BSBWHS411

Implement and monitor WHS policies, procedures and programs

Assessment 3 of 3

Role Play

Assessor Guide

Version 1.0 April 2021

Assessment Instructions

Task overview

There are four (4) parts to this assessment:

- Task 1: Participate in a role play with Assessor
- Task 2: Create a PowerPoint Presentation and write an email
- Task 3: Update records (*Bounce Fitness WHS Issues Management Log* and *Bounce Fitness Risk Assessment Form*)
- Task 4: Calculate and use aggregate data

Additional resources and supporting documents

You will be provided with the following documents:

- *Bounce Fitness Work Health and Safety Policy and Procedures*
- *Bounce Fitness PowerPoint Presentation Template*
- *Bounce Fitness Email Template*

You will need to refer to/update the following documents they completed in Assessment 2:

- *Version 1 Bounce Fitness WHS Issues Management Log (partially completed in Assessment 2 – Task 1)*
- *Bounce Fitness Incident Reporting Form x 2 (completed in Assessment 2 – Task 1)*
- *Version 1 Bounce Fitness Risk Assessment Form (partially completed in Assessment 2- Task 2*

To complete your role play (Task 1), you will also need:

- *Model WHS Act 2011*
- Access to MSTeams or a phone with recording capability
- Participant - Assessor

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

TASK 1 – ROLE PLAY

Task 1 requires you to participate in a **Microsoft Teams** or **phone meeting** with your assessor.

The role play requires you to discuss the two (2) WHS incidents and the risk assessment that were completed in Assessment 2. You have organised to meet with the WHS Committee Member/Fitness Trainer (role-played by the assessor).

In this meeting, you will:

- briefly explain the two (2) workplace incidents (**Bounce Fitness Incident Reporting Forms**) and actions taken to resolve the injury and illness
- briefly explain the outcomes of the risk assessment (*Version 1* **Bounce Fitness Risk Assessment Form**) you recently completed on a Bounce Fitness partner gym.
- Collaborate and discuss with the WHS Committee member/Fitness Trainer where current controls at the Bounce Fitness partner gym are insufficient. Identify and discuss one additional control, decide together who will action this, and the date to be actioned.
- Discuss training needs of your work team

Take notes to ensure you capture all new information.

> **SCENARIO**
>
> You are the newly appointed Assistant Manager at Bounce Fitness; this role also includes the role of WHS Officer. You have recently completed two *Bounce Fitness Incident Reporting Form*s – one for Lauren Georges who twisted her ankle and one for Sophie Davies for a rash. You have also carried out a risk assessment on a Bounce Fitness partner gym.
>
> You will attend the next WHS Committee Meeting to:
>
> - Explain the incidents to the WHS Committee (currently just you and a WHS Committee Member/Fitness Trainer) and actions taken to resolve the situations.
> - Report on the inadequacies of current risk controls identified in your recent risk assessment of a Bounce Fitness partner gym.
> - Take on board any feedback the WHS Committee Member/Fitness Trainer has collected from the team.
> - Discuss training needs for the work team regarding Bounce Fitness WHS policies and procedures and WHS legislative requirements.

Instructions for student

(a) Explain the outcomes you documented in the two (2) Version 1 **Bounce Fitness Incident Reporting Forms** (Assessment 2: Task 1)

(b) Report on risk assessment completed at Bounce Fitness member gym including inadequacies in existing risk controls as they relate to the hierarchy of controls (Assessment 2: Task 2)

(c) Answer questions from WHS Committee Member (Fitness Trainer) and actively collaborate and contribute to determine solution/additional control to one hazard at the Bounce Fitness member gym, and who will action this and when, in accordance with WHS legislative requirements

(d) Identify and discuss areas in which team members should be trained and when training will take place (before the next WHS Committee Meeting) and confirm an implementation plan for this

(e) Communicate using clear and accurate language

(f) Use questioning and active listening to clarify understanding and encourage discussion.

This meeting is to be a discussion and should run for approximately 10 minutes. In this meeting, you are required to take notes, relevant to:

- Version 1 **Bounce Fitness Risk Assessment Form** - solutions/additional controls decided in conjunction with the WHS Committee member/Fitness Trainer
- Version 1 **Bounce Fitness WHS Issues Management Log** - training for all work team members, identified by you and the WHS Committee member/Fitness Trainer.

Instructions to Assessor

You will play the role of a WHS Committee Member/Fitness Trainer (part of the students work team) at Bounce Fitness and participate in an approximately 10 minute discussion with the student. You must:

1. Select one of the *Bounce Fitness Incident Reporting Forms* (Lauren Georges or Sophie Davies) and ask student if the incident has been resolved and what controls were used to resolve the issue/hazard.
2. Select one hazard from the student's Version 1 *Bounce Fitness Risk Assessment Form* that currently has an inadequate existing control and ask student to explain why the identified **additional** control has been selected and how it meets the hierarchy of controls.
3. Provide a possible solution/additional control to one (1) identified hazard in the risk assessment of the member gym. Discuss with the student who will action the new control and when. Possible solutions may include the following:
    o Place exercise bikes in an alternative room, removing any obstruction they may currently cause.
    o Ensure chemicals have clear labelling and signage and PPE is nearby, eg. gloves
    o Remove the out of order equipment from the gym and place in another room/ storage room until repaired
    o Place hazard tape over any loose cabling to ensure it is secured
    o Move gym mats away from/off equipment
    o Ensure desk space is free from clutter and liquids
    o Ensure doors and cupboards are free from obstructions and store these items in a more appropriate area or in storeroom
    o Add signage up for staff and members to ensure equipment is put back and cleaned after use
    o Organise staff training.
4. Participate in a discussion regarding WHS training for work team on Bounce Fitness WHS policies and procedures and WHS legislation. This training will take place before the next WHS Committee meeting.

Assessor Marking Guide

Students' must demonstrate the ability to contribute to managing issues raised and implement and manage risk assessments according to organisational consultation procedures and WHS legislative requirements.

Assessor Checklist	Yes	No
Student must demonstrate they have:		
Followed instructions provided for task	☐	☐
Communicated the following in a language suitable for their audience	☐	☐
• Explained the outcomes documented in the two (2) *Bounce Fitness Incident Reporting Forms* (the incidents and actions taken)	☐	☐
• Outlined five (5) identified hazards and current risk controls for the risk assessment at a Bounce Fitness partner gym	☐	☐
• Identified and discussed the inadequacies of any existing risk controls for the five (5) hazards	☐	☐

• Discussed one additional hazard and control and who might action it and when	☐	☐
• Identified, discussed and consulted about the need for training for team members on Bounce Fitness WHS policies and procedures and WHS legislation		
Facilitated participation in meeting through consultation mechanisms	☐	☐
Used questioning, active listening and answered questions to clarify understanding and encourage discussion		
Used logic and intuition to identify and evaluate alternative strategies/control measures for risk assessment	☐	☐

TASK 2: POWERPOINT PRESENTATION AND EMAIL TEXT

SCENARIO

You must communicate the outcomes of the WHS Committee meeting (Task 1: Role Play) to your work team which recently expanded to include new staff. You decide on a PowerPoint Presentation (PPT) to communicate the outcomes of the meeting as well as make it a training opportunity for new team members by providing additional information on Bounce Fitness WHS policies and procedures and WHS legislation.

Task 2 is broken into two (2) Parts:

- **Part 1:** PowerPoint Presentation
- **Part 2:** Email to team

To answer this question, you must source and reference the *Model WHS Act 2011*.

Resources you need:
- *Model WHS Act 2011*
- ***Bounce Fitness Work Health and Safety Policy and Procedures***
- *Bounce Fitness Incident Reporting Forms* (as completed in Assessment 2)
- Version 1 *Bounce Fitness Risk Assessment Form* (as partially completed in Assessment 2)
- ***Bounce Fitness PowerPoint Presentation Template***
- ***Bounce Fitness Email Template***

Part 1: Develop a PowerPoint Presentation (maximum 10 slides)

Part 1 requires you create a PowerPoint Presentation as a training opportunity. You need to use the ***Bounce Fitness PowerPoint Presentation Template*** (maximum 10 slides). You must use a structure, headings and language appropriate to a PowerPoint Presentation. In your PPT, you must:

(a) Summarise the outcomes of the last WHS Committee meeting:
- hazards/issues and controls/resolution for the two (2) incidents
- hazards and suggested controls identified in the risk assessment by the WHS Committee (Task 1: Role Play)

(b) List three (3) WHS provisions (or 'objects') relevant to the work team and explain why they are important to the work team

(c) Refer to the ***Bounce Fitness Work Health and Safety Policy and Procedures*** to explain the importance of consultation mechanisms in managing WHS risks; and to identify two [2] policies, five [5] procedures and five [5] programs. You also need to explain where documents related to WHS policies and procedures are located in Bounce Fitness gyms.

Save to your device and upload to your assessor.

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Part 2: Compose an email to distribute your PowerPoint Presentation

Part 2 requires you write an email text using the **Bounce Fitness Email Template** (maximum 200 words). You must:

1. Provide a brief overview of the contents of the PowerPoint Presentation and its purpose including relevant provisions about WHS laws

TASK 3: UPDATE RECORDS

As the Bounce Fitness WHS Officer, you are required to update all records, including aggregating data relating to hazards and risk control, to meet Bounce Fitness recordkeeping requirements and to reflect your recent actions around work health and safety. You must update your:

- Version 1 **Bounce Fitness WHS Issues Management Log** reflecting the steps you have taken since you met with the WHS Committee Member/Fitness Trainer.
- Version 1 **Bounce Fitness Risk Assessment Form** for a Bounce Fitness partner gym. You must identify any additional controls and who will action them and by when as discussed when you met with the WHS Committee Member/Fitness Trainer.

This is your final opportunity to ensure the **Bounce Fitness WHS Issues Management Log** is up to date and actions related to Issue # 6 are current [Status, Control/actions planned, Resolution of control and data resolved].

This is your final opportunity to ensure the **Bounce Fitness Risk Assessment Form** is up to date and a minimum of one new control is added including who will action it and by when.

Resources you need:
- Version 1 **Bounce Fitness WHS Issues Management Log**
- Version 1 **Bounce Fitness Risk Assessment Form**

Instructions

1. Update the Version 1 Bounce Fitness WHS Issues Management Log
2. Save as **Version 2 Bounce Fitness WHS Issues Management Log** to your device
3. Update the Version 1 Bounce Fitness Risk Assessment Form
4. Save as **Version 2 Bounce Fitness Risk Assessment** to your device
5. Upload Version 2 documents to the LMS for your assessor.

Assessor Marking Guide

Students' benchmark answers must demonstrate their ability to:

- Use processes to monitor implementation of WHS organisational procedures
- Monitor outcomes of reports on inadequacies, as required, to ensure prompt organisational response.

Bounce Fitness WHS Issues Management Log: Criteria	**Yes**	**No**
Student has:		
Updated Bounce Fitness *WHS Issues Management Log* for Issue 6 with benchmark answers for: • **Controls / Actions Planned:** WHS training for work team to cover WHS legislation and Bounce Fitness WHS policies and procedures. • **Resolution of Control and Date Resolved**: Training to take place before the next WHS Committee Meeting. Training will be a PPT and include 5 questions to test understanding of the content. • **Status:** Open	☐	☐

TASK 4: AGGREGATE DATA

Using the data captured in the **Bounce Fitness WHS Issues Management Log** for the period 01/03/2021 to 31 May 2021, complete the following in the spaces provided below:

1. Calculate and capture the aggregate data in the table below.
2. Make two [2] recommendations for improvement as a result of this information.

1. **Aggregate Data**		
Period (To-From Date)	1/3/21-31/5/21	
Number of issues logged	6	
Number of injuries caused	1	
Issues by category (1 per incident reported)	Hygiene	2
	Mess (trip hazards)	2
	Equipment malfunction	1
	Other: (Specify)	Training/ Staff not complying with WHS: 1
Controls by category (1-3 per incident reported)	Signage	2
	Cleaning	3
	Repair	1
	Other: (Specify)	Training/Communication with Staff: 2
Number of issues outstanding	1	

2. **Make two (2) recommendations for improvements**
Students must provide 2 recommendations. These may include the following: 1. Develop a roster for improved cleaning in the workplace, to include packing away of equipment and hygiene elements 2. Place additional signage in problem areas to highlight hygiene and safety practices etc. 3. Schedule regular staff meetings to discuss WHS incidents and controls being put in place 4. Develop Staff training to highlight all stakeholder obligations and responsibilities

Assessment checklist:

Students must have completed all Tasks within this assessment before submitting. This includes:

Task 1		
1	Participate in a WHS Committee Meeting - with the Assessor in the role of WHS Committee Member/Fitness Trainer	☐
Task 2		
1	Develop powerpoint training session for team members based on outcome of WHS Committee Meeting	☐
2	Develop email to circulate training	☐
Task 3		
1.	Update *Bounce Fitness WHS Issues Management Log*	☐
2	Update *Bounce Fitness WHS Issues Management Log*	☐
Task 4		
1.	Calculate aggregate data based on *Bounce Fitness WHS Issues Management Log*	☐
2	Make two (2) recommendations for improvement based on aggregate data	☐

✓ **Congratulations you have reached the end of Assessment 3!**

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