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About the Business Services Industry

The BSB Business Services Training Package covers a diverse range of industries and occupations. Business Services covers a range of cross-industry functions and services supporting the commercial activities of all industries.

Defining Qualifications

When units of competency are grouped into combinations that meet workplace roles, they are called qualifications. These qualifications are aligned to the Australian Qualifications Framework (AQF). Each qualification will have ‘packaging rules’ which establish the number of core units, number and source of elective units and overall requirements for delivering the qualification.

“The purpose of education is to replace an empty mind with an open one.” Malcolm Forbes
Delivery and Assessment of Qualifications

RTOs must have the qualifications (or specific units of competency) on their scope to deliver nationally recognised training and assessment. RTOs are governed by and must comply with the requirements established by applicable national frameworks and standards. RTOs must ensure that training and assessment complies with the relevant standards.

Qualification Training Pathways

A pathway is the route or course of action taken to get to a destination. A training pathway is the learning required to attain the competencies to achieve career goals. Everyone has different needs and goals, and therefore requires a personalised and individual training pathway.

Foundation Skills

Foundation Skills are the non-technical skills that support the individual’s participation in the workplace, in the community and in education and training.

Australian Core Skills Framework (ACSF)

This Assessment meets the five ACSF core skills as described in the Foundation Skills mapping.
BSBWHSC201 is about participating in work health and safety (WHS) processes to protect your own health and safety, and that of others. It will help you with the skills you need to demonstrate competency for this unit.

This manual is broken up into three Elements. They are:

1. **Work safely** – In this first section we will examine common workplace safety procedures and how you can ensure you are working safely at all times.

2. **Implement work safety requirements** – Here we will examine how to follow safety procedures, examine what hazards are, how to identify them, and how to control them. We will then move on and examine procedures that should be followed in the event of an emergency in your workplace.

3. **Participate in WHS consultative processes** – Then you will learn different ways in which you can make a difference in your workplace. You will look at how your views on health and safety can be communicated, and how you can, if needed, improve your own safety.

At the conclusion of this training you will be asked to complete an assessment pack.
for this unit of competency. The information contained in this Resource will assist you to complete this task. You will also need to have access to your working environment, employee information manual and Health and Safety manuals. You will also require someone who is able to assess your performance and verify the evidence you supply.

On attaining competent for all of the assessment tasks, you will have demonstrated skills and knowledge necessary to participate in workplace safety procedures.
ELEMENT 1: Work Safely

Performance Criteria Element 1

1.1 Follow provided safety procedures and instructions when working
1.2 Carry out pre-start systems and equipment checks according to workplace procedures
1.3 Follow workplace procedures for responding to emergency incidents.
Work Safely

The Legislative Framework for Safety

There are many safety procedures and instructions that you may undertake while you are at work. Some of the most important are related to the legislative framework that surrounds safety. In this section we will begin by looking at the legislation before moving on to look at more specific requirements. Employers in Australia have a duty of care for their employees. They must provide all employees with a healthy and safe working environment under the law. The major piece of legislation is the Work Health and Safety Act of 2011. Section 2 of this Act states that:

“The main object is to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety, and welfare through the elimination or minimization of risks arising from work.”

This Act is an overriding Commonwealth piece of legislation; however some States also have their own system of legislation that may apply in a given circumstance. The general principle of each of the state’s legislations is:

“Employers should do everything that is reasonably practicable to set up a working environment that is both safe and without risk to the health of all workers and other people in or near the workplace.”

Regulations and Codes of Practice

The Work Health and Safety Act and Regulations has a number of parts. There is the overriding act of law, as well as numerous regulations and approved Codes of Practice that should be considered. Regulations are those laws that are written under the authority of a piece of legislation.

They are used to give a much more detailed response to the provisions of the Act, and if one breaks a regulation you can be prosecuted. Codes of Practice are written to give people practical guidance under a regulation. A Code of Practice is considered the minimum standard required. While you can not be prosecuted under a Code of Practice, if you do not meet the Code you may find that it can be used as evidence of not meeting a general duty of care at work.
Other major aspects of following safety procedures in your workplace include:

- **Completing required documentation**: All organisations are likely to have hazard identification forms, incident report forms, logs, and other documentation that you may be required to complete during the course of your work. You must ensure that you follow all these procedures.

- **Safety Data Sheets (SDSs)**: These documents provide guidance for dealing with hazardous substances. It is particularly important to be familiar with the Materials Safety Data Sheet (MSDS) of any substance that you work with on a regular basis. It will assist you in handling the substance safely and allowing you to know what to do when you mishandle it, such as clean-up and first aid.

- **Maintenance and Use of Cleaning Apparatus**, such as:
  - Disposing of spilled substances, dangerous products, ‘sharps’, and waste correctly
  - Maintaining stocks of cleaning equipment (e.g. disposable gloves, liquid repellent aprons, disinfectant)
  - Sterilising and/or disposing of cleaning equipment
  - Using appropriate cleaning equipment to clean spillages and breakages
  - Wearing protective clothing, protective eye wear when in contact with body fluids or chemicals that may splash.

- **Keeping Reception and Work Areas Clean and Tidy**: This is a simple task but one that is often overlooked when looking at WHS. A tidy workplace is a safe workplace. Look at areas such as:
  - Attending to spillages and breakages promptly
  - Cleaning and sanitising floor and bench surfaces
  - Cleaning and tidying toilets and lunch room
  - Keeping access routes clear and free of clutter
Element 1: Work Safely

- Laundering linen
- Placing files in appropriate trays / locations
- Preparing examination rooms for patients
- Processing patient notes / records / files / reports / results promptly
- Tidying brochures, magazines, and other display materials.

- **Be Familiar with Your Office Practice Manual.**
- **Some Special Guidelines in a Medical Setting:**
  - The Royal Australian College of General Practitioners (RACGP) Code of Practice for the Management of Health Information in General Practice
  - RACGP Entry Standards for General Practices
  - RACGP Sterilisation / Disinfection Guidelines for General Practice.

Once you are familiar with the regulations that you must follow, you are in a position to understand what you must do in order to ensure you work safely. If you have any questions regarding safety in your workplace, there are a range of individuals you can ask.

These include:

- Designated health and safety personnel
- Health and safety representatives
- Specialist personnel in a medical setting:
  - Doctor
  - Nurse
  - Practice manager
- Supervisors.

Ensure that you know who it is that you should approach in the event of any questions or problems within your workplace.
Follow Provided Safety Procedures and Instructions when Working

Carry out Pre Start Systems and Equipment Checks according to Workplace Procedures

Once you understand the general principles of safety in your workplace, it is time to get specific and look at how to operate equipment safely.

It is essential that you always follow the safety procedures and instructions that are provided for you. These could include:

- Instructions and advice contained in health and safety brochures, magazines, and other material
- Completing required documentation
- Following procedures for work area housekeeping
- Following WHS guidelines relevant to workplace procedures for:
  - Disposing of spilled substances, dangerous products, sharps and waste, and cleaning equipment
  - Maintaining stocks of cleaning equipment, such as disposable gloves, liquid repellent aprons, and disinfectant
  - Sterilising cleaning equipment
  - Using appropriate cleaning equipment to clean spillages and breakages
  - Wearing personal protective clothing and protective eyewear when in contact with body fluids or chemicals that may splash.
- Handling, using and storing hazardous chemicals according to workplace procedures
- Labels for hazardous chemicals
- SDS’s
- Specific guidelines and procedures as they apply to own work area
- Undergoing operator training and instruction when using new equipment or processes.

Let’s now look at how you can ensure that the equipment you are using is safe for you to use. We will begin by looking at hand tools. Many risks can be controlled by ensuring hand tools are properly used and maintained, for example:

- **Hammers:** Carefully examine both the handle and the head of the hammer before use, make sure they are not chipped or cracked in any way as this can cause the hammer to disintegrate
- **Files:** Make sure that the handle is attached tightly and avoid using as an opener rather than for its specified use
Element 1: Work Safely

- **Chisels**: The tip of the chisel should also be in the correct shape, ensure that you do not have a chisel where the tip is misformed in any way and if needed, replace or repair the chisel before use.

- **Screwdrivers**: Ensure the handle is not split; do not use for other purposes such as opening paint tins or hitting them with a hammer.

- **Spanners**: Make sure the end is the right shape. Throw away any that slip when attempting to tighten and make sure that you have a range of spanners in different sizes, so you do not have to use the wrong one.

“There is nothing so urgent or so important that we cannot take time to do it safely.”

Source Unknown
Whenever you are using tools or machinery in your organisation, ensure that you check them very carefully before use. Check for obvious signs of damage and make sure that they have been well maintained. If needed, make sure that the required maintenance checks are undertaken before you use the machines. If possible, have the machine checked out if you have any concerns about the state of the machine itself.

Inspections should be carried out regularly on machines. Make sure that these are done by someone qualified and entered into maintenance records within the organisation. These types of inspections should be made before first use as well as when you have had the machine repaired:

- If your machinery has safety guards, check these are in place and not loose before each time that you use the machine
- Ensure that you know what the manuals and manufacturer recommends with regards to maintenance of the machine and the way that it should be carried out
- Look at what routine checks need to be undertaken, this includes things that should be done daily
- Know what machinery needs preventative maintenance or servicing on a regular basis, this can prevent the machine from being seen unsafe
- Any equipment that uses hydraulics or electricity must be carefully examined to ensure that it is working correctly before use, do not attempt any repairs to these yourself.

There are certain machines and pieces of equipment that are more prone to causing incidents than others. Think about the following:

**Ladders**

- If possible, do not use ladders unless absolutely necessary
- Ladders must be put in place securely before you step on them
- In order to prevent the ladder from moving while you are on it, have someone hold it for you, use anti-slip technology, or tie it in place
- Always put things in your tool belt rather than carrying them while climbing the ladder
- Make sure you do not have to reach too far beyond the ladder
- Never use a broken ladder. Managing the Risk of Falls at Workplaces Code of Practice 2011 outlines the minimum requirement when working with ladders.
Drilling machines

- Make sure that appropriate guards are in place before you use any drilling machinery.
- Make sure that you have a vice or gripping mechanism to hold the object that you are drilling in place securely before any use.
- If you have longer hair, make sure that it is tied back to prevent it getting tangled.
- Wear overalls, and make sure you do not have any loose clothing.
- Wear eye and hand protection.

Fork-lift trucks

- Make sure you are licenced and competent before driving.
- Complete a pre-start check by following the manufacturers instructions.
- Report any damage or problems to your supervisor immediately.
- Remove the key and tag out unsafe forklifts to prevent unauthorised use.
- Follow the traffic management plan at your workplace.

Follow Workplace Procedures for Responding to Emergency Incidents

Emergencies are situations where immediate action must be taken to maintain safety. They can include:

- Accidents
- Alcohol and Other Drug Intoxication
- Crime
- External Threats
- Fire
- Flood
- Near Misses
- Sudden Illness.
When you are inducted into a new position, you will be told many things. One of the most important are the emergency procedures or what to do if there is a dangerous situation. This could be a fire, robbery, explosion, gas leak, or many, many others. If there is an emergency you must follow the procedure that you have been taught during your induction. If you are not clear on what to do in different incident situations, take the time early in your employment to find out for yourself. You owe it to yourself and others to be able to contribute to safety in an emergency.
Key Points Element 1

- Your workplace must be a safe and healthy place in which to work. This is a legislative requirement.
- When starting your work it is important to check your equipment to ensure it is safe and will not cause you any injury.
- Ensure you follow all instructions and procedures related to emergency incidents and safety in your workplace.
## Element 1 – ‘True’ or ‘False’ Quiz

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<th>Q</th>
<th>True or False</th>
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<tbody>
<tr>
<td>Government workplaces are exempt from workplace safety laws.</td>
<td>False</td>
</tr>
<tr>
<td>ALL workplaces must be safe and healthy for their employees.</td>
<td>True</td>
</tr>
<tr>
<td>There is both Federal and State legislation with regard to health and safety.</td>
<td>True</td>
</tr>
<tr>
<td>SDSs serve as documents used when dealing with potentially dangerous equipment.</td>
<td>True</td>
</tr>
<tr>
<td>They are used when dealing with dangerous materials.</td>
<td>True</td>
</tr>
<tr>
<td>Correct sterilisation techniques are not an important aspect of WHS.</td>
<td>False</td>
</tr>
<tr>
<td>Sterilisation technique helps prevent the spread of disease, which is a health concern.</td>
<td>True</td>
</tr>
<tr>
<td>Tidying an office space is an important aspect of WHS.</td>
<td>True</td>
</tr>
<tr>
<td>Medical settings do not have different guidelines.</td>
<td>False</td>
</tr>
<tr>
<td>Medical settings have specific guidelines since they often have greater hazards than a normal workplace.</td>
<td>True</td>
</tr>
<tr>
<td>A split hammer head is not a major hazard.</td>
<td>False</td>
</tr>
<tr>
<td>It can break into two and cause major injury.</td>
<td>True</td>
</tr>
<tr>
<td>Routine maintenance checks are not your responsibility.</td>
<td>False</td>
</tr>
<tr>
<td>Equipment should be checked briefly before each use to ensure it is serviceable.</td>
<td>True</td>
</tr>
<tr>
<td>If you can avoid it, you should not use a ladder in the workplace.</td>
<td>True</td>
</tr>
<tr>
<td>Forklifts are a major hazard.</td>
<td>True</td>
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