



BSBWHS411

ASSESSOR GUIDE

## Implement and monitor WHS policies, procedures and programs

Assessment 2 of 3

Case Study

Version 1.0

## Assessment Instructions

### Task overview

This assessment is divided into two (2) tasks which are based on a simulated workplace 'Bounce Fitness' and includes a case study and scenarios.

- **Task 1:** Complete relevant sections of the *Bounce Fitness Incident Reporting Form* and update relevant sections of the *Bounce Fitness WHS Issues Management Log*
- **Task 2:** Complete relevant sections of a *Bounce Fitness Risk Assessment Form* for a Bounce Fitness partner gym.

### Additional resources and supporting documents

- [Bounce Fitness Workplace Health and Safety Policy and Procedures](#)
- [Bounce Fitness Incident Reporting Form](#)
- [Bounce Fitness WHS Issues Management Log](#)
- [Bounce Fitness Risk Assessment Form](#)

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**Commented [VR2]:** See Bounce Form

**Commented [VR3]:** See Bounce Log

**Commented [VR4]:** See Bounce Form

## 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.



Please consider the environment before printing this assessment.

## Case study: Bounce Fitness

Bounce Fitness was incorporated in 2001 and wholly owned by Ms Margaret House. Its head office is in Cairns with centres in Brisbane, Sydney and Melbourne. It has plans to open another centre in Perth in the next two years. It was created for the sole purpose of providing training services but now offers life coaching, remedial massage and other health services.

### SCENARIO

You are the newly appointed Assistant Manager at Bounce Fitness; this role also includes the role of WHS Officer.

The WHS committee has identified an increase in incidents over the past month, along with unreported incidents in one of Bounce Fitness' partner gyms. You have been tasked by the WHS Committee to investigate these issues. You are required to appropriately document and ensure the work team is aware of all current WHS requirements in relation to the company's organisational policies and procedures and legislative requirements.

In the last WHS Committee meeting, it was identified the previous Assistant Manager was negligent by not fulfilling the company's WHS recordkeeping requirements. Through the following series of tasks, you will:

1. Complete forms for two workplace incidents (Task 1)
2. Ensure current records are accurate and up-to-date (Task 1 and Task 2)
3. Conduct a risk assessment of the partner gym (Task 2)

You are to use the following Bounce Fitness forms to accompany your assessment:

- *Bounce Fitness Incident Reporting Form x 2*
- *Bounce Fitness Issues Management Log*
- *Bounce Fitness Risk Assessment Form.*

## Task 1

### SCENARIO

There have been two incidents today which have occurred in the gym.

1. Lauren Georges, a member of the gym, has tripped over some equipment left by a trainer and twisted her right ankle.
2. Sophie Davies, a staff member has reported she has a rash on the palms of her hands which her doctor suspects appeared after using unclean gym equipment.

These incidents have not been recorded. In your role of WHS Officer, you are required to complete the *Bounce Fitness Incident Reporting Form*, for each incident (one form for Lauren Georges and one for Sophie Davies) in line with the *Bounce Fitness Work Health and Safety Policy and Procedures* and record keeping requirements.

### Resources you need:

- *Bounce Fitness Workplace Health and Safety Policy and Procedures*
- *Bounce Fitness WHS Issues Management Log*
- *Bounce Fitness Incident Reporting Form x 2*

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**Commented [VR6]:** See Bounce Issues Log

**Commented [VR7]:** See Bounce Incident Reporting Form

## Instructions for student

Before completing the *Bounce Fitness Incident Reporting Forms*, you must refer to the *Bounce Fitness WHS Issues Management Log* for information to complete this task.

1. Complete Sections A-E (excluding Section F (Review) and Section G (Comments)) of the *Bounce Fitness Incident Reporting Forms* to report on both incidents reported above.
  - a. Complete one (1) form per incident.
  - b. Using information from the *Bounce Fitness WHS Issues Management Log*, add the following information to each *Bounce Fitness Incident Reporting Form*:
    - two (2) actions in Section D, 'Action Plan'
    - two (2) actions in Section E, 'Action Taken'.
2. Update the status of the 'open' issues in the *Bounce Fitness WHS Issues Management Log*.
  - a. Update the status of these two (2) issues in the *Bounce Fitness WHS Issues Management Log* captured and actioned in the *Bounce Fitness Incident Reporting Forms*.
  - b. Check status of all other 'open' issues and update in the *Bounce Fitness WHS Issues Management Log* as appropriate.

Save these two (2) documents to your desktop.

- *Bounce Fitness Incident Reporting Form* for each incident.
- *Bounce Fitness WHS Issues Management Log* (Version 1)

You will upload these to your assessor after you have completed all the assessment tasks for this module.

You will refer to these documents in Assessment 3.

## NOTE TO STUDENT

You will explain your findings documented in the two (2) *Bounce Fitness Incident Reporting Forms* at a WHS Committee Meeting (Assessment 3 Role Play). The meeting will be with one (1) WHS Committee member. In this meeting, you will collaborate and discuss recent incidents at a Bounce Fitness gym and a partner gym (where current controls are insufficient). Together, you will identify and discuss additional controls, decide who will action these, and the dates these must be actioned.

## Assessor Marking Guide

Students' answers must demonstrate their ability to complete the *Bounce Fitness Incident Reporting Forms* and the *Bounce Fitness Issues Management Log* according to organisational policies and procedures and WHS legislative requirements.

## Assessor Checklist

<i>Bounce Fitness Incident Reporting Form: Criteria</i>	Yes	No
Student has:		
Followed instructions provided for task by completing all sections of the form, apart from 'Review' and 'Comments'	<input type="checkbox"/>	<input type="checkbox"/>
Completed a Bounce Fitness Incident Reporting Form report for Lauren George indicating:		
<ul style="list-style-type: none"><li>• Twisted right ankle due to tripping over equipment that had not been put away</li></ul>	<input type="checkbox"/>	<input type="checkbox"/>
Action plan is: (Students should include 2 actions minimum)		

1. Put equipment away immediately	<input type="checkbox"/>	<input type="checkbox"/>
2. Place additional signage for staff and members to remind them to put equipment back in correct location	<input type="checkbox"/>	<input type="checkbox"/>
3. Ensure all staff are aware of their responsibility to ensure equipment is stored safely and in accordance with WHS requirements	<input type="checkbox"/>	<input type="checkbox"/>

- Personnel responsible: WHS Officer (student's name) & Gym Manager (no name required)

- Date and time: the date and time student is completing the form

Actions taken are: (Students should include 2 actions minimum)

1. Equipment put away within 15 minutes of the issue being identified.
2. Additional signage placed within an hour of the issue being identified.
3. Discussed with all staff the importance of ensuring equipment is stored safely and in accordance with Bounce Fitness and WHS requirement

Completed a <i>Bounce Fitness Incident Reporting Form</i> for <b>Sophie Davies</b> indicating:		
• Rash on hands suggested to be due to unclean equipment	<input type="checkbox"/>	<input type="checkbox"/>
<b>Action plans:</b> (Students should include 2 actions minimum)		
1. Clean all gym equipment as per cleaning requirements.	<input type="checkbox"/>	<input type="checkbox"/>
2. Ensure all staff are aware of their responsibility to ensure gym WHS and hygiene requirements are followed	<input type="checkbox"/>	<input type="checkbox"/>
• Personnel responsible: WHS Officer (student's name)	<input type="checkbox"/>	<input type="checkbox"/>
• Date and time: the date and time student is completing the form	<input type="checkbox"/>	<input type="checkbox"/>
<b>Actions taken are:</b> (Students should include 2 actions minimum)		
1. All equipment cleaned as per cleaning requirements within 24 hours of issue being raised	<input type="checkbox"/>	<input type="checkbox"/>
2. Discussed with all staff the importance of ensuring that Bounce Fitness WHS and hygiene requirements are followed.	<input type="checkbox"/>	<input type="checkbox"/>

An exemplar *Bounce Fitness Incident Reporting Form* for Lauren George is provided below.

#### A. Details of the incident



First name and surname of injured party	Lauren George	
Contact details of injured party	0411 333 444	
Date and time of incident (am or pm)	24/4/21 @2:40PM	
Location of incident	Cardio Room 2	
Date of report	24/4/21	
Name and contact details of witnesses	Alex Williams	0455 455 455
	Click or tap here to enter text.	Click or tap here to enter text.
	Click or tap here to enter text.	Click or tap here to enter text.

#### B. Describe the incident

Include details related to the cause of the incident including the series of events (timing) leading up to and during the incident, as well as any action taken initially.

Gym member (Lauren Georges) tripped over equipment left out by the trainer and twisted her ankle.

Indicate on the diagram the areas of the body involved in the incident (if applicable) or describe

<p>Right ankle</p>  <p style="text-align: center;">Front</p>	<p>Click or tap here to enter text.</p>  <p style="text-align: center;">Back</p>
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C. Describe the Injury (if applicable)

Sprained right ankle.

D. Action plan

Put equipment away immediately	
Personnel responsible	Trainer
Date	24/4/21
Place additional signage for staff and members to remind them to put equipment back in correct location.	
Personnel responsible	WHS Officer/Gym Manager
Date	24/4/21

E. Action taken

Equipment put away within 15 minutes of the issue being identified by the Trainer 24/04/2021.

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Additional signage placed within an hour of the issue being identified 24/04/2021.

<i>Bounce Fitness WHS Issues Management Log: Criteria</i>		
Student has:		
Followed instructions provided for task	<input type="checkbox"/>	<input type="checkbox"/>
Saved and uploaded <i>Bounce Fitness WHS Issues Management Log</i> as 'Version 1'	<input type="checkbox"/>	<input type="checkbox"/>
Updated <i>Bounce Fitness WHS Issues Management Log</i> to reflect the following issues as 'Closed':	<input type="checkbox"/>	<input type="checkbox"/>
• Equipment not put away	<input type="checkbox"/>	<input type="checkbox"/>
• Unclean equipment	<input type="checkbox"/>	<input type="checkbox"/>
• Cleaning equipment not available	<input type="checkbox"/>	<input type="checkbox"/>
Updated <i>Bounce Fitness WHS Issues Management Log</i> to reflect the following item as 'Open'	<input type="checkbox"/>	<input type="checkbox"/>
Staff not adhering to WHS obligations -equipment left out and not cleaned after class	<input type="checkbox"/>	<input type="checkbox"/>

An exemplar answer of the updated sections of the *Bounce Fitness Issues Management Log* is provided below.

Number	Date & Time of Issue/Reporting	Issue/Hazard	Description of issue	Location of issue	Impacted Individuals and Contact Details	Impact	Priority	Status	Owner
3	24/04/2021 2:40PM	Equipment not put away	Gym member (Lauren Georges) tripped over equipment left out and twisted ankle.	Carole Room 2	Lauren Georges 0411 933 444  Witness: Alex Williams 0455 455 455	Further injuries or illnesses	High	Closed	WHS Officer, Gym Manager
4	24/04/2021 10:00AM	Unclean equipment	Staff member (Sophie Davies) presents with rash on palm, suspected to be linked to unclean gym equipment.	N/A	Sophie Davies 0400 999 777	Potential spread of disease or infection	High	Closed	WHS Officer
5	30/04/2021 9:25AM	Cleaning equipment not available	No cleaning liquids or cloths available to clean equipment after use.	Storage	N/A	Potential spread of disease or infection	Medium	Closed	WHS Officer
6	2/05/2021 11:30AM	Staff not adhering to WHS legislation and Bounce Fitness WHS policies and procedures	Complaints from gym members and staff that staff members are not following WHS legislation or Bounce Fitness WHS policies and procedures.	N/A	ALL Staff	Potential injuries and illnesses to staff and gym members	Medium	Open	WHS Officer

## Task 2

### SCENARIO

It was identified there has been an increase in injuries and incidents in one of Bounce Fitness's partner gyms. It was decided you would do an up-to-date risk assessment of the partner gym. You visit the partner gym and using your Smart phone shoot a short 'walk-around' video of the gym and its equipment. You will use the video to identify hazards and complete the risk assessment paperwork.

Resources you need:

- [Bounce Fitness Risk Assessment Form](#)
- [Bounce Fitness Workplace Health and Safety Policy and Procedures](#) (see: Hierarchy of Control Measures)

Commented [VR8]: See Bounce Form

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## Instructions for student

1. Watch the following mock video of the fictitious 'Fitness Plus' gym and identify five (5) hazards you see in the recording.



2. Document the hazards using the supplied *Bounce Fitness Risk Assessment Form*. You are required to complete the following sections:
  - Background information
    - You may use a fictitious address for the Gym
    - Use your own name and contact details as the person conducting the assessment
  - Identify five (5) hazards
  - Description of the risks
  - Current risk controls (if any)
  - Consequences, likelihood, and risk ratings of each hazard
  - If current controls are adequate or not
  - Additional controls if required – using the Hierarchy of Controls to identify best outcome
    - 1: Eliminate (best outcome)
    - 2: Substitution, isolation, and engineering controls (only if elimination not possible)
    - 3: Administrative controls (only if elimination and substitution options not possible)
    - 4: Personal protective equipment (PPE) (only if all other controls not possible).
  - Details of who is to action additional controls identified by role (Centre Manager, Assistance Manager, WHS Officer, Staff etc.)
  - NOTE: You are not required to record the date when identified additional controls are to be actioned for the 'Date Completed' section. This will be addressed in Assessment 3.

(Maximum 500 words)

Save and upload the completed *Bounce Fitness Risk Assessment Form* as **Version 1**, to your device.

You will upload this to your assessor after you have completed all the assessment tasks for this module.

Please note, you will refer to this document in Assessment 3.



NOTE TO STUDENT

You will present the outcomes of the member gym risk assessment at the next WHS Committee Meeting (Assessment 3 Role Play). The meeting will be with one WHS Committee member. In this meeting, you will collaborate and discuss where current controls are insufficient, identify and discuss additional controls, and decide together the dates these will be actioned.

**Assessor Marking Guide**

Students' answers must demonstrate the ability to identify hazards in the work area according to organisational policies and procedures and WHS legislative requirements.

Students' risk ratings must demonstrate the ability to appropriately describe the risk, identify current risk controls, and categorise consequence rating and likelihood to determine an appropriate risk rating, and determine if more controls are required.

Students must demonstrate the ability to refer to the guides within the Bounce Fitness Risk Assessment Form to complete this form including the Risk Matrix.

Students must demonstrate the ability to use the Hierarchy of Control Measures as referred to in the *Bounce Fitness Workplace Health and Safety Policy and Procedures* document.

Students must identify five (5) hazards identified in the video above (maximum 500 words).

Students must use the supplied *Bounce Fitness Risk Assessment Form*.

An exemplar answer is captured below:

1. Background Information									
Date:	The date the student completes the task.								
Name of Partner Gym	Fitness Plus Gym								
Location:	Student may use a fictional address.								
Name of person conducting assessment:	Student's name.								
Contact details of person conducting assessment:	Student's contact details.								
2. Risk Assessment									
Identify hazards	Description of the risk	Current risk controls	Consequence rating	Likelihood rating	Risk rating	Adequacy of existing controls (Yes or No)	List Additional Controls if current controls are not adequate (ie risk, refer to the hierarchy of control measures).	To be actioned by whom and when	Date completed
EXAMPLE	Loose cabling (airer treadmill)	Trip, falls, electrocution, spin, stroke could occur because of loose cabling	2 - Minor	2 - Likely	Low	No, current controls are not adequate	<ul style="list-style-type: none"> <li>Remove treadmill if not in use (elimination)</li> <li>Secure cable to wall or floor edge (isolation)</li> <li>Use hazard tape (isolation)</li> </ul>	Manager - prior to next WHS meeting	DD/MM/YY
1	Free weight equipment left on the floor (kettle bells, dumbbells, medicine balls, ropes, weighted plates)	No controls in place	3 - Moderate	4 - Likely	High	No current controls in place	Place signs to remind staff and clients to put away equipment when finished (administrative controls)  Verbally remind staff to clear floor area regularly (administrative controls)	Manager - 2 day	Check in Cap been to action task.

Additional risks and related information students may identify include:

<b>Identify Hazards</b>	<p>Students' answers must demonstrate the ability to identify hazards according to organisational requirements and organisational policies and procedures.</p> <ul style="list-style-type: none"> <li>Gym equipment left "loaded" – with weighted plates left on</li> <li>Dumbbells not put back after use</li> </ul>
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	<ul style="list-style-type: none"> <li>• Cleaning equipment/ chemicals left out</li> <li>• Loose cabling behind treadmills</li> <li>• Equipment which is out of order</li> <li>• Equipment (exercise bike) placed close to treadmill</li> <li>• Exercise bikes stored along the window and close to other equipment in use</li> <li>• Cleaning solutions located near electricals on desk</li> <li>• Desk is cluttered with items such as bags, bottles, mugs and keyboards</li> <li>• Narrow walkways between equipment/across gym floor</li> <li>• A lot of equipment in a small space</li> <li>• Items blocking doorway</li> <li>• Rowing machine and stepper have equipment and gym mats leaning against them</li> <li>• Fire extinguisher not easy to access</li> <li>• Cramped space where client is to sit - bins, cups and equipment next to client seat at desk.</li> </ul>
<b>Description of risk</b>	<p>Students' answers must demonstrate an understanding of relevant risks according to organisational requirements and organisational policies and procedures.</p> <p>Possible risks in the video could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Trips</li> <li>• Sprains</li> <li>• Strains</li> <li>• Abrasions</li> <li>• Falls</li> <li>• Electrocutation</li> <li>• Bruising</li> <li>• Dislocations</li> <li>• Chemical burns / adverse reactions</li> </ul>
<b>Current Risk Controls</b>	<p>Students' answers must demonstrate the ability to identify current risk controls identified in the video.</p> <p>Current risk controls include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Large 'STOP' sign outside gym entrance with gym rules</li> <li>• Inside entrance to gym, there is a noticeboard with gym rules</li> <li>• A table with cleaning agents (spray bottle) and paper towels for sanitising workstations</li> <li>• Fire extinguisher</li> <li>• Yellow/black hazard tape on floor throughout gym</li> <li>• Do Not Use label attached to unsafe equipment</li> </ul>
<b>Consequence, Likelihood, and Risk Rating</b>	<p>Students' answers must demonstrate the ability to appropriately categorise risks according to organisational policies and procedures and WHS legislative requirements.</p>

	Students' responses will depend on hazards identified however the consequences, likelihood and risk ratings must be based upon the categories outlined in the <i>Bounce Fitness Risk Assessment Form</i> .
<b>Inadequacy of control</b>	Students' answers must demonstrate the ability to make a judgement as to whether the existing control is adequate or not by answering 'Yes' or 'No' in the <i>Bounce Fitness Risk Assessment Form</i> .
<b>Additional controls</b>	<p>Students' answers must demonstrate their ability to identify alternative appropriate control measures, if required, according to the <b>Hierarchy of Control Measures</b>.</p> <p>All scenarios would ideally be managed through (1) elimination OR (2) substitution level controls) based on the HoC listed below.</p> <ol style="list-style-type: none"> <li>1. Elimination</li> <li>2. Substitution, isolation, and engineering controls</li> <li>3. Administrative controls</li> <li>4. Personal protective equipment (PPE)</li> </ol>
<b>To be actioned by whom and when</b>	<p>Students' answers must demonstrate the ability to use logic and adhere to WHS legislative and organisational policies and procedures when assigning an individual.</p> <p>Students' answers must reflect the table labelled 'Risk Level/Rating and Actions' and include any one of the following for each hazard:</p> <p><b>Extreme</b></p> <ul style="list-style-type: none"> <li>• Workplace Manager</li> <li>• Management WHS/OHS Nominee</li> <li>• Designated staff member</li> </ul> <p><b>High</b></p> <ul style="list-style-type: none"> <li>• Workplace Manager and/or</li> <li>• Management WHS/OHS Nominee</li> </ul> <p><b>Medium</b></p> <ul style="list-style-type: none"> <li>• Nominated employee</li> <li>• WHSR / WHSC</li> <li>• Nominated employee</li> <li>• WHS/OHS Representative</li> </ul> <p><b>Low:</b></p> <ul style="list-style-type: none"> <li>• Nominated employee</li> <li>• WHSR / WHSC</li> </ul> <p>Students will determine date to be actioned in the next WHS meeting.</p>
<b>Date completed</b>	Students are unable to complete this section as actions will not have been taken yet.

Risk Assessment Criteria	Yes	No
Student has:		
Followed instructions provided for task	<input type="checkbox"/>	<input type="checkbox"/>
Identified five (5) hazards	<input type="checkbox"/>	<input type="checkbox"/>
Provided a brief description of the risks of each hazard	<input type="checkbox"/>	<input type="checkbox"/>

Identified current controls for each risk (or indicated if there are none)	<input type="checkbox"/>	<input type="checkbox"/>
Appropriately completed each of the three (3) risk ratings for each identified hazard (consequence, likelihood, risk)	<input type="checkbox"/>	<input type="checkbox"/>
Identified the inadequacies of current controls, if relevant	<input type="checkbox"/>	<input type="checkbox"/>
Suggested additional risk control measures where necessary	<input type="checkbox"/>	<input type="checkbox"/>
Used form provided	<input type="checkbox"/>	<input type="checkbox"/>
Saved and uploaded form as 'Version 1'. *EXCLUDING SECTIONS <ul style="list-style-type: none"> <li>• Date to be actioned</li> <li>• 'Date completed'.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>

**Assessment checklist:**

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

Task 1		
1	Complete two (2) <i>Bounce Fitness Incident Reports</i>	<input type="checkbox"/>
2	Update the <i>Bounce Fitness WHS Issues Management Log</i>	<input type="checkbox"/>
Task 2		
1	Complete the <i>Bounce Fitness Risk Assessment Form</i>	<input type="checkbox"/>

Congratulations you have reached the end of Assessment 2!

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