109</p> <p>Appropriate person(s) to report health, safety and security issues to including:</p> <ul style="list-style-type: none"> <li>• supervisor/team leader Page 108-109</li> <li>• manager</li> <li>• trainer</li> <li>• health and safety officer</li> <li>• OHS representative/committee</li> <li>• union representative.</li> </ul> <p>Page 116-17 and Page 118-120</p> <p>An awareness of monitoring and reporting for OHS including:</p> <ul style="list-style-type: none"> <li>• formal/informal</li> <li>• verbal</li> <li>• written               <ul style="list-style-type: none"> <li>- safety inspection reports</li> <li>- checklists</li> <li>- accident and incident reports</li> <li>- WorkCover NSW notification</li> <li>- registers/logs/files. Page 118-120</li> </ul> </li> </ul>
	<p>1.6 Report any suspicious behaviour or unusual occurrences promptly to the designated person.</p>		<p><b>Learning experiences for the HSC must address:</b></p> <p>Potential suspicious behaviour or unusual occurrences including:</p> <ul style="list-style-type: none"> <li>• unauthorised access to computer systems</li> <li>• unusual cash movements</li> <li>• unidentified persons in restricted areas</li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> <li>• emergency situations.</li> </ul> <p>Workplace/organisation security policy and procedures applying to the following areas:</p> <ul style="list-style-type: none"> <li>• monitoring people               <ul style="list-style-type: none"> <li>- staff</li> <li>- customers</li> <li>- visitors, sales representatives, contractors and/or vendors</li> </ul> </li> </ul>
			<ul style="list-style-type: none"> <li>• premises               <ul style="list-style-type: none"> <li>- general access areas</li> <li>- secure areas</li> </ul> </li> <li>• security of               <ul style="list-style-type: none"> <li>- documents/records</li> <li>- cash and non-cash transactions</li> <li>- equipment</li> <li>- stock/supplies</li> <li>- key control system</li> </ul> </li> <li>• recording of stolen items.</li> </ul> <p>Pages 140-143</p> <p>Strategies to deal with breaches in security including:</p> <ul style="list-style-type: none"> <li>• strange or suspicious persons               <ul style="list-style-type: none"> <li>- irrational customers</li> <li>- abusive customers</li> </ul> </li> <li>• broken or malfunctioning equipment</li> <li>• damaged property or fittings</li> <li>• loss of keys</li> <li>• theft of property, goods or materials               <ul style="list-style-type: none"> <li>- internal</li> <li>- external</li> </ul> </li> <li>• robberies or armed hold-up. Page 135 - 138</li> </ul>
2 Follow procedures for emergency situations.	2.1 Recognise emergency and potential <i>emergency situations</i> promptly and determine or take required actions within the scope of individual responsibility.	<p><i>Emergency situations</i> may include:</p> <ul style="list-style-type: none"> <li>• bomb threats</li> <li>• irrational customers</li> <li>• accidents</li> <li>• robberies or armed hold ups</li> <li>• fires</li> <li>• floods</li> <li>• earthquakes</li> <li>• power failure.</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>Types of emergency situations including:</p> <ul style="list-style-type: none"> <li>• bomb threat</li> <li>• irrational customer</li> <li>• accident/serious injury/illness</li> <li>• robbery or armed hold up</li> <li>• fire</li> <li>• flooding</li> <li>• natural disaster</li> <li>• power failure. Page 132 – 136</li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> <li>•</li> </ul> <p>A definition of:</p> <ul style="list-style-type: none"> <li>• accident</li> <li>• incident.</li> </ul> <p>Causes of common workplace injuries including:</p> <ul style="list-style-type: none"> <li>• lack of protection and safety equipment</li> <li>• slips, trips and falls</li> </ul>
			<ul style="list-style-type: none"> <li>• poor housekeeping</li> <li>• poor maintenance</li> <li>• inadequate lighting</li> <li>• spills</li> <li>• obstructions</li> <li>• faulty or incorrect equipment</li> <li>• poor ergonomics</li> <li>• inadequate instruction, training and supervision</li> <li>• personal factors including stress, tiredness and inappropriate behaviour</li> <li>• medical conditions including epilepsy, diabetes and asthma</li> <li>• unrealistic time frames</li> <li>• negligence</li> <li>• fatigue</li> </ul> <p>exposure to toxic substances. <b>Pages 110 - 113</b></p> <p>An awareness of a range of potential workplace injuries including:</p> <ul style="list-style-type: none"> <li>• allergic reactions</li> <li>• dislocations and fractures</li> <li>• puncture wounds and cuts</li> <li>• sprains and strains</li> <li>• burns</li> <li>• poisoning</li> <li>• shock. <b>Pages 110 - 113</b></li> </ul> <p>Measures to prevent common workplace accidents, injury or impairment including:</p> <ul style="list-style-type: none"> <li>• following safety procedures accurately</li> <li>• adopting correct posture and manual handling techniques</li> <li>• taking adequate rest breaks</li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> <li>• using PPE</li> <li>• correct use of chemicals and dangerous substances/ equipment</li> <li>• stress management techniques</li> <li>• safe use of tools, machinery and equipment</li> <li>• procedures to deal with emergency, fire and accidents</li> <li>• risk management. <b>Activity Page 110.</b></li> </ul>
	<p>2.2 Follow the organisation’s emergency procedures correctly.</p> <p>2.3 Seek assistance promptly from colleagues or other authorities where appropriate.</p> <p>2.4 Report details of emergency situations accurately according to organisation procedures.</p>		<p><b>Learning experiences for the HSC must address:</b></p> <p>How and when to seek assistance.</p> <p>Knowledge of emergency services contact numbers:</p> <ul style="list-style-type: none"> <li>• 000 – landline number</li> <li>• 112 – mobile phones.</li> </ul> <p>An awareness of information required by emergency services attending the site including:</p> <ul style="list-style-type: none"> <li>• location</li> <li>• nearest cross-street</li> <li>• nature of the incident</li> <li>• number of casualties</li> <li>• nature of injuries</li> <li>• contact name and number.</li> </ul> <p>An awareness of the primary role of personnel in an emergency including:</p> <ul style="list-style-type: none"> <li>• first aid officer</li> <li>• security officer</li> <li>• safety officer/safety representative</li> <li>• OHS committee member</li> <li>• colleagues</li> <li>• manager</li> <li>• supervisor/team leader</li> <li>• emergency services</li> <li>• WorkCover NSW</li> <li>• union representative.</li> </ul> <p><b>Page 132 - 136</b></p> <p>Knowledge of procedures to follow in the event of an emergency including:</p> <ul style="list-style-type: none"> <li>• notification <ul style="list-style-type: none"> <li>- appropriate authorities (emergency services and</li> </ul> </li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			WorkCover NSW) <ul style="list-style-type: none"> <li>- colleagues</li> <li>- supervisor</li> <li>• workplace/organisation policies and procedures               <ul style="list-style-type: none"> <li>- evacuate</li> <li>- secure building</li> <li>- reporting. <a href="#">Page 134</a></li> </ul> </li> </ul>
3 Participate in the organisation's OHS practices.	3.1 <i>Participate in OHS management practices</i> developed by the organisation to ensure a safe workplace.	<i>Participation in OHS management practices</i> may involve: <ul style="list-style-type: none"> <li>• active participation in OHS induction training and safe work practice training</li> <li>• involvement of personnel in hazard identifications</li> <li>• involvement of personnel in risk assessments</li> <li>• involvement of personnel in suggesting methods for and making joint decisions on how to eliminate or control risks</li> <li>• involvement of personnel in writing parts of OHS policies and procedures.</li> </ul>	<b>Learning experiences for the HSC must address:</b>  An acknowledgement that OHS is everyone's responsibility in the workplace. <a href="#">Page 108 – 109</a>  The concept of 'participation' and 'consultation' as it relates to workplace safety and employee rights and responsibilities. <a href="#">Page 116 – 117</a>  An understanding of the election/formation, roles and responsibilities of the OHS representatives or committee in the workplace. <a href="#">Page 116 – 117</a>  A basic understanding of the roles and functions of key bodies involved in OHS including: <ul style="list-style-type: none"> <li>• WorkCover NSW</li> <li>• ASCC</li> <li>• local councils</li> <li>• unions</li> <li>• professional associations.</li> </ul> <a href="#">Page 108 - 109</a>
	3.2 Actively participate in the OHS <i>consultation processes</i> and identify and report safety and procedural issues requiring attention.	<i>Consultation processes</i> may involve: <ul style="list-style-type: none"> <li>• OHS discussions with all employees during the course of each business day</li> <li>• a diary, whiteboard or suggestion box used by staff to report any issue of concern</li> <li>• regular staff meetings that involve OHS discussions</li> <li>• special staff meetings or workshops to specifically address OHS issues</li> <li>• survey or questionnaire that invites feedback on OHS issues</li> <li>• informal meetings with notes</li> <li>• formal meetings with agendas, minutes and action plans</li> <li>• discussions with and reports to formal OHS representatives and committee members.</li> </ul>	

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
	3.3 Ensure immediate work area is free from hazards, participate in scheduled hazard identification activities and report hazards on an ongoing basis.		<p><b>Learning experiences for the HSC must address:</b></p> <p>Identification of potential hazards to:</p> <ul style="list-style-type: none"> <li>• self</li> <li>• visitors</li> <li>• colleagues</li> <li>• customers</li> </ul> <p>the general public. <b>Pages 110-112</b></p>
			<p>A range of hazards including: <b>Activities Page 123,124 &amp;131</b></p> <p>tools and equipment operation maintenance</p> <ul style="list-style-type: none"> <li>• manual handling</li> <li>• materials in use <ul style="list-style-type: none"> <li>- spills &amp; leakages</li> </ul> </li> <li>• work processes/practices</li> <li>• work environment <ul style="list-style-type: none"> <li>- poor/inadequate lighting</li> <li>- inadequate amenities</li> <li>- inadequate equipment</li> <li>- lack of storage and/or shelving</li> <li>- poor housekeeping</li> <li>- wet or slippery floors</li> <li>- fire, chemical and electrical hazards</li> <li>- damaged floor coverings</li> <li>- falling objects</li> <li>- noise</li> </ul> </li> <li>• poor ventilation</li> <li>• working <ul style="list-style-type: none"> <li>- alone</li> <li>- with electricity</li> </ul> </li> </ul> <p>human factors <b>Page 115</b></p> <ul style="list-style-type: none"> <li>- stress / fatigue</li> <li>- violence/bullying</li> <li>- playing practical jokes</li> <li>- failure to follow procedures</li> <li>- lack of training or experience</li> <li>- lack of supervision / carelessness</li> </ul> <p>poor personal health/hygiene <b>Page 151</b></p> <ul style="list-style-type: none"> <li>- using wrong techniques/procedures</li> <li>- ignoring safety rules/signs</li> <li>- taking short cuts</li> <li>- knowingly using unsafe tools/equipment.</li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
	3.4 Participate in risk assessments and suggest appropriate ways of controlling risk.		<p><b>Learning experiences for the HSC must address:</b></p> <p>An understanding of risk management:</p> <ul style="list-style-type: none"> <li>• identify hazards</li> <li>• assess associated risks <a href="#">Pages 122,126 &amp;127</a></li> </ul> <p>use appropriate control measures to eliminate or minimise risks <a href="#">Pages 127 – 130</a></p> <ul style="list-style-type: none"> <li>• monitor and review the control measures.</li> </ul>
	3.5 Raise OHS issues and concerns with designated persons according to organisation and legislative requirements.		<p>An understanding of the hierarchy of risk control measures:</p> <ul style="list-style-type: none"> <li>• Level 1 – eliminate the risk (such as discontinue the activity or not use the equipment)</li> <li>• Level 2 – minimise the risk by: <ul style="list-style-type: none"> <li>- substituting the system of work/equipment (with something safer)</li> <li>- modifying the system of work/equipment (to make it safer)</li> <li>- isolating the hazard (such as introducing a restrictive work area)</li> <li>- introducing engineering control (such as rubber mats)</li> </ul> </li> <li>• Level 3 – other controls: <ul style="list-style-type: none"> <li>- adopt administrative controls and safe work practices</li> <li>- use PPE.</li> </ul> </li> </ul> <p><a href="#">Page 127 - 128</a></p>