

Work Health and Safety (WHS) Communication and Consultation



Course duration: 3-days

Course cost: \$695 per person (public workshops)

Special rates can be negotiated for workshops conducted by Training Services Australia on behalf of our clients, exclusively for their personnel

Aim of course: To equip participants with the skills, knowledge and attitude to:

- Contribute to the implementation and maintenance of WHS consultation and participation processes in the workplace
- Develop and maintain effective working relationships and networks
- Manage workplace difficulties into positive outcomes

Units covered: BSBWHS403 – Contribute to implementing and maintaining WHS consultation and participation processes
BSBLDR402 – Lead effective workplace relationships

Delivery method: Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after the workshop.

Who should attend? This workshop has been developed for those who contribute to the implementation and maintenance of WHS consultation and participation processes in the workplace as part of their WHS supervisory responsibilities. The course is ideal for those working at the level of a Work Health and Safety officer.

Please note that the course is applicable to those operating under the:

- Occupational Safety and Health Act (WA) 1984, or
- Mines Safety and Inspection Act (WA) 1994

Qualification: This course forms part of the BSB41415 Certificate IV in Work Health and Safety. This qualification was superseded by the BSB41419 Certificate IV in Work Health and Safety on 30 August 2019, however Training Services Australia is permitted to continue training, assessing and issuing the BSB41415 Certificate IV in Work Health and Safety until 1 March 2021. For further information, please contact a TSA Training Advisor.

Pre-requisites: No qualifications are necessary to participate in this workshop, however it is recommended that participants attend this course after they have completed TSA's 'Research and apply WHS legislation' course.



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Language, literacy and numeracy (LLN) requirements:

To successfully complete the course, participants will need to have a **relatively high level of reading and writing ability**. Examples of activities that participants will need to perform include:

- Read, research, analyse and interpret a range of WHS texts, including regulatory documents (Acts, Regulations, Codes, etc) as well as policies and procedures
- Conduct a workplace audit and write a brief report to management on the audit outcomes
- Prepare minutes / notes from WHS meetings

Participants will also need to be capable of using word processing software (e.g., Microsoft Word) to write, edit and format documents.

Those wishing for further advice about whether they have the necessary LLN skills to complete this course should contact a TSA Training Advisor.

Access to a workplace environment:

To complete the assessment component of this course, participants need to be working in, or have access to, an organisation in which they are able to assist in implementing and maintaining WHS consultation and participation processes. Ideally, this will be a workplace where they are currently an employee.

Pre-course work:

Before attending the workshop, participants are encouraged to access and bring a copy of their organisation's:

- Policy and procedures relating to WHS consultation and participation
- Code of conduct
- Policy and procedures relating to bullying, harassment and discrimination

Homework:

Participants may be required to complete some work at home after each day of the course, in preparation for the following day.

Topics

DAY 1

1. Introduction to communication and consultation
2. Consultation and participation
3. Communicate and share WHS information

DAY 2

4. Consultative processes: Surveys and meetings
5. Contribute to improving WHS consultation and participation
6. Identify and deliver training to support WHS consultation
7. Develop trust and confidence

DAY 3

8. Building networks and relationships
9. Manage difficulties into positive outcomes
10. Manage conflict



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Assessment

The assessment for this course consists of:

- Assessment questions and activities to be completed on-course
- Post-course assessment activities requiring candidates to practically apply the competencies in the workplace. These include:
 - Research legal and organisational responsibilities for WHS consultation
 - Audit and report on WHS consultation processes
 - Deliver training to improve WHS consultation
 - Run a WHS meeting and conduct meeting follow up
 - Provide examples of WHS consultation and communication
 - Conduct a survey to evaluate personal skills and attributes relevant to workplace relationships
 - Provide examples of how networking has been used to benefit the team and organisation
 - Provide examples of effective management of difficulties in the workplace
- Third party report from supervisor confirming practical application of competencies in the workplace

Resource requirements

To complete the assessment for this course, participants will need to have access to:

- a computer, a printer and the internet
- their organisation's work health and safety policies, procedures, forms and associated documentation
- people they can involve in work health and safety activities, including meetings and surveys
- a supervisor / manager who can review their work and provide feedback to TSA

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available for this course.

RPL is suitable for those whose previous knowledge and experience will enable them to demonstrate competency in the units on which the course is based. TSA's RPL policy and some general information about the RPL process are available in the Policies and Procedures area of our website.

Please contact Training Services Australia for an application kit and for information about the fees and charges that apply. Note that RPL enquiries should be made before attending the course.

National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework. TSA's policy for National Recognition is available from the Policies and Procedures area of our website.

If you have already achieved one or more of the units from this course and wish to have them recognised, please contact a TSA Training Advisor.