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# Introduction

Assessment is a difficult process. We understand this and have developed a range of assessment kits, such as this, to facilitate a seamless process for both the assessor and the candidate being assessed.

There are a number of characteristics of assessment, ranging from subjective assessment (which is based on opinions and feelings) to objective assessment (which is based clearly on defined processes and specific standards). Nearly all assessments involve a mixture of both types of assessment because it is almost impossible to eliminate the subjectivity people may carry into the process of assessing. The goal in developing and implementing these assessment kits is to work towards the objective end as far as possible and to reduce the degree of opinions and feelings present.

# Competency-Based Assessments

**Definition of Competency**

Assessment in this context can be defined as the fair, valid, reliable, and flexible gathering and recording of evidence to support the judgement on whether competency has been achieved. Skills and knowledge (developed in a structured learning situation, at work, or in some other context) are assessed against national standards of competence required by industry rather than compared with the skills and knowledge of other candidates.

**The features of a competency-based assessment system are:**

* It is focused on what candidates can do and whether it meets the criteria specified by the industry as competency standards.
* Assessment should mirror the environment the candidate will encounter in the workplace.
* Assessment criteria should be clearly stated to the candidate at the beginning of the learning process.
* Assessment should be holistic. That is, it aims to assess as many elements and/or units of competency as is feasible at one time.
* In competency assessment, a candidate receives one of only two outcomes – ‘competent’ or ‘not yet competent.’
* The basis of assessment is in applying knowledge for some purpose. In a competency system, knowledge for the sake of knowledge is seen to be ineffectual unless it assists a person in performing a task to the level required in the workplace.
* The emphasis in assessment is on assessable outcomes that are clearly stated for the trainer and candidate. Assessable outcomes are tied to the relevant industry competency standards where these exist. Where such competencies do not exist, the outcomes are based upon those identified in a training needs analysis.

# Assessing Nationally-Recognised Training

Developing and conducting assessment in an Australian Vocational Education and Training (VET) context is founded on the Principles of Assessment and the Rules of Evidence:

**Principles of Assessment**

1. **Assessment must be valid**
   * Assessment must include the full range of skills and knowledge needed to demonstrate competency.
   * Assessment must include the combination of knowledge and skills with their practical application.
   * Assessment, where possible, must include judgements based on evidence drawn from a number of occasions and across a number of contexts.
2. **Assessment must be reliable**
   * Assessment must be reliable and must be regularly reviewed to ensure that assessors are making decisions in a consistent manner.
   * Assessors must be trained in national competency standards for assessors to ensure reliability.
3. **Assessment must be flexible**
   * Assessment, where possible, must cover both the on- and off-the-job components of training within a course.
   * Assessment must provide for the recognition of knowledge, skills, and attitudes regardless of how they have been acquired.
   * Assessment must be made accessible to candidates through a variety of delivery modes, so they can proceed through modularised training packages to gain competencies.
   * Assessment must be mutually developed and agreed upon between the assessor and the assessed.
   * Assessment must be able to be challenged. Appropriate mechanisms must be made for reassessment as a result of challenge.
4. **Assessment must be fair**
   * The assessment process must consider the individual needs of the candidate.
   * Assessment must provide for reasonable adjustments, where appropriate, to consider the individual candidate’s needs.

*(Source: Standards for RTOs 2015, Clauses 1.8 – 1.12)*

**Rules of Evidence**

When collecting evidence, certain rules apply to that evidence. All evidence must be valid, sufficient, authentic, and current:

1. **Valid**

Evidence gathered should meet the requirements of the unit of competency. This evidence should match, or at least reflect, the type of performance that is to be assessed, whether it covers knowledge, skills, or attitudes.

1. **Sufficient**

This rule relates to the amount of evidence gathered. Enough evidence must be gathered to satisfy the requirements that the candidate be competent in all aspects of the unit of competency.

1. **Authentic**

When evidence is gathered, the assessor must be satisfied that evidence is the candidate’s own work.

1. **Current**

This relates to the recency of the evidence and whether the evidence relates to current abilities.

*(Source: Training in Australia by M Tovey, D Lawlor)*

# Dimensions of Competency

The national concept of competency includes all aspects of work performance and not only narrow task skills. The four dimensions of competency are:

1. Task skills
2. Task management skills
3. Contingency management skills
4. Job or role environment skills

# Reasonable Adjustment

‘Reasonable adjustment’ in VET is the term applied to modifying the learning environment or making changes to the training delivered to assist a candidate with a disability. A reasonable adjustment can be as simple as changing classrooms to be closer to amenities or installing a particular type of software on a computer for a person with vision impairment.

**Why make a reasonable adjustment?**

We make reasonable adjustments in VET to make sure that candidates with disabilities have:

* The same learning opportunities as candidates without disabilities, and
* The same opportunity to perform and complete assessments as those without disabilities.

**Reasonable adjustment applied to participation in teaching, learning, and assessment activities can include:**

* Customising resources and assessment activities within the training package or accredited course
* Modifying the presentation medium
* Learner support
* Use of assistive/adaptive technologies
* Making information accessible both before enrolment and during the course
* Monitoring the adjustments to ensure candidate needs continue to be met

**Assistive/Adaptive Technologies**

Assistive/adaptive technology means ‘software or hardware that has been specifically designed to assist people with disabilities in carrying out daily activities’ (World Wide Web Consortium - W3C). It includes screen readers, magnifiers, voice recognition software, alternative keyboards, devices for grasping, visual alert systems, and digital note-takers.

*(Adapted Reasonable Adjustment in teaching, learning and assessment for learners with a disability - November 2010 - Prepared by - Queensland VET Development Centre)*

**IMPORTANT:**

**Reasonable adjustments made for collecting candidate assessment evidence must not impact the standard expected by the workplace, as expressed by the relevant unit/s of competency. For example, if the assessment were gathering evidence of the candidate’s competency in writing, allowing the candidate to complete the assessment verbally would not be a valid assessment method. The method of assessment used by any reasonable adjustment must still meet the competency requirements.**

# The Unit of Competency

The units of competency specify the standards of performance required in the workplace.

This assessment addresses the following unit of competency:

**HLTWHS002 - Follow safe work practices for direct client care (Release 2)**

1. Follow safe work practices for direct client care
2. Follow safe work practices for manual handling
3. Follow safe work practices for infection control
4. Contribute to safe work practices in the workplace
5. Reflect on own safe work practices

**A complete copy of the above unit of competency can be downloaded from the TGA website:**

[https://training.gov.au/training/details/HLTWHS002](https://training.gov.au/training/details/hltwhs002)

# The Context of Assessment

To complete the assessments in this workbook, students need to have access to their learning materials, the Internet, and a workplace (or similar environment).

The Knowledge Assessment may be completed wholly at the candidate’s home or chosen place of study.

The Practical Assessment must be completed in a workplace or a simulated environment.

# Contextualising the Assessment Tools

Contextualisation is the process of modifying assessment tools to make learning more meaningful for your students and their employers.

Compliant Learning Resources highly recommends that your RTO contextualise the assessment tools before using them.

You must contextualise the assessment tools to suit:

* Your student’s needs
* Your RTO’s training and assessment processes
* The work and industry context in which you operate

**Contextualising for your state/territory**

The contents of this assessment tool are not written for a specific state/territory unless stated otherwise. Where the assessment tool refers to legislation and other industry requirements, which may vary across states/territories, model answers are based on one state/territory.

Should your RTO intend to use this assessment tool for learners from your state/territory, Compliant Learning Resources recommends you to:

* Access and review the legislation and industry requirements applicable in your state/territory.
* Update assessments and benchmark answers to reflect the legislation and industry requirements applicable in your state/territory.

When you are contextualising assessment tools, you must ensure that you retain the integrity of the assessment and the outcomes of the unit of competency.

**Contextualising the generic workplace assessment**

The workplace assessment included in this workbook was designed to be administered in a real workplace. Should your RTO wish to administer the assessment in a simulated environment, the RTO will need to redevelop the existing workplace assessment in this workbook so the candidate can complete it in the simulated environment.

Below are some examples of how the RTO may simulate the workplace assessment:

* Develop role play activities with clear instructions and guidelines to replace existing tasks involving consultation, meetings, discussions, and oral communication.
* Provide the candidate with access to work personnel who will participate in assessment activities, e.g. project stakeholders, clients/customers, or team members.
* Provide the candidate with access to simulated workplace documents and information, such as but not limited to policies and procedures, organisational vision and mission statements, business plans, operational plans, etc.

**A comprehensive guide to contextualising your assessment tools for your RTO can be accessed through this link:**

<https://compliantlearningresources.com.au/blog/simple-guide-to-contextualising-rto-training-resources-and-assessment-tools/>

# Assessment Methods

This workbook uses the following assessment method/s:

1. **Knowledge Assessment**

A set of general and workplace questions testing the candidate’s general knowledge and understanding of the general theory behind the unit.

1. **Case Studies**

Detailed scenarios and simulated environments, providing all necessary information required to complete relevant tasks and activities.

1. **Practical Assignment**

A series of written practical tests assessing the candidate’s practical knowledge and understanding of the unit of competency.

1. **Workplace Assessment**

A set of tasks or activities completed according to set instructions and guidelines to meet the requirements of the relevant unit. These tasks and activities require you to have access to a workplace or a similar environment.

# Resources Required for Assessment

**The Training Organisation to provide the candidate with access to/organise the following for the candidate:**

* Assessor to supervise and observe the candidate as they complete assessments, where required.
* Workplace, or a similar environment, where the candidate can complete the assessments, and that will allow them access to:
  + Organisational WHS policies and procedures
  + PPE relevant to the workplace and job role of the worker
  + Workplace forms and templates, such as:
    - Hazard identification form
    - Risk register
    - Meeting minutes
    - Workplace inspection checklist
    - Reflective journal
    - Additional infection control record
    - Accident report
  + Designated persons working with the candidate (e.g. supervisors, health and safety representatives, colleagues, other workplace staff and professionals)
  + Volunteers for case study scenarios
  + Documents that detail the candidate’s job tasks and responsibilities

**The candidate will need access to:**

* Computer with Internet, email access, and a working web browser
* Installed software: MS Word, Adobe Acrobat Reader

# Assessor Instructions

This is a compulsory assessment to be completed by all candidates. This assessment tests the candidate’s knowledge and understanding of the general theory and concepts underpinning the unit of competency, as well as their practical skills in relation to the unit and assessment requirements.

Reasonable adjustment applies here, and while the majority of candidates will complete this assessment as a written assessment, verbal assessment may be an option for those who need it. The assessor must use the marking guide as the principal marking tool unless a reasonable adjustment is demonstrated.

The Assessor Guide provides instructions to the assessor on how to assess the candidate’s responses and performance and criteria for assessing the candidate’s responses and performance. Benchmark answers and benchmark performance are also detailed for each assessment task, setting out which key responses and skills must be included and performed, as well as indicating where flexibility is acceptable.

The number of responses required is specified in each assessment task to avoid ambiguity. In these cases, the model answer will provide a list of possible answers. For instance, if a question requires the candidate to list three examples, then their response must include three of the items listed in the model answer.

**IMPORTANT:**

**Candidates must achieve a satisfactory result in ALL assessment tasks to be deemed COMPETENT for the unit/s relevant to this workbook.**

# Candidate Instructions

The assessments in this workbook are divided into two categories: the Knowledge Assessment and the Practical Assessment.

The **Knowledge Assessment** is a set of general and workplace questions testing your knowledge and understanding of the general theory behind the unit.

**You must answer all Knowledge Assessment Questions using your own words.** However, you may refer to your Learner Guide and other relevant resources and learning materials to complete this assessment.

Some questions cover processes you will likely encounter in a workplace setting. Ideally, you should be able to answer these questions based on the processes that are currently in place in your workplace. However, if you do not currently have access to a workplace, then answer the questions based on processes that should be implemented in a typical workplace setting.

The **Practical Assessment** is made up of the **Case Studies, Practical Assignment, and Workplace Assessment.** This assessment tests your practical skills with respect to the requirements of the relevant unit of competency.

The Practical Assessment requires you to complete and submit workplace documents and other documentation relevant to the unit of competency.

**The evidence you submit must be your own work except where due reference is made and where you are required to submit supplementary workplace documents such as policies and procedures.**

**When completing the assessments included in this workbook:**

1. Read the instructions provided in each task carefully before attempting to complete the task. The instructions will guide you on how to answer the question or complete the task satisfactorily.
2. Follow the steps provided in each task.
   * If the question instructs you to describe, provide a description as your response. If the question instructs you to list, provide a list as your response.
   * Where there is a number of required responses, provide the required number of responses. For example, if you are asked to list three responses, provide three responses.
3. Ensure that all your submissions for this assessment indicate your first and last name and that these submissions have been named according to the file naming convention prescribed in each task.

# Accessing External Links

Throughout this workbook, you will sometimes be required to access certain websites. Links to these websites are formatted in Blue Underlined Text.

To access these, hold the **Ctrl key and click the link for Windows users**, or simply **click on these blue links for** **Mac users**.

# Assessment Workbook Cover Sheet

**To the candidate:** Print this cover sheet and complete it by filling in all the required information and signing in the space provided. Your signature must be handwritten. Scan the completed cover sheet and submit it along with your evidence submissions. Use the filename: **HLTWHS002 Cover Sheet**

**Marking guide for the assessor:** The candidate must fill in all the required details of this cover sheet. The completed cover sheet must be printed, completed, contain a handwritten signature, and scanned.

|  |  |
| --- | --- |
| Workbook | HLTWHS002 |
| Title | Follow safe work practices for direct client care (Release 2) |
| First and Last Name |  |
| Phone |  |
| Email |  |

|  |  |  |
| --- | --- | --- |
| **Please read the Candidate Declaration below, and if you agree to the terms of the declaration, sign and indicate the date in the spaces provided.**  **By submitting this work, I declare that:**   * I have been advised of the assessment requirements, have been made aware of my rights and responsibilities as an assessment candidate, and choose to be assessed at this time. * I am aware that there is a limit to the number of submissions that I can make for each assessment, and I am submitting all documents required to complete this Assessment Workbook. * I have organised and named the files I am submitting according to the instructions provided. I am aware that my assessor will not assess work that cannot be identified and may request the work be resubmitted according to the correct process. * This work is my own and contains no material written by another person except where due reference is made. I am aware that a false declaration may lead to the withdrawal of qualification or statement of attainment. * I am aware that there is a policy of checking the validity of qualifications that I submit as evidence, as well as the qualifications/evidence of parties who verify my performance or observable skills. I give my consent to contact these parties for verification purposes. | | |
| **Name:** | **Signature:** | **Date signed:** |

# Knowledge Assessment

### Contextualisation

|  |
| --- |
| **INSTRUCTIONS TO THE ASSESSOR**  This part of the assessment aims to assess the candidate’s knowledge in maintaining work health and safety.  Knowledge Assessment Questions 1 – 8 cover state/territory work health and safety legislation, regulations, codes of practice. They are not designed to address legislation, regulations, and codes of practice from a specific state/territory.  While these questions are currently not designed to address a specific state/territory, model answers from Queensland have been provided in some questions. This is to demonstrate to the assessor the breadth and depth required in the candidate’s responses for a satisfactory performance.  Before commencing the assessment, the assessor must modify and contextualise these knowledge questions to align with the legislation, regulations, and codes of practice that apply to the candidate’s or the Training Organisation’s state/territory.  **To contextualise Knowledge Assessment Questions 1 – 8:**   * Adapt/revise the instructions, marking guides, as well as benchmark and model answers provided in each question so that they align with the legislation, regulations, and codes of practice from either the candidate or the Training Organisation’s state/territory.   **IMPORTANT:**  **Any contextualisation required must be completed before distributing the assessment workbooks and associated assessment tools to the students.**  **When contextualising the tasks for your RTO and your candidate, ensure the assessment tasks and benchmark performance still address the relevant unit requirements and assessment requirements in compliance with Standards for RTOs 2015 Clause 1.8-1 Principles of assessment and Clause 1.8-2 Rules of evidence.** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Preliminary Task**  Questions 1 – 8 of this Knowledge Assessment require you to refer to the work health and safety legislation, regulations, and codes of practice in your state/territory.  For your assessor’s reference, indicate below which state/territory you are currently based or located in by ticking the box that corresponds to your answer.  When answering Questions 1 - 8, you must refer to the work health and safety legislation, regulations, and codes of practice in your state/territory. | | | |
|  | | | |
| This task has no mapping. This is a preliminary step for the candidate to complete in connection to Knowledge Assessment Questions 1 – 10.  **Marking guide**  The candidate must indicate below the state/territory they are currently based in by ticking the box () that corresponds to their response (as shown below).  Knowledge Assessment Questions 1 – 8 require the candidate to refer to the work health and safety legislation, regulations, and codes of practice in the state/territory they ticked below.  When assessing the candidate’s responses in Questions 1 – 8, the assessor must review the candidate’s responses against the WHS legislation, regulations, and codes of practice in the state/territory they ticked below.  The assessor must also ensure that they are accessing the version of the WHS legislation, regulations, and codes of practice that is currently implemented in the candidate’s state/territory, i.e., they are not referring to outdated or superseded information.  For a satisfactory performance in these questions, the candidate’s responses must match the WHS legislation, regulations, and codes of practice from the state/territory they ticked below.  Specific marking guide and benchmark and model answers to Knowledge Assessment Questions 1 -8 are provided in each question. | | | |
| The state/territory where you are currently based or located in: | | | | |
|  | Australian Capital Territory |  | South Australia | |
|  | New South Wales |  | Tasmania | |
|  | Northern Territory |  | Victoria | |
|  | Queensland |  | Western Australia | |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Access and review your **state/territory’s current work health and safety legislation** and answer the following questions. |
|  | |
| Mapping: HLTWHS002 KE1.0 (p)  *Learner guide reference: HLTWHS002 Learner Guide, Introduction*  **Marking guide**  The candidate must access and review their state/territory’s current work health and safety legislation and answer the following questions.  Marking guides and benchmark answers are provided in each question. | |
| 1. What is the purpose of Work Health and Safety (WHS) legislation?     The candidate must explain the purpose of Work Health and Safety (WHS) legislation.  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  To protect the health, safety and welfare of employees, volunteers and other persons who are at or come in contact with a workplace. | |
| 1. What is the WHS legislation currently enforced in your state/territory?   You must identify the WHS legislation in the state/territory you selected in the Preliminary Task of this Knowledge Assessment.    The candidate must identify the WHS legislation that is currently enforced in their state/territory.  For a satisfactory performance, the candidate’s response must be consistent with the WHS legislation currently enforced in the state/territory they selected in the Preliminary Task of this Knowledge Assessment.  For the assessor’s reference, the table on the next page lists the correct WHS legislation per state/territory:  Source: [Work health and safety](https://business.gov.au/risk-management/health-and-safety/work-health-and-safety) | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **State/territory** | **WHS Legislation** | | ACT | *Work Health and Safety Act 2011 (ACT)* | | NSW | *Work Health and Safety Act 2011 (NSW)* | | NT | *Work Health and Safety (National Uniform Legislation) Act 2011 (NT)* | | Qld | *Work Health and Safety Act 2011 (Qld)* | | SA | *Work Health and Safety Act 2012 (SA)* | | Tas | *Work Health and Safety Act 2012 (Tas)* | | Vic | *Occupational Health and Safety Act 2004 (Vic)* | | WA | *Work Health and Safety Act 2020 (WA)* | |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Access and review your **state/territory’s current work health and safety regulations** and answer the following questions. |
|  | |
| Mapping: HLTWHS002 KE1.0 (p)  *Learner guide reference: HLTWHS002 Learner Guide, Introduction*  **Marking guide**  The candidate must access and review their state/territory’s current work health and safety regulations and answer the following questions.  Marking guides and benchmark answers are provided in each question. | |
| 1. What is the purpose of Work Health and Safety (WHS) regulations?     The candidate must explain the purpose of Work Health and Safety (WHS) regulations.  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  To set out specific requirements for particular hazards and risks, such as noise, machinery, and manual handling. | |
| 1. How does state/territory WHS legislation impact workplace regulations?     The candidate must explain how state/territory WHS legislation impacts workplace regulations.  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  WHS legislation serves as basis for developing workplace regulations in that the regulations should be aligned with and not contradict the related WHS legislation. The WHS Regulations set out detailed requirements to support the duties listed in the WHS Act. They prescribe procedural or administrative requirements to support the WHS Act (for example requiring licences for specific activities and keeping records). | |
| 1. What are the WHS regulations currently enforced in your state/territory?   You must identify the WHS regulations in the state/territory you selected in the Preliminary Task of this Knowledge Assessment.    The candidate must identify the WHS regulations that are currently enforced in their state/territory.  For a satisfactory performance, the candidate’s response must be consistent with the WHS regulations currently enforced in the state/territory they selected in the Preliminary Task of this Knowledge Assessment.  For the assessor’s reference, the table below lists the correct WHS regulations per state/territory:   |  |  | | --- | --- | | **State/territory** | **WHS Legislation** | | ACT | *Work Health and Safety Regulation 2011 (ACT)* | | NSW | *Work Health and Safety Regulation 2017 (NSW)* | | NT | *Work Health and Safety (National Uniform Legislation) Regulations (NT)* | | Qld | *Work Health and Safety Regulation 2011 (Qld)* | | SA | *Work Health and Safety Regulations 2012 (SA)* | | Tas | *Work Health and Safety Regulations 2012 (Tas)* | | Vic | *Occupational Health and Safety Regulations 2017 (Vic)* | | WA | *Work Health and Safety (General) Regulations 2022 (WA)* | | |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Answer the following questions about **work health and safety codes of practice.** |
|  | |
| Mapping: HLTWHS002 KE1.0 (p)  *Learner guide reference: HLTWHS002 Learner Guide, Introduction*  **Marking guide**  The candidate must answer the following questions about work health and safety codes of practice.  Marking guides and benchmark answers are provided in each question. | |
| 1. What are codes of practice?     The candidate must explain what codes of practice are.  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  Codes of practice are documents that provide practical information on how you can meet the requirements in the Act and Regulations. | |
| 1. Complete the statement: To have legal effect, a model Code of Practice must      .   *Source:* [*https://www.safeworkaustralia.gov.au/*](https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws#:~:text=Model%20Codes%20of%20Practice%20are,of%20practice%20in%20a%20jurisdiction)  The candidate must complete the statement above:  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  … be approved as a code of practice in a jurisdiction. | |
| 1. How does state/territory WHS legislation impact the codes of practice?     *Source:* [*https://www.safeworkaustralia.gov.au/*](https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws#:~:text=Model%20Codes%20of%20Practice%20are,of%20practice%20in%20a%20jurisdiction)  The candidate must explain how state/territory WHS legislation impacts codes of practice.  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  State/territory WHS legislation provides overarching legal requirements related to work health and safety, such as health and safety duties of individuals and organisations. These requirements in legislation serve as bases for developing codes of practice related to particular work health and safety issues. The codes of practice must not contradict the requirements in the legislation that it is based on. | |
| 1. True or false: Approved codes of practice are law.   Tick the box that corresponds to your answer. If your answer is false, provide an explanation for your answer.  True  False  Explanation:  *Source:* [*https://www.safeworkaustralia.gov.au/*](https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws#:~:text=Model%20Codes%20of%20Practice%20are,of%20practice%20in%20a%20jurisdiction)  For a satisfactory performance, the candidate’s response must be FALSE, and although wording may slightly vary in their explanation, the candidate’s response must be:  Approved codes of practice are not laws. Instead, these are practical guides to achieving the standards of health and safety required under the model WHS Act and Regulations. | |
| 1. Complete the table below by identifying three examples of WHS codes of practice from your state/territory and provide a link where you can access each online. Explain the purpose of each code of practice identified.   You must identify the WHS codes of practice from the state/territory you selected in the Preliminary Task of this Knowledge Assessment.  The candidate must identify three examples of WHS codes of practice from their state and territory and provide a link where they can access each online.  For a satisfactory performance, their responses must be:   * Codes of practices from the state/territory they specified in the Preliminary Task of this Knowledge Assessment. * Current versions. * Work health and safety codes of practice.   The candidate must also explain the purpose of each code of practice identified.  For a satisfactory performance, their response for each code of practice identified must be:   * Consistent with the code of practice identified * An explanation of what the code of practice is used for.   This refers to an explanation of how the code of practice is applied in the workplace.  Their responses will depend on their state/territory. To check this, the assessor must verify their responses by accessing the links the candidate provided.  Model answers below are Codes of Practice approved in Queensland. | |

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| **Title/name of code of practice** | **Link** | **Purpose of the code of practice** |
| Children and young workers | <https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0016/20068/children-young-workers-cop-2006.pdf> | This provides guidance on work health and safety practices specifically for workplaces where children and young workers are likely to be. |
| First aid in the workplace | <https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0019/72631/first-aid-in-the-workplace-cop-2021.pdf> | This provides guidance on first aid requirements that must be complied with in the workplace such as the duties of the PCBU, required equipment, facilities and training, and guidance for first aid procedures. |
| Hazardous manual tasks | <https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0020/72632/hazardous-manual-tasks-cop-2021.pdf> | This provides guidance on how to manage the risks associated with hazardous manual tasks in the workplace. This includes guidance on identifying hazardous manual tasks, assessing the risks, controlling the risks and reviewing control measures. |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions about **work health and safety industry standards** |
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| Mapping: HLTWHS002 KE1.0 (p)  *Learner guide reference: HLTWHS002 Learner Guide, Introduction*  **Marking guide**  The candidate must answer the following questions about work health and safety industry standards.  Marking guides and benchmark answers are provided in each question. | |
| 1. What are industry standards in the context of work health and safety?     The candidate must explain what industry standards are in the context of work health and safety  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  Industry standards are documents that provide practical information on how to apply work health and safety requirements in the Act and Regulations to specific work industry roles and environments. | |
| 1. Why is it important for a specific industry to have its own work health and safety standards?        .  *Source:*[*https://business.gov.au/risk-management/health-and-safety/work-health-and-safety#whs-requirements-for-your-industry*](https://business.gov.au/risk-management/health-and-safety/work-health-and-safety#whs-requirements-for-your-industry)  The candidate must explain why it is important for a specific industry to have its own work health and safety standards.  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  The workplace risks are different depending on the industry that you are working in. It is important to have industry-specific work health and safety standards because this will guide workers on how to address risks that are specific to their work role and environment. | |
| 1. How does state/territory WHS legislation impact industry standards?        .  The candidate must explain how state/territory WHS legislation impacts industry standards.  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  State/territory WHS legislation provides the general legal requirements related to work health and safety that apply to all industries. WHS legislation impacts industry standards in that it provides the basic WHS concepts and requirements that different industries must follow and use as basis when developing their industry-specific standards. | |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions about your state/territory WHS authorities. |
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| Mapping: HLTWHS002 KE1.1  *Learner guide reference: HLTWHS002 Learner Guide, Introduction*  **Marking guide**  The candidate must answer the following questions about your state/territory WHS regulator.  Marking guides and benchmark answers are provided in each question. | |
| 1. Complete the statement: The Commonwealth, state, and territory WHS authorities are responsible for      ,      , and       WHS laws in their jurisdictions.   The candidate must complete the statement above.  For a satisfactory performance, although wording may slightly vary, the candidate’s responses must be the three below (in no particular order):  implementing, regulating, and enforcing WHS laws in their jurisdictions. | |
| 1. For states/territories that implement the model WHS laws, how must the states/territories implement the model WHS laws in their jurisdiction?     The candidate must explain how the states/territories that implement the model WHS laws must implement the model WHS laws in their jurisdiction.  For a satisfactory performance, although wording may slightly vary, the candidate’s response must be:  (At a minimum, the underlined phrase must appear in the candidate’s response)  In jurisdictions where the model laws have been implemented, each state and territory must make variations to ensure the laws operate effectively in their jurisdictions. | |

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| 1. Provide a link to your state/territory WHS regulator’s website/page.     The candidate must provide a link to their state/territory WHS regulator’s website/page.  For a satisfactory performance, the candidate must provide an active and current link to the WHS regulator in the state/territory they specified in the Preliminary Task of this Knowledge Assessment.  To verify this, the assessor must access the link the candidate provided and confirm that it is the regulator in the state/territory the candidate specified in the Preliminary Task of this Knowledge Assessment.  Note to the assessor: Links to each state/territory WHS regulator are provided below (as of 31 March 2022). Websites/pages may move or get outdated. The assessor must ensure to refer to the relevant state/territory WHS regulator’s website/page.   |  |  | | --- | --- | | **State/territory** | **Regulator** | | ACT | <https://www.worksafe.act.gov.au/> | | NSW | <https://www.safework.nsw.gov.au/> | | NT | <https://worksafe.nt.gov.au/home> | | Qld | <https://www.worksafe.qld.gov.au/> | | SA | <https://www.safework.sa.gov.au/> | | Tas | <https://worksafe.tas.gov.au/home> | | Vic | <https://www.worksafe.vic.gov.au/> | | WA | <https://www.commerce.wa.gov.au/worksafe> | |

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| Application  Description automatically generated with low confidence | 1. Access and review your state/territory’s current work health and safety legislation and outline the duty of care of each the following: 2. Persons conducting business or undertaking (PCBU) 3. Officers 4. Workers   Write your answers in the table provided. Include the section in the legislation where you sourced your responses. |
|  | |
| Mapping: HLTWHS002 KE1.2 (p)  *Learner guide reference: HLTWHS002 Learner Guide, Introduction*  **Marking guide**  The candidate must outline the duty of care of each the following:   1. Persons conducting business or undertaking (PCBU) 2. Officers 3. Workers   For a satisfactory performance, the candidate’s response must be consistent with the WHS legislation currently enforced in the state/territory they selected in the Preliminary Task of this Knowledge Assessment.  To check this, the assessor must verify their responses by accessing the WHS legislation and the relevant sections the candidate referred to when answering this question.  Model answers below are from the Work Health and Safety Act 2011 (Qld) ([Link](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.5A)) | |

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| **Duty of care** | |
| 1. Persons conducting business or undertaking (PCBU) | (1) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of—  (a) workers engaged, or caused to be engaged by the person; and  (b) workers whose activities in carrying out work are influenced or directed by the person.  while the workers are at work in the business or undertaking.  (2) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not to put at risk from work carried out as part of the conduct of the business or undertaking. |
| Reference:  Part 2, Division 2, Section 19 Primary duty of care. |
| 1. Officers | (1) If a person conducting a business or undertaking has a duty or obligation under this Act, an officer of the person conducting the business or undertaking must exercise due diligence to ensure that the person conducting the business or undertaking complies with that duty or obligation.  (2) Subject to subsection (3), the maximum penalty applicable under [division 5](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.2-div.5) for an offence relating to the duty of an officer under this section is the maximum penalty fixed for an officer of a person conducting a business or undertaking for that offence.  (3) Despite anything to the contrary in [section 33](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#sec.33), if the duty or obligation of a person conducting a business or undertaking was imposed under a provision other than a provision of [Division 2](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.2-div.2) or [3](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.2-div.3) or this division, the maximum penalty under [section 33](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#sec.33) for an offence by an officer under [section 33](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#sec.33) in relation to the duty or obligation is the maximum penalty fixed under the provision creating the duty or obligation for an individual who fails to comply with the duty or obligation. |

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| **Duty of care** | |
|  | (4) An officer of a person conducting a business or undertaking may be convicted or found guilty of an offence under this Act relating to a duty under this section whether or not the person conducting the business or undertaking has been convicted or found guilty of an offence under this Act relating to the duty or obligation. |
| Reference:  Part 2, Division 4, Section 27 Duty of officers. |
| 1. Workers | While at work, a worker must—  (a) take reasonable care for his or her own health and safety; and  (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and  (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and  (d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers. |
| Reference:  Part 2, Division 4, Section 28 Duty of workers. |

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| Application  Description automatically generated with low confidence | 1. Access and review your state/territory’s current work health and safety legislation and provide two examples of the rights and two examples of the responsibilities of each the following: 2. Persons conducting business or undertaking (PCBU) (Employers) 3. Officers (Senior management, executive personnel) 4. Workers (e.g. staff, contractors)   Write your answers in the table provided. Include the section in the legislation where you sourced your responses. |
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| Mapping: HLTWHS002 KE1.2 (p)  *Learner guide reference: HLTWHS002 Learner Guide, Introduction*  **Marking guide**  The candidate must provide two examples of the rights and two examples of the responsibilities of each the following:   1. Persons conducting business or undertaking (PCBU) (Employers) 2. Officers (Senior management, executive personnel) 3. Workers (Staff, contractors)   For a satisfactory performance, the candidate’s response must be consistent with the WHS legislation currently enforced in the state/territory they selected in the Preliminary Task of this Knowledge Assessment.  In order to check this, the assessor must verify their responses by accessing the WHS legislation and the relevant sections the candidate referred to when answering this question.  Model answers below are from the Work Health and Safety Act 2011 (Qld) ([Link](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.5A)) | |

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| 1. **Persons conducting business or undertaking (PCBU) (Employers)** | |
| **Rights** | **Responsibilities** |
| Employers may deny a health and safety representative access to a worker’s personal or medical information if the worker does not provide consent. | Must provide adequate information to each person to whom they are providing the plant, substance, or structure. |
| Reference:       Part 5, Division 3.6 (Section 71.2) | Reference:       Part 2, Division 3 (Section 25) |
| Employers have the right to deny entry to a WHS representative’s assistant if the assistant’s entry permit has been revoked. | Ensure access to welfare facilities for workers. |
| Reference:       Part 5, Division 3.6 (Section 71.4.a) | Reference:       Part 2, Division 4 (Section 19.e) |

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| 1. **Officers (Senior management, executive personnel)** | |
| **Rights** | **Responsibilities** |
| In the performance of their duties under the WHS Act, officers (who are not the person conducting the business) cannot be held personally liable for anything they do if done in good faith. | The officer must stay up to date with current work health and safety issues and legislation. |
| Reference:       Part 5A, Division 103G | Reference:       Part 2, Division 4 (Section 27.5.a) |
| Officers have the right to information that the PCBU has about risks to the health and safety of workers. | The officer must familiarise themselves with the nature of their employer’s business and the risks associated with it. |
| Reference:       Part 5A, Division 103F (Section 2.a) | Reference:       Part 2, Division 4 (Section 27.5.b) |

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| 1. **Workers (Staff, contractors)** | |
| **Rights** | **Responsibilities** |
| Workers have the right to refuse unsafe work. | Workers must take reasonable care for their own health and safety while at work. |
| Reference:       Part 5, Division 6 (Section 84) | Reference:       Part 2, Division 4 (Section 28.a) |
| Workers have the right to request for the election of one or more health and safety representatives to represent them in their workplace. | Workers must notify their employer as soon as practicable if they cease work because of unsafe working conditions. |
| Reference:       Part 5, Division 3.1 (Section 50) | Reference:       Part 5, Division 6 (Section 86.a) |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions about hazardous manual tasks.   Base your answers on your state/territory’s current work health and safety legislation and regulations. |
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| Mapping: HLTWHS003 KE1.3  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 2 Introduction*  **Marking guide**  The candidate must answer the following questions about hazardous manual tasks.  Marking guides and benchmark answers are provided in each question.  **Note to the assessor:** The questions and benchmark answers below are based on the model WHS laws and regulations implemented in ACT, NSW, NT, Qld, SA, and TAS. If the candidate or your training organisation is in a state/territory that does not follow the model WHS laws and regulations, ensure to contextualise the questions, marking guides, and benchmark answers below to align with your state/territory’s legislation/regulations. | |
| 1. What is the PCBU’s responsibility with regard to hazardous manual tasks?     The candidate must state the PCBU’s responsibility with regard to hazardous manual tasks.  For a satisfactory performance, although wording may slightly vary, the candidate’s response must align with the benchmark answer below:  A person conducting a business or undertaking must manage risks to health and safety relating to a musculoskeletal disorder associated with a hazardous manual task.  *Source: WHS Regulation 2011 (Qld) Section 60.1* | |
| 1. Identify the seven factors that PCBU’s must review and consider when determining control measures to implement for managing risks related to hazardous manual tasks.         The candidate must identify the seven factors that PCBU’s must review and consider when determining control measures to implement for managing risks related to hazardous manual tasks.  For a satisfactory performance, although wording may slightly vary, the candidate’s responses must be the seven below (in no particular order):  (a) postures, movements, forces, and vibration relating to the hazardous manual task; and  (b) the duration and frequency of the hazardous manual task; and  (c) workplace environmental conditions that may affect the hazardous manual task or the worker performing it; and  (d) the design of the work area; and  (e) the layout of the workplace; and  (f) the systems of work used; and  (g) the nature, size, weight or number of persons, animals or things involved in carrying out the hazardous manual task.  *Source: WHS Regulation 2011 (Qld) Section 60.2* | |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions about infection control.   Base your answers on your state/territory’s current legislation and regulations. |
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| Mapping: HLTWHS002 KE1.4  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 3 Introduction*  **Marking guide**  The candidate must answer the following questions about infection control.  Marking guides and benchmark answers are provided in each question. | |
| 1. Provide five examples of notifiable conditions/diseases in your state/territory.   Provide a link where you sourced your responses for your assessor’s reference. | |
| Source:  The candidate must provide five examples of notifiable diseases in their state/territory and a link to where they sourced their responses.  Responses will vary on their state/territory’s legislation and list. For a satisfactory performance, the candidate’s responses must be consistent with the list of notifiable conditions/diseases in the state/territory they selected in the Preliminary Task of this Knowledge Assessment.  To check this, the assessor must access the link the candidate provided and confirm whether the responses are consistent with the information contained in this link. The assessor must also check if the link provided is active and directs to a site that is current and credible. The model answers below are from [List of notifiable conditions](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/notifiable-conditions/list):   1. coronaviruses, COVID-19 2. dengue 3. food or water-borne illness in food handler 4. hepatitis A – E 5. influenza | |
| 1. What is the principal infection control legislation currently enforced in your state/territory? Provide an active and current link to the legislation identified.   You must identify the infection control legislation in the state/territory you selected in the Preliminary Task of this Knowledge Assessment.  Legislation title:  Link:  The candidate must identify the principal infection control legislation that is currently enforced in their state/territory. The candidate must also provide an active and current link to the legislation they identified.  For a satisfactory performance, the candidate’s response must be consistent with the infection control legislation currently enforced in the state/territory they selected in the Preliminary Task of this Knowledge Assessment. | |

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| For the assessor’s reference, the table below lists the correct infection control legislation per state/territory, including current links where the legislation can be accessed.   |  |  | | --- | --- | | **State/territory** | **WHS Legislation title and link** | | ACT | Title: *Public Health Act 1997 (ACT)*  Link: <https://www.legislation.act.gov.au/a/1997-69/default.asp> | | NSW | Title: *Public Health Act 2010 (NSW)*  Link: <https://legislation.nsw.gov.au/view/html/inforce/current/act-2010-127/lh> | | NT | Title: *Notifiable Diseases Act 1981 (NT)*  Link: <https://legislation.nt.gov.au/en/Legislation/NOTIFIABLE-DISEASES-ACT-1981> | | Qld | Title: *Public Health Act 2005 (Qld)*  Link: <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2005-048/lh> | | SA | Title: *South Australian Public Health Act 2011 (SA)*  Link: <https://www.legislation.sa.gov.au/lz?path=%2FC%2FA%2FSOUTH%20AUSTRALIAN%20PUBLIC%20HEALTH%20ACT%202011> | | Tas | Title: *Public Health Act 1997 (Tas)*  Link: <https://www.legislation.tas.gov.au/view/html/inforce/2017-11-29/act-1997-086/lh> | | Vic | Title: *Public Health and Wellbeing Act 2008 (Vic)*  Link: <https://www.legislation.vic.gov.au/in-force/acts/public-health-and-wellbeing-act-2008/043> | | WA | Title: *Public Health Act 2016 (WA)*  Link: <https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a147114.html> | |
| 1. In your own words, explain how PCBUs can exercise their duty of care in relation to infection control.     The candidate must, in their own words, explain how PCBUs can exercise their duty of care in relation to infection control.  **Note to the assessor:** This question and the benchmark answers below are based on the model WHS laws and regulations implemented in ACT, NSW, NT, Qld, SA, and TAS. If the candidate or your training organisation is in a state/territory that does not follow the model WHS laws and regulations, ensure to contextualise this question, marking guides, and benchmark answers below to align with your state/territory’s legislation/regulations.  Responses may vary. For a satisfactory performance, the candidate’s response must:   * Demonstrate knowledge of PCBU’s duty of care, which are:   *(1) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of—*  *(a) workers engaged, or caused to be engaged by the person; and*  *(b) workers whose activities in carrying out work are influenced or directed by the person.*  *while the workers are at work in the business or undertaking.*  *(2) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.*   * Be relevant to ensuring the health and safety of workers and other people in the vicinity. * Be relevant to managing and controlling infection-related risks.   Model answer is provided below:  PCBUs can exercise their duty of care in relation to infection control by implementing policies and procedures for infection control, providing access to personal protective equipment (PPE), and consulting relevant personnel when identifying and assessing infection-related risks. |

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| Application  Description automatically generated with low confidence | 1. The following are emergency equipment signs that can commonly be seen in Australian organisations.   In the table below:   * 1. Name each emergency equipment sign.   2. Briefly describe what each sign means. | | |
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| Mapping: HLTWHS002 KE2.2  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.1*  **Marking guide**  The candidate must name the following emergency equipment signs. The candidate must also describe what each sign means.  Wording may vary in their description; however, they must be consistent with the benchmark answers provided below. | | | |
| **Emergency equipment sign** | | **Name** | **Meaning** |
| Icon  Description automatically generated | | Automated external defibrillator (AED) | This indicates the location of an automated external defibrillator (AED). The defibrillator is used to save the life of a person in cardiac arrest or having a heart attack. It sends electric shock through the chest and into the heart. |
| Icon  Description automatically generated | | Emergency breathing apparatus | This indicates the location of an emergency breathing apparatus. This self-contained breathing apparatus provides breathable air in an immediately dangerous to life or health environment. |
| **Emergency equipment sign** | | **Name** | **Meaning** |
| Icon  Description automatically generated | | Emergency eyewash station | This indicates the location of an emergency eyewash station. Emergency eyewash stations provide on-the-spot decontamination. They allow workers to flush away hazardous substances that can cause eye injury. |
| Icon  Description automatically generated | | Emergency shower | This indicates the location of the emergency shower. The emergency shower is an area where workers flush away hazardous substances from their bodies and clothing to minimise the effects of accident exposure to chemicals. Emergency showers can also be used effectively in extinguishing clothing fires or for flushing contaminants off clothing. |
| Icon  Description automatically generated | | Emergency stretcher | This indicates the location of an apparatus used for moving patients who require medical care. |
| Icon  Description automatically generated | | Emergency phone | This indicates a phone specifically provided for making calls to emergency services and is most often found in a place of special danger. |
| **Emergency equipment sign** | | **Name** | **Meaning** |
| A green and white sign  Description automatically generated with low confidence | | First aid | This indicates a first aid station/area nearby, which provides immediate emergency care to an injured person. |
| Image result for signal lamp sign | | Signal lamp | This sign indicates that a portable lamp with a trigger operated shutter used to transmit Morse code, also known as an Aldis lamp, is available for use. |
| Image result for emergency stop button sign | | Emergency stop button | This indicates the presence of a kill switch, which is used to stop the machinery quickly when there is a risk of injury or when the workflow requires stopping. |
| Image result for break to obtain access | | Break to obtain access | In cases of not being able to open the emergency exit, this indicates a cover which requires breaking to obtain access to the emergency exit device. |

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| Application  Description automatically generated with low confidence | 1. The following are personal protective equipment (PPE) signs that can commonly be seen in Australian organisations.   In the table below:   * 1. Name each PPE sign.   2. Briefly describe what each sign means. | | |
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| Mapping: HLTWHS002 KE2.3  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.1*  **Marking guide**  The candidate must name the following personal protective equipment (PPE) signs. The candidate must also describe what each sign means.  Wording may vary in their description; however, they must be consistent with the benchmark answers provided below. | | | |
| **PPE sign** | | **Name** | **Meaning** |
| Icon  Description automatically generated | | Protective eyewear must be worn | This means that protective eyewear such as goggles must be worn to prevent eye injuries from flying debris, dust, radiation, and chemical splashes. |
| Icon  Description automatically generated | | Face masks must be worn | This means that face mask must be worn to help block large-particle droplets, splashes, sprays or splatter that may contain germs (viruses and bacteria). |

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| **PPE sign** | **Name** | **Meaning** |
| Icon  Description automatically generated | Gloves must be worn | This means that gloves must be worn to save the user's hands and fingers from unnecessary wounds such as cuts, blisters, splinters, skin punctures or heat and chemical burns. |
| Related image | Hard hat must be worn | This means that hard hats must be worn to protect the head from flying objects, collision, falling debris, and shock from falling objects, among other hazards. |
| Image result for ppe australian boot signs | Safety shoes must be worn | This means that safety shoes must be worn to prevent foot injuries due to slippery surface, rolling objects, sharp piercing edges, hot objects, splinters, electricity, chemicals, etc. |
| Image result for ppe apron sign | Apron must be worn | This means that apparels such as apron must be worn to protect the worker from any spills and contaminated surfaces that can lead to health conditions when touched without any protective layer. |

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| Application  Description automatically generated with low confidence | 1. The following are safety signs for classifying hazards that can commonly be seen in Australian organisations.   In the table below:   1. Name each sign for classifying hazards. 2. Briefly describe what each sign means. | | |
|  | | | |
| Mapping: HLTWHS002 KE2.1, KE2.4  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.1*  **Marking guide**  The candidate must name the following signs of specific hazards. The candidate must also describe what each sign means.  Wording may vary in their description; however, they must be consistent with the benchmark answers provided below. | | | |
| **Hazard sign** | | **Name** | **Meaning** |
| A yellow sign with a skull and text  Description automatically generated with low confidence | | Poisonous substance | This sign indicates the presence of substances that can cause poisoning. |
| Image result for radioactive'sign australia | | Radiation hazard | This symbol identifies sources or containers of radioactive materials and areas of potential radiation exposure. |
| Image result for high voltage sign | | High voltage | This sign warns against possible risk of electric shock. |

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| **Hazard sign** | **Name** | **Meaning** |
| Icon  Description automatically generated | Sharps disposal | This sign identifies the location of receptacles that are specifically allocated for the disposal of sharps such as used syringes and blades. |
| Image result for tripping hazard | Tripping hazard | This sign prevents tripping or falling from any uneven floors and steps that no one might notice. |
| Image result for slippery when wet sign | Caution: Slippery when wet | This sign warns people that they can slip and fall on the floor when it is wet. |
| Image result for hot surface sign | Caution: Hot surface | This warns the person that hot surfaces are present, and contact should be avoided to prevent injury. |

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| **Hazard sign** | **Name** | **Meaning** |
| Image result for biological hazard | Biological hazard | This indicates the presence of organic substances that pose a threat to the health of humans and other living organisms. | |
| Image result for highly flammable sign | Highly flammable | This notifies personnel of potential fire hazards and combustibles in the area. | |
| Image result for beware of vehicles  sign | Beware of moving vehicles | This sign is placed at the vicinity where a bunch of moving vehicles is found. It warns off potential accidents from wandering personnel, such as children. | |

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| Application  Description automatically generated with low confidence | 1. In your own words, briefly explain the following in the context of direct client care:    1. What are hazards?    2. What are risks? | |
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| Mapping: HLTWHS002 KE3.1  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.2*  **Marking guide**  The candidate must briefly explain, in their own words, the meaning of hazards and risks in the context of direct client care.  For a satisfactory performance, although the wording may slightly vary, their responses must be consistent with the benchmark answers below. | | |
| What are hazards? | | A hazard is anything that can cause harm to clients, damage to property or disruption to productivity, e.g., electricity, improper labelling of chemicals, wet floor, etc. |
| What are risks? | | A risk is the chance, high or low, that any hazard will actually cause harm to clients, damage to property or disruption to productivity. |

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| Application  Description automatically generated with low confidence | 1. Briefly describe the following strategies for minimising risk. | |
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| *Mapping: HLTWHS002 KE3.4*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*  **Marking guide**  The candidate must briefly describe the following strategies for minimising risk.  For a satisfactory performance, although the wording may slightly vary, their response must be consistent with the benchmark answers below. | | |
| **Strategies for minimising risk** | | **Description** |
| 1. Using mechanical methods | | Mechanical methods involve using devices or equipment to reduce risks. |
| 1. Using administrative methods | | Administrative methods are changes in policies, procedures and processes that can reduce risks. |
| 1. Using personal protective equipment (PPE) | | This is the use of equipment used or worn by workers to reduce their exposure to hazards and risks related to work. |

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| Application  Description automatically generated with low confidence | 1. Identify four rights and responsibilities of care workers in a home-based environment. |
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| *Mapping: HLTWHS002 KE4.1 (p)*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1 Introduction*  **Marking guide**  The candidate must identify the following:   1. Four rights of care workers in a home-based environment   For a satisfactory performance, their responses must be basic entitlements that care workers in a home-based environment are afforded. Examples of acceptable responses include the following:   * Right to adequate care information about their clients * Right to privacy and confidentiality * Right to be treated with dignity and respect * Right to complain about any risks of harm to self * Right to work without discrimination  1. Four responsibilities of care workers in a home-based environment   For a satisfactory performance, their responses must be what work is expected of care workers in a home-based environment and in what manner they are expected to do them. Examples of acceptable responses include the following:   * Provide care, support and assistance needed by clients * Provide care according to care plans * Ensure a safe and secure environment for all clients * Respond to emergencies, risks and hazards * Inform clients of their care status and needs | |

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| **Care worker rights** |
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| **Care worker responsibilities** |
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| Application  Description automatically generated with low confidence | 1. Identify three rights and responsibilities of clients in a home-based care environment. |
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| *Mapping: HLTWHS002 KE4.1 (p)*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1 Introduction*  **Marking guide**  The candidate must identify the following:   1. three rights of clients in a home-based care environment   For a satisfactory performance, their responses must be basic entitlements that clients in a home-based care environment are afforded. Examples of acceptable responses include the following:   * Right to maintain independence * Right to receive quality care and assistance according to their needs * Right to information about their care status and options * Right to privacy and confidentiality * Right to a safe and secure home environment * Right to be treated with dignity and respect * Right to complain about their care and seek resolutions * Right to receive care without discrimination  1. three responsibilities of clients in a home-based care environment   For a satisfactory performance, their responses must be what work is expected of care workers in a home-based environment and in what manner they are expected to do them. Examples of acceptable responses include the following:   * Respect the rights and needs of people involved in home care * Respect the rights of workers * Protect their own health and well-being, as allowed by their individual capabilities * Inform their carer about their medical state and history and related care needs | |

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| **Client rights** |
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| **Client responsibilities** |
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| Application  Description automatically generated with low confidence | 1. Answer the following questions about basic home fire safety. |
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| *Mapping: HLTWHS002 KE4.2 (p)*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.1, Section 1.1.3.1*  **Marking guide**  The candidate must answer the following questions about basic home fire safety.  Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. | |
| 1. What is basic home fire safety?     The candidate must briefly define what basic home fire safety is.  For a satisfactory performance, although wording may vary, their response must be consistent with the benchmark answer below:  Basic home fire safety refers to safe work practices to prevent or minimise the harm caused by fires. | |
| 1. Provide three groups of people who are at high-risk of injury or death in a home fire.     The candidate must provide three groups of people who are at high-risk of injury or death in a home fire.  For a satisfactory performance, although wording may vary, their response must be the following:   * Children * Older adults * Persons with disabilities | |

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| 1. Complete the table below by providing four examples of behaviours that contribute to fire injuries and fatalities. Explain how each contributes to fire injuries and fire fatalities.   The candidate must complete the table by:   * Providing four examples of behaviours that contribute to fire injuries and fatalities.   For a satisfactory performance, their responses must be ways that a person can act or conduct themselves that make them susceptible to fire injuries and fatalities. Their responses may include four of the following:   * Playing with sources of fire such as matches, lighters and stovetops * Misuse of sources of fire such as matches, lighters and stovetops * Doing tasks that may cause fire, such as cooking, without the needed guidance and assistance * Using outdated or malfunctioning electrical appliances * Cluttering or obstructing points of exit * Not following fire emergency precautions and procedures * Explaining how each behaviour contributes to fire injuries   Responses may vary depending on the behaviour that the candidate identified. However, for a satisfactory performance, the candidate must demonstrate knowledge of how the identified behaviour may result in fire injuries. How behaviours contribute to fire injuries refer to ways in which the behaviour identified may inflict injury to people.   * Explaining how each behaviour contributes to fire fatalities   Responses may vary depending on the behaviour that the candidate identified. However, for a satisfactory performance, the candidate must demonstrate knowledge of how the identified behaviour may result in fire fatalities. How behaviours contribute to fire fatalities refer to ways in which the behaviour identified may result in death.  Model answers are provided below, for the assessor’s reference. |

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| |  |  |  | | --- | --- | --- | | **Behaviour that contributes to fire injuries and fatalities** | **How the behaviour contributes to fire injuries** | **How the behaviour contributes to fire fatalities** | | Playing with sources of fire such as matches, lighters and stovetops | Playing with sources of fire may lead to accidental skin contact with fire which will cause burns to develop on a person’s skin. | Playing with sources of fire may result in the spread of fire to other flammable materials. The fire may spread uncontrollably in the home, causing death to occupants. | | Doing tasks that may cause fire, such as cooking, without the needed guidance and assistance | This may cause injuries due to safety precautions not being followed. Without the proper precautions, people doing tasks that involve fire may sustain injuries. | Doing tasks that involve fire without the proper guidance and precautions may cause fire to spread at the home, causing death to occupants. | | Using outdated or malfunctioning electrical appliances | Continuous use of malfunctioning electrical appliances may cause fire due to electric spark. The users of these appliances may come into direct contact with the appliances as they catch fire, causing injuries. | Malfunctioning electrical appliances may catch fire while unattended. The fire may spread uncontrollably in the home, causing death to occupants. | | Cluttering or obstructing points of exit | This may cause injuries because it delays the evacuation of the occupants of a building. The occupants will be exposed to fire for a longer period, which will cause injuries. | Obstructing fire exits may prevent occupants from successfully evacuating the home, which will lead to fatalities. | | |
| Application  Description automatically generated with low confidence | 1. Answer the following questions about smoke alarms for the prevention of home fires. |
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| *Mapping: HLTWHS002 KE4.2 (p)*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.1, Section 1.1.3.1*  **Marking guide**  The candidate must answer the following questions about smoke alarms for the prevention of home fires.  Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. | |
| 1. Provide two examples of places where smoke alarms can be efficiently placed for the prevention of home fires.    The candidate must provide two examples of places where smoke alarms can be efficiently placed for the prevention of home fires.  For a satisfactory performance, their responses must be places where smoke alarms can efficiently detect possible home fires before the fire gets worse. Examples of acceptable responses include the following:   * All frequently used rooms such as living areas and bedrooms * Circulation spaces such as corridors and stairways * At the centre of a room so that they can cover more area * Away from windows and doors as wind can sometimes affect alarm sensitivity | |
| 1. Provide two ways you can ensure that smoke alarms are properly installed.    The candidate must provide two examples of ways they can ensure that smoke alarms are properly installed.  For a satisfactory performance, their responses must be things they can do to ensure that smoke alarms are in proper working condition during their installation. Examples of acceptable responses include the following:   * Ensure that smoke alarms are properly connected to smoke detectors * Ensure that smoke alarms are connected to each other so that all alarms will trigger in case of smoke * After installation, test smoke alarms to ensure proper function | |
| 1. Provide two examples of how to properly maintain smoke alarms.    The candidate must provide two examples of how to properly maintain smoke alarms.  For a satisfactory performance, their responses must be ways to retain the working conditions of smoke alarms so that they are always functional. Examples of acceptable responses include the following:   * Regularly clean the surface of the smoke alarms so that it does not accumulate dust which can cause malfunctions * Test smoke alarms regularly * Change the batteries of smoke alarms as often as indicated by the manufacturer * Replace smoke alarms as often as indicated by the manufacturer | |

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| Application  Description automatically generated with low confidence | 1. Briefly explain how each personal safety risk below is considered a risk in the context of home-based care | |
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| *Mapping: HLTWHS002 KE4.3*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.1, Section 1.1.3.2*  **Marking guide**  The candidate must briefly explain how each personal safety risks below are considered risks in the context of home-based care.  For a satisfactory performance, although the wording may slightly vary, their response must be consistent with the benchmark answers below. | | |
| **Personal safety risk** | | **How they are considered risks in the context of home-based care** |
| 1. Water | | Water can cause harm through drowning or electrocution when they are not properly monitored. |
| 1. Damaged or irregular floor surfaces | | Damaged or irregular floor surfaces can cause people to trip and fall which may lead to minor or even major injuries when not monitored and addressed. |
| 1. Allergens | | Allergens can cause reactions that lead to serious medical risks if not identified and avoided. |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions about infection and infectious diseases. |
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| *Mapping: HLTWHS002 KE4.4*  *Learner guide reference:*   * *HLTWHS002 Learner Guide, Chapter 3, Subchapter 3.1* * *HLTWHS002 Learner Guide, Chapter 3, Subchapter 3.4*   **Marking guide**  The candidate must answer the following questions about infection and infectious diseases.  Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. | |
| 1. What are infectious diseases?     The candidate must briefly define what infectious diseases are.  For a satisfactory performance, although wording may vary, their response must be consistent with the benchmark answer below:  Infectious diseases are illnesses caused by organisms, pathogens or its toxic products which typically arises through transmission from another infected person. | |
| 1. Provide three common sources of infection in a home-based care environment.     The candidate must provide three examples of common sources of infection in a home-based care environment.  Responses will vary. However, for a satisfactory performance, the candidate must demonstrate knowledge of where infection may come from in home-based care environment.  Common sources of infection in a home-based environment refer to conditions, settings or situations at the home which can cause and spread infection. These sources may eventually result in infectious diseases, which are illnesses caused by different organisms, spreading at the home.  Model answers are provided below for the assessor’s reference.   * absence of basic infection control protocols * breaches in infection control protocols by clients or their families * insufficient hygiene resources * infections caried by clients from other locations into their homes * unpredictability of activities at the home | |
| 1. Provide three means to minimise the transfer of infectious diseases     The candidate must provide three means to minimise the transfer of infectious diseases.  For a satisfactory performance, their responses must be ways to reduce the likeliness of infectious diseases spreading to multiple people. Examples of acceptable responses include the following:   * proper hand hygiene and care practices * use of PPE * respiratory hygiene and cough etiquette * basic cleaning procedures * precautions for handling waste * precautions for handling linen | |
| Application  Description automatically generated with low confidence | 1. Answer the following questions about the musculoskeletal system. |
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| *Mapping: HLTWHS002 KE4.5 (p)*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 2, Subchapter 2.1, Section 2.1.3*  **Marking guide**  The candidate must answer the following questions about the musculoskeletal system.  Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. | |
| 1. What is the musculoskeletal system?     The candidate must briefly define what the musculoskeletal system.  For a satisfactory performance, although wording may vary, their response must be consistent with the benchmark answer below.  The musculoskeletal system is composed of the muscular and skeletal systems of the body that mainly helps a person to support their own weight, maintain their posture and move around. | |
| 1. Provide three examples of musculoskeletal disorders (MSDs) that can affect parts of the musculoskeletal system.     The candidate must provide three examples of musculoskeletal disorders (MSDs) that can affect parts of the musculoskeletal system.  For a satisfactory performance, although wording may slightly vary, their responses must include three of the following:   * sprains and strains of muscles, ligaments and tendons * back injuries * joint and bone injuries or degeneration * nerve injuries or compression like carpal tunnel syndrome * muscular and vascular disorders as a result of hand-arm vibration * soft tissue injuries such as hernia * chronic pain (pain that lasts longer than three months) * acute pain (pain that lasts less than three months)   Other responses are acceptable as long as they are examples of musculoskeletal disorders. | |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by identifying:    1. two practices to minimise musculoskeletal injury to self in a home-based environment    2. two practices to minimise musculoskeletal injury to clients in a home-based environment |
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| *Mapping: HLTWHS002 KE4.5 (p)*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 2, Subchapter 2.1, Section 2.1.3*  **Marking guide**  The candidate must complete the table below by identifying the following:   1. Two practices to minimise musculoskeletal injury to self in a home-based environment   Responses will vary. For a satisfactory performance, their responses must be practices that help them support their weight, maintain their posture and move around without causing injuries to their musculoskeletal system. Their responses must also be practices that can be performed with the setting and resources provided in a home-based environment.  Model answers are provided below for the assessor’s reference.   * Taking regular rest breaks * Using mechanical aids when handling clients and heavy loads * Alternating between different types of movements  1. Two practices to minimise musculoskeletal injury to clients in a home-based environment   Responses will vary. For a satisfactory performance, their responses must be practices that help them support their client’s weight, maintain their posture and move around without causing injuries to the client’s musculoskeletal system. Their responses must also be practices that can be performed with the setting and resources provided in a home-based environment.  Model answers are provided below for the assessor’s reference.   * Installation of manual handling aids such as grab bars and railings * Reorganising placement of furniture to allow for easier movement for the client * Reorganising frequently used objects at the home so that they are easier to reach | |

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| **Practices to minimise musculoskeletal injury to self in a home-based environment** |
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| **Practices to minimise musculoskeletal injury to clients in a home-based environment** |
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# Practical Assessment

## Assessor Instructions

The Practical Assessment is a set of tasks that must be completed in a workplace or in an environment with conditions similar to that of a real workplace.

This assessment will help the candidate demonstrate skill requirements relevant to safe work practices for direct client care.

The Practical Assessment includes the following:

1. **Case Study**

A detailed scenario and simulated environment, providing all necessary information required to complete the relevant task.

1. **Practical Assignment**

A series of written practical tests assessing the candidate’s practical knowledge and understanding of the unit of competency.

1. **Workplace Assessment**

A set of tasks or activities completed according to set instructions and guidelines to meet the requirements of the relevant unit. These tasks and activities require you to have access to a workplace or a similar environment.

## Candidate Instructions

The Practical Assessment is a set of tasks that must be completed in a workplace or in an environment with conditions similar to that of a real workplace.

This assessment will help you demonstrate skill requirements relevant to safe work practices for direct client care.

The Practical Assessment includes the following:

1. **Case Study**

A detailed scenario and simulated environment, providing all necessary information required to complete the relevant task.

1. **Practical Assignment**

A series of written practical tests assessing the candidate’s practical knowledge and understanding of the unit of competency.

1. **Workplace Assessment**

A set of tasks or activities completed according to set instructions and guidelines to meet the requirements of the relevant unit. These tasks and activities require you to have access to a workplace or a similar environment.

## Details About Your Workplace

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| This practical assessment requires you to complete assessment tasks within a real workplace.  Furthermore, this practical assessment includes assessments that will require you to refer to regulatory requirements that apply in your state/territory, industry, and workplace/work role.  Before starting the practical assessment, record the following in the spaces provided below:   1. Your work role/title 2. Responsibilities 3. Organisation/workplace 4. Worksite/area 5. A brief description of your work environment 6. Industry/sector 7. State/territory (where your workplace is based)   When completing the tasks in the Practical Assessment, ensure that your responses align with the relevant state/territory, industry, and workplace/work role requirements you have specified below. |

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| *This task has no mapping. This is a preliminary step for the candidate to complete in connection to the tasks in this practical assessment.*  **Marking guide**  This practical assessment requires the candidate to complete assessment tasks within a real workplace.  Furthermore, this practical assessment includes assessments that will require them to refer to regulatory requirements that apply in their state/territory, industry, and workplace/work role.  Before starting the practical assessment, the candidate must record the following in the spaces provided below:   1. Their work role/title 2. Responsibilities 3. Organisation/workplace 4. Worksite/area 5. A brief description of their work environment | |
| 1. Industry/sector 2. State/territory (where their workplace is based)   When completing the tasks in the Practical Assessment, the candidate’s responses must align with the relevant state/territory, industry, and workplace/work role requirements specified below.  Sample answers are provided below for the assessor’s reference. | |
| Your work role/title | The candidate’s work role/title, e.g., care worker, basic life support medic, emergency service worker etc. |
| Responsibilities | The candidate’s responsibilities, e.g., provide support to clients in their activities of daily living (ADLs); follow client’s individualised support plan |
| Organisation/workplace | The candidate’s organisation/workplace, e.g., Lotus Compassionate Care |
| Worksite/area | The candidate’s worksite/area, e.g., residential care facility, client’s home |
| Industry/sector | The candidate’s industry or sector, e.g., individual support or direct client care |
| State/territory (where your workplace is based) | The state/territory where the candidate’s workplace is located, e.g., Qld. |

# Case Study

## Overview

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| **The goal of the case study is to assess your practical knowledge and skills in:**   * Incidents and injuries that can happen in the workplace * Reporting incidents and injuries to designated persons according to organisational procedures   **This assessment has two tasks:**  Task 1 – Identify and Report the First Incident and Related Injuries  Task 2 – Identify and Report the Second Incident and Related Injuries  Each task comes with a set of instructions. You must follow and perform these instructions while being observed by the assessor.  **You are required to:**   * Complete the tasks within the time allowed, as scheduled in-class roll. * Identify incidents and injuries in the workplace * Report incidents and injuries to designated persons according to organisational procedures   **Resources required for assessment:**  To complete this assessment, you will need access to the following:   * Accident Report template * Designated persons to report incidents and injuries to (e.g. supervisor, health and safety representative) * Volunteers to act as clients |

## Case Study 1 – Lucy’s Incident

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| **SCENARIO**  You are a care worker doing a routine check on your clients in the care centre one afternoon. While walking along the corridors, you see Lucy (30 years old) walking towards you. Lucy is recovering from a joint fracture on her right knee and moves around using crutches. While walking, Lucy suddenly slips on a wet spot on the floor and falls on her back. You and some nearby co-workers help her up. As a care worker, you must now respond to this incident. |

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| **INSTRUCTIONS TO THE ASSESSOR**  This case study aims to assess the candidate’s practical knowledge and skills relevant to:   * incidents and injuries that can happen in the workplace * reporting incidents and injuries to designated persons according to organisational procedures   The current scenario is not contextualised for any specific workplace setting.  Before the assessment, the assessor must contextualise this scenario to better fit the candidate’s actual workplace setting.  This scenario requires the candidate to interact with a volunteer who is playing the role of Lucy, an injured client. The scenario also requires the candidate to interact with designated persons in their workplace such as their supervisor and health and safety representative (HSR).  The assessor must coordinate with the volunteer to ensure that their reactions and responses to the candidate are consistent with the details of the finalised scenario used. This includes determining how responsive they are to the candidate, their personality, how they answer the candidate’s questions, etc. The volunteer may display reluctance as part of the scenario, but they must cooperate with the candidate.  **To contextualise the scenario:**   * Review the briefing document for the volunteer who will play the role of Lucy. Orient the volunteer and respond to any questions they have about the scenario. * Rewrite scenario and add more details as needed   Examples of details you may change or add include, but are not limited to, the number of bystanders in the area, specific hazards in the area, if there were other people who assisted in the provision of first aid, etc.   * Update the marking guide and benchmarks in the Observation Form and Assessor’s Checklist so that they align with the revised/contextualised scenario * Update the resources required listed in the Observation Form and Assessor’s Checklist so that they align with the revised/contextualised scenario |

### Task 1 – Identify and Report the First Incident and Related Injuries

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| Application  Description automatically generated with low confidence | While being observed by the assessor, do the following for the incident and corresponding injuries that happened during the simulated emergency situation:  *Incidents are instances of an unexpected event or occurrence happening which may result in serious injury or illness or property damage.*  *Injuries are physical damages to a person’s body as a result of an unexpected event or occurrence.*   1. Respond to Lucy’s immediate needs, following workplace procedures. 2. Write a report with all the necessary details relevant to the incident that happened and the injuries resulting from the incident according to your organisation’s procedures. 3. Report the incident and corresponding injuries to designated persons according to your organisation’s procedures.   Use your organisation’s template for reporting incidents and injuries, or you may use the **Accident Report** template provided along with this workbook.  You will be assessed on:   * Practical knowledge relevant to incidents and injuries that can happen in the workplace. * Practical skills relevant to reporting incidents and injuries to designated persons according to organisational procedures.   Before starting this task, review the following provided along with this workbook:   * **Case Study Task 1 – Assessor’s Checklist**   This form lists the criteria your submission must address to complete this task satisfactorily.   * **Case Study Task 1 – Observation Form**   This form lists all the practical skills you need to demonstrate while completing this task. |

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|  | Your assessor will also:   * Provide you with workplace documents relevant to procedures for reporting incidents and injuries in the workplace, for your reference, and discuss these documents with you. * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Discuss with you the practical skills listed in the Observation Form prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the completed Accident Report (or similar workplace document) detailing the incident and corresponding injuries in the workplace to your assessor. |

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| *Mapping: HLTWHS002 PC1.5 (p), PE1.3.4 (p), PE1.4 (p)*  **Marking guide**  **Accident Report**  The candidate must submit a completed *Accident Report* (or similar workplace document)*.*  For a satisfactory performance, the candidate’s submission must provide information about the incident encountered and the injuries resulting from the incident.  Information about the incident may include:   * A general description of the incident * Persons involved in the incident * When and where the incident happened * Causes of the incident * Actions taken in response to the incident   Information about each injury may include:   * A description of the injury (e.g. type of injury, affected area, severity) * Person injured * When and where the injury happened * Actions taken in response to the injury |
| **Case Study Task 1 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Accident Report* submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.*  **Case Study Task 1 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while identifying and reporting incidents and injuries. This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e., assessor has ticked YES in all items of the *Observation Form*.  Additionally, this *Observation Form* must be adapted by the assessor to:   * Ensure that it matches the simulated scenario used for the task * Ensure that it matches the candidate’s actual workplace setting/environment |

## Case Study 2 – Robert’s Incident

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| **SCENARIO**  You are a care worker doing a routine check on your clients in the care centre one afternoon. While passing by the client rooms, you heard a thumping noise coming from one of the rooms. You heard a person calling for help from the inside. When you open the door, you found the client, Robert (65 years old) lying down on his side on the floor. He seems to have fallen from his bed. |

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| **INSTRUCTIONS TO THE ASSESSOR**  This case study aims to assess the candidate’s practical knowledge and skills relevant to:   * incidents and injuries that can happen in the workplace * reporting incidents and injuries to designated persons according to organisational procedures   The current scenario is not contextualised for any specific workplace setting.  Before the assessment, the assessor must contextualise this scenario to better fit the candidate’s actual workplace setting.  This scenario requires the candidate to interact with a volunteer who is playing the role of Robert, an injured client. The scenario also requires the candidate to interact with designated persons in their workplace such as their supervisor and health and safety representative (HSR).  The assessor must coordinate with the volunteer to ensure that their reactions and responses to the candidate are consistent with the details of the finalised scenario used. This includes determining how responsive they are to the candidate, their personalities, how they answer the candidate’s questions, etc. The volunteer may display reluctance as part of the scenario, but they must cooperate with the candidate.  **To contextualise the scenario:**   * Review the briefing document for the volunteer who will play the role of Robert. Orient the volunteer and respond to any questions they have about the scenario. * Rewrite scenario and add more details as needed   Examples of details you may change or add include, but are not limited to, the number of bystanders in the area, specific hazards in the area, if there were other people who assisted in the provision of first aid, etc.   * Update the marking guide and benchmarks in the Observation Form and Assessor’s Checklist so that they align with the revised/contextualised scenario * Update the resources required listed in the Observation Form and Assessor’s Checklist so that they align with the revised/contextualised scenario |

### Task 2 – Identify and Report the Second Incident and Related Injuries

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| Application  Description automatically generated with low confidence | While being observed by the assessor, do the following for the incident and corresponding injuries that happened during the simulated emergency situation:  *Incidents are instances of an unexpected event or occurrence happening which may result in serious injury or illness or property damage.*  *Injuries are physical damages to a person’s body as a result of an unexpected event or occurrence.*   1. Respond to Robert’s immediate needs, following workplace procedures. 2. Write a report with all the necessary details relevant to the incident that happened and the injuries resulting from the incident according to your organisation’s procedures. 3. Report the incident and corresponding injuries to designated persons according to your organisation’s procedures.   Use your organisation’s template for reporting incidents and injuries, or you may use the **Accident Report** template provided along with this workbook.  You will be assessed on:   * Practical knowledge relevant to incidents and injuries that can happen in the workplace. * Practical skills relevant to reporting incidents and injuries to designated persons according to organisational procedures.   Before starting this task, review the following provided along with this workbook:   * **Case Study Task 2 – Assessor’s Checklist**   This form lists the criteria your submission must address to complete this task satisfactorily.   * **Case Study Task 2 – Observation Form**   This form lists all the practical skills you need to demonstrate while completing this task. |

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|  | Your assessor will also:   * Provide you with workplace documents relevant to procedures for reporting incidents and injuries in the workplace, for your reference, and discuss these documents with you. * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Discuss with you the practical skills listed in the Observation Form prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the completed Accident Report (or similar workplace document) detailing the incident and corresponding injuries in the workplace to your assessor. |

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| *Mapping: HLTWHS002 PC1.5 (p), PE1.3.4 (p), PE1.4 (p)*  **Marking guide**  **Accident Report**  The candidate must submit a completed *Accident Report* (or similar workplace document)*.*  For a satisfactory performance, the candidate’s submission must provide information about the incident encountered and the injuries resulting from the incident.  Information about the incident may include:   * A general description of the incident * Persons involved in the incident * When and where the incident happened * Causes of the incident * Actions taken in response to the incident   Information about each injury may include:   * A description of the injury (e.g. type of injury, affected area, severity) * Person injured * When and where the injury happened * Actions taken in response to the injury |
| **Case Study Task 2 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Accident Report* submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.*  **Case Study Task 2 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while identifying and reporting incidents and injuries. This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e., assessor has ticked YES in all items of the *Observation Form*.  Additionally, this *Observation Form* must be adapted by the assessor to:   * Ensure that it matches the simulated scenario used for the task * Ensure that it matches the candidate’s actual workplace setting/environment |

# Practical Assignment

## Overview

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| **The goal of this practical assignment is to assess your practical knowledge of:**   * Workplace procedures for hazard identification * Workplace emergency procedures * Workplace policies and procedures for WHS * Common workplace hazards   **This assessment is divided into five tasks:**   1. Task 1 – Hazards in the workplace 2. Task 2 – Steps to take during a fire emergency in the workplace 3. Task 3 – Steps to take during a medical emergency in the workplace 4. Task 4 – Policies and procedures for WHS 5. Task 5 – Common workplace hazards   These tasks must be completed within the context of your workplace.  **You are required to:**   * Access and review the following in your workplace:   + Procedures for hazard identification   + Procedures for emergency situations   + Policies and procedures for work health and safety   + Documents that detail your job tasks and responsibilities * Review the instructions in each task included in this Practical Assignment. * Record your responses as required in the instructions for each task.   **Resources required for assessment:**   * Procedures for hazard identification * Procedures for emergency situations * Policies and procedures for work health and safety * Documents that detail your job tasks and responsibilities   Contact your Assessor/Training Provider for assistance in accessing the resources required. |
| *Mapping: Provided in each Practical Assignment task below.*  **Marking guide**  This assessment is divided into five tasks:   * 1. Task 1 – Hazards in the workplace   2. Task 2 – Steps to take during a fire emergency in the workplace   3. Task 3 – Steps to take during a medical emergency in the workplace   4. Task 4 – Policies and procedures for WHS   5. Task 5 – Common workplace hazards   These tasks must be completed within the context of the candidate’s workplace.  Each task comes with a set of instructions. The candidate is to follow and perform these instructions. These tasks do not require the assessor to observe. However, the assessor/training provider must provide the candidate access to the resources required for this assessment.  The candidate is required to:   * Access and review the following in your workplace:   + Procedures for hazard identification   + Procedures for emergency situations   + Policies and procedures for work health and safety   + Documents that detail your job tasks and responsibilities * Review the instructions in each task included in this Practical Assignment. * Record their responses as required in the instructions for each task.   **Resources required for assessment:**  To complete this assessment, the candidate will need access to the following:  **IMPORTANT: The assessor/training provider must provide the candidate access to these resources.**   * Procedures for hazard identification * Procedures for emergency situations * Policies and procedures for work health and safety * Documents that detail your job tasks and responsibilities | |

### Contextualisation

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| **INSTRUCTIONS TO THE ASSESSOR**  This Practical Assignment aims to assess the candidate’s practical knowledge of:   * Workplace procedures for hazard identification * Workplace emergency procedures * Workplace policies and procedures for WHS * Common workplace hazards   This Practical Assignment is not designed to address a specific industry, state/territory, workplace, and work role. However, model answers have been provided in some tasks. This is to demonstrate to the assessor the breadth and depth required in the candidate’s responses for a satisfactory performance.  Before commencing the assessment, the assessor must modify and contextualise the assessment tasks contained in this Practical Assignment to align with the candidate’s specific industry, state/territory, workplace, and work role.  **To contextualise these tasks:**   * Review the following (information below should be provided by the candidate in the *Details About Your Workplace* section of this workbook):   + Candidate’s work role/title   + Responsibilities   + Organisation/workplace   + Worksite/area   + A brief description of their work environment   + Industry/sector   + State/territory (where their workplace is based) – this will include regulatory requirements that apply in the candidate’s state/territory. * Modify and adapt the candidate instructions so that they align with the above. * Modify and adapt the marking guides and benchmark answers so that they align with the above. |

## Task 1 – Hazards in the Workplace

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| Application  Description automatically generated with low confidence | Access and review your organisation’s procedures for hazard identification.  Briefly outline the steps you need to take to identify hazards in the workplace according to these procedures.  Submit the documents that you accessed for this task to your assessor along with this workbook. |
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| *Mapping: HLTWHS002 KE3.3*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.1*  **Marking guide**  The candidate must outline the steps they need to take to identify hazards in the workplace according to their organisation’s procedures for hazard identification. They must also submit the documents they accessed to their assessor.  Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s responses must be:   * Steps relevant to identifying hazards in the workplace * Consistent with their organisation’s procedures for hazard identification that they submitted to the assessor * Relevant to the candidate’s work role and responsibilities, i.e. procedures that the candidate must follow based on their role and responsibilities (see the candidate’s responses in the *Details About Your Workplace* section of this practical assessment) * Relevant to the candidate’s worksite/area i.e. procedures that the candidate must follow based on their assigned worksite/area (see the candidate’s responses in the *Details About Your Workplace* section of this practical assessment)   The assessor must confirm whether the candidate’s responses address the criteria above by accessing and reviewing the information in the organisational documents that the candidate provided.  Model answers are provided below for the assessor’s reference. | |

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| Examine past incidents in the workplace to determine if they could possibly happen again. |
| Consult employees to gain information on safety issues that they have encountered. |
| Inspect work areas to identify current conditions and possible hazards. |
| *Add more fields as necessary.*  Record findings in the Hazard Report Form and submit the form to your supervisor within 24 hours. |

## Task 2 – Steps to Take During a Fire Emergency in the Workplace

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| Application  Description automatically generated with low confidence | Access and review your organisation’s procedures for fire emergency situations.  Briefly outline the steps you need to take during fire emergencies in the workplace according to these procedures.  Submit the documents that you accessed for this task to your assessor along with this workbook. |
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| *Mapping: HLTWHS002 KE5.0 (p)*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.1, Section 1.1.2*  **Marking guide**  The candidate must outline the steps they need to take during fire emergencies in the workplace according to their organisation’s procedures for emergency situations. They must also submit the documents they accessed to their assessor.  Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s responses must be:   * Steps relevant to workplace fire emergency procedures * Consistent with their organisation’s procedures for fire emergency situations that they submitted to the assessor * Relevant to the candidate’s work role and responsibilities i.e. procedures that the candidate must follow based on their role and responsibilities (see the candidate’s responses in the *Details About Your Workplace* section of this practical assessment) * Relevant to the candidate’s worksite/area i.e. procedures that the candidate must follow based on their assigned worksite/area (see the candidate’s responses in the *Details About Your Workplace* section of this practical assessment)   The assessor must confirm whether the candidate’s responses address the criteria above by accessing and reviewing the information in the organisational documents that the candidate provided.  The model answers below are based on the fire emergency procedures of the simulated organisation, Lotus Compassionate Care. | |

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| Evacuate clients/visitors/staff from the area of immediate danger to a safe location and close doors. |
| Raise the alarm by dialling 000. |
| Fight fire only if safe to do so. |
| Evacuate clients/visitors/staff from the building if necessary. |
| Do not allow anyone to re-enter the building following evacuation. |
| Assemble all clients/visitors/staff in the nominated evacuation assembly area and complete a roll call. |
| Before leaving an area, report the status of evacuation to the manager or fire brigade. |
| *Add more fields as necessary.*  Report any clients/visitors/staff still in the building to the manager or fire brigade. |

## Task 3 – Steps to Take During a Medical Emergency in the Workplace

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| Application  Description automatically generated with low confidence | Access and review your organisation’s procedures for medical emergency situations.  Briefly outline the steps you need to take during medical emergencies in the workplace according to these procedures.  Submit the documents that you accessed for this task to your assessor along with this workbook. |
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| *Mapping: HLTWHS002 KE5.0 (p)*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.1, Section 1.1.2*  **Marking guide**  The candidate must outline the steps they need to take during medical emergencies in the workplace according to their organisation’s procedures for emergency situations. They must also submit the documents they accessed to their assessor.  Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s responses must be:   * Steps relevant to workplace medical emergency procedures * Consistent with their organisation’s procedures for medical emergency situations that they submitted to the assessor * Relevant to the candidate’s work role and responsibilities i.e. procedures that the candidate must follow based on their role and responsibilities (see the candidate’s responses in the *Details About Your Workplace* section of this practical assessment) * Relevant to the candidate’s worksite/area i.e. procedures that the candidate must follow based on their assigned worksite/area (see the candidate’s responses in the *Details About Your Workplace* section of this practical assessment)   The assessor must confirm whether the candidate’s responses address the criteria above by accessing and reviewing the information in the organisational documents that the candidate provided.  The model answers below are based on the medical emergency procedures of the simulated organisation, Lotus Compassionate Care. | |

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| Apply first aid. |
| Raise the alarm by dialling 000. |
| *Add more fields as necessary.*  Follow the operator’s instructions and provide them with information such as the location of the emergency and other details of the emergency. |

## Task 4 – Policies and Procedures for WHS

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| Application  Description automatically generated with low confidence | Access and review your organisation’s policies and procedures for work health and safety.  Complete the table below by identifying the following:   1. one work health policy and a relevant procedure to ensure that this policy is met 2. one work safety policy and a relevant procedure to ensure that this policy is met   Submit the documents that you accessed for this task to your assessor along with this workbook. |
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| *Mapping: HLTWHS002 KE6.0*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.1, Section 1.1.1*  **Marking guide**  The candidate must access and review their organisation’s policies and procedures for work health and safety and complete the table below by identifying the following:   * One work health policy   Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s response must be:   * A policy related to work health   Policies related to work health are those that set general guidelines to follow in order to adequately maintain the health of people in the workplace.   * Consistent with their organisation’s policies for work health that they submitted to the assessor * A relevant procedure to ensure that the work health policy is met   Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s response must be:   * A procedure related to work health   Procedures related to work health are actions that workers must follow in order to adequately maintain their health and the health of others in the workplace.   * Related to the work health policy that they identified * Consistent with their organisation’s procedures for work health that they submitted to the assessor | |

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| * One work safety policy   Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s response must be:   * A policy related to work safety   Policies related to work safety are those that set general guidelines to follow in order to prevent incidents and injuries and ensure the general safety of people in the workplace.   * Consistent with their organisation’s policies for work safety that they submitted to the assessor * A relevant procedure to ensure that the work safety policy is met   Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s response must be:   * A procedure related to work safety   Procedures related to work safety are actions that workers must follow in order to prevent incidents and injuries and ensure the general safety of people in the workplace.   * Related to the work safety policy that they identified * Consistent with their organisation’s procedures for work safety that they submitted to the assessor   The assessor must confirm whether the candidate’s responses address the criteria above by accessing and reviewing the information in the organisational documents that the candidate provided.  The model answers below are based on the work health and safety policies and procedures of the simulated organisation, Lotus Compassionate Care. |

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|  | **Workplace policy** | **Workplace procedure** |
| **Work health** | All Lotus Compassionate Care staff will be provided with the necessary equipment to minimise workplace illnesses. | Wear personal protective equipment (PPE) such as gowns, gloves, masks and goggles if it is likely that the skin, eyes or mouth will come into contact with human body fluids, blood and tissues. |
| **Work safety** | Lotus Compassionate Care will take all reasonable steps to assess the safety of the locations where Lotus Compassionate Care staff provides support to clients. | Conduct a WHS assessment prior to staff delivering services to clients in their home. |

## Task 5 – Common Workplace Hazards

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| Application  Description automatically generated with low confidence | Access and review workplace documents that detail your job tasks and responsibilities in the organisation. Identify the following based on your tasks and responsibilities:   1. two possible hazardous manual tasks 2. two possible infection control risks 3. two possible personal safety risks   Submit the documents that you accessed for this task to your assessor along with this workbook. |
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| *Mapping: HLTWHS002 KE3.2*  *Learner guide reference: HLTWHS002 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.1*  **Marking guide**  The candidate must access and review workplace documents that detail their job tasks and responsibilities in the organisation. The candidate must then identify the following based on their tasks and responsibilities:   * Two possible hazardous manual tasks   Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s responses must be:   * Hazardous manual tasks   A hazardous manual task is a task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing. The task must also involve one of the following characteristics:   * Repetitive or sustained force * High or sudden force * Repetitive movement * Sustained or awkward posture * Exposure to vibration   Source: [*Work Health and Safety Regulations 2011*](https://www.legislation.gov.au/Details/F2021C00897)   * Relevant to the candidate’s industry setting (see the candidate’s responses in the Details About Your Workplace section of this practical assessment) * Relevant to the candidate’s job tasks and responsibilities (see the candidate’s responses in the Details About Your Workplace section of this practical assessment) * Consistent with the workplace documents that they accessed, reviewed and submitted to the assessor * Two possible infection control risks   Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s responses must be:   * Infection control risks   An infection control risk refers to a situation, setting, object or person that increases the possibility of an infection spreading in the workplace.   * Relevant to the candidate’s industry setting (see the candidate’s responses in the Details About Your Workplace section of this practical assessment) * Relevant to the candidate’s job tasks and responsibilities (see the candidate’s responses in the Details About Your Workplace section of this practical assessment) * Consistent with the workplace documents that they accessed, reviewed and submitted to the assessor * Two possible personal safety risks   Responses will vary depending on the candidate’s organisation. For a satisfactory performance, the candidate’s responses must be:   * Personal safety risks   A personal safety risk is a threat to the welfare of people in the workplace. Personal safety risks include threats of physical or emotional harm to workers and others while in the workplace.   * Relevant to the candidate’s industry setting (see the candidate’s responses in the Details About Your Workplace section of this practical assessment) * Relevant to the candidate’s job tasks and responsibilities (see the candidate’s responses in the Details About Your Workplace section of this practical assessment) * Consistent with the workplace documents that they accessed, reviewed and submitted to the assessor   The assessor must confirm whether the candidate’s responses address the criteria above by accessing and reviewing the information in the organisational documents that the candidate provided.  Model answers are provided below for the assessor’s reference. | |

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| **Hazardous manual tasks** |
| Moving heavy furniture such as beds, tables and assistive equipment |
| Lifting or carrying a client from one location to another |
| **Infection control risks** |
| Touching contaminated objects without the proper use of PPE |
| Coming into contact with infected body fluids such as saliva, urine, faeces or blood |
| **Personal safety risks** |
| Confrontation and harassment from clients, colleagues and others in the workplace |
| Unsecured or unguarded entrances and exits to the care facility or home |

# Workplace Assessment

## Overview

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| **The goal of this assessment is to assess your practical knowledge and skills in:**   * Identifying hazards and risks relevant to the workplace in direct client care * Reporting hazards and risks to designated persons according to organisational procedures * Following safe work practices and procedures * Participating in workplace safety meetings and consultative activities * Contributing to safe workplace policies and procedures * Participating and contributing to workplace safety inspections * Reflecting on ways to maintain currency of safe work practices * Reflecting and reporting on own levels of stress and fatigue * Recognising situations where additional infection control procedures are required * Applying additional infection control precautions   **The workplace assessment is divided into eight tasks:**   1. Task 1 – Identify Hazards and Risks 2. Task 2 – Report Hazards and Risks 3. Task 3 – Follow Safe Work Practices 4. Task 4 – Participate in Workplace Safety Meetings and Consultative Activities 5. Task 5 – Participate in Workplace Safety Inspection 6. Task 6 – Apply Additional Infection Control Precautions 7. Task 7 – Reflect on Safe Work Practices 8. Task 8 – Report Stress and Fatigue to Designated Persons   Each task comes with a set of instructions. You are to follow and perform these instructions while being observed by the assessor and submit any required documentation.  Before starting this assessment, your assessor will also discuss these tasks with you, as well as instructions and guidance for satisfactorily completing them. They will also organise the resources required for this assessment (listed below). |
| **You are required to:**   * Complete the tasks within the time allowed, as scheduled in-class roll. * Review the instructions in each task included in this Workplace Assessment. * Identify, report and record hazards and risks according to workplace procedures. * Participate in workplace safety meetings and inspections. * Reflect on safe work practices and own levels of stress and fatigue. * Participate in a workplace debriefing. * Apply additional infection control precautions.   **Resources required for assessment:**  To complete this assessment, you will need access to the following:   * Workplace or a similar environment that will provide you access to:   + Workplace supervisor   + Relevant staff and other professionals   + Workplace documents with information on identifying, reporting and recording hazards and risks   + Workplace documents relevant to workplace safety meetings and inspections   + Workplace documents relevant to procedures for workplace debriefing and reporting levels of stress and fatigue   + Workplace documents relevant to infection control standard precautions and procedures   + Workplace templates, such as: * Accident report * Hazard identification form * Risk register * Meeting minutes * Workplace inspection checklist * Reflective journal * Additional infection control record |

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| *Mapping: Provided in each Workplace Assessment task below.*  **Marking guide**  This assessment is divided into eight tasks:   1. Task 1 – Identify Hazards and Risks 2. Task 2 – Report Hazards and Risks 3. Task 3 – Follow Safe Work Practices 4. Task 4 – Participate in Workplace Safety Meetings and Consultative Activities 5. Task 5 – Participate in Workplace Safety Inspection 6. Task 6 – Reflect on Safe Work Practices 7. Task 7 – Report Stress and Fatigue to Designated Persons 8. Task 8 – Apply Additional Infection Control Precautions   Each task comes with a set of instructions. The tasks require the candidate to:   * Be observed by the assessor while completing the task; and/or * Secure documentation from their completion of the task.   The assessor/training provider must provide the candidate access to the resources required for this assessment.  The candidate is required to:   * Complete the tasks within the time allowed, as scheduled in-class roll. * Review the instructions in each task included in this Workplace Assessment. * Identify, report and record hazards and risks according to workplace procedures. * Participate in workplace safety meetings and inspections. * Reflect on safe work practices and own levels of stress and fatigue. * Participate in a workplace debriefing. * Apply additional infection control precautions. |

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| **Resources required for assessment:**  To complete this assessment, the candidate will need access to the following:  **IMPORTANT: The assessor/training provider must provide the candidate access to these resources.**   * Workplace or a similar environment that will provide you access to: * Workplace supervisor * Relevant staff and other professionals * Workplace documents with information on identifying, reporting and recording hazards and risks * Workplace documents relevant to workplace safety meetings and inspections * Workplace documents relevant to procedures for workplace debriefing and reporting levels of stress and fatigue * Workplace documents relevant to infection control standard precautions and procedures * Workplace templates, such as:   + Accident report   + Hazard identification form   + Risk register   + Meeting minutes   + Workplace inspection checklist   + Reflective journal   + Additional infection control record |

### Contextualisation

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| **INSTRUCTIONS TO THE ASSESSOR**  This workplace assessment aims to assess the candidate’s practical knowledge and skills in:   * Identifying hazards and risks relevant to the workplace in direct client care * Reporting hazards and risks to designated persons according to organisational procedures * Following safe work practices and procedures * Participating in workplace safety meetings and consultative activities * Contributing to safe workplace policies and procedures * Participating and contributing to workplace safety inspections * Reflecting on ways to maintain currency of safe work practices * Reflecting and reporting on own levels of stress and fatigue * Recognising situations where additional infection control procedures are required * Applying additional infection control precautions   Tasks 1–8 in this Workplace Assessment are not designed for a specific organisation/workplace.  Before commencing the assessment, the assessor must contextualise these tasks as well as any other assessment tool provided along with this workbook, e.g. Observation Forms, Assessor’s Checklists, and other generic templates provided along with this workbook. The assessor must contextualise these to reflect:   * The candidate’s work role/title * The candidate’s responsibilities * The candidate’s organisation/workplace, including:   + The policies, procedures, practices implemented within this organisation/workplace * The candidate’s worksite/area * The candidate’s work environment * Relevant WHS legislative and regulatory requirements, standards, and codes of practice that apply to the above. |

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| **To contextualise these tasks:**   * Adapt/revise the instructions provided in each task so that they align with the following:   + The candidate’s work role/title   + The candidate’s responsibilities   + The candidate’s organisation/workplace     - The policies, procedures, practices implemented within this organisation/workplace   + The candidate’s worksite/area   + The candidate’s work environment   + Relevant WHS legislative and regulatory requirements, standards, and codes of practice that apply to the above. * Adapt/revise the Observation Forms or Assessor’s Checklists, as well as any assessment tools and templates provided in each task so that they align with all the above.   **IMPORTANT:**  **Any contextualisation required must be completed before distributing the assessment workbooks and associated assessment tools to the students.**  **When contextualising the tasks for your RTO and your candidate, ensure the assessment tasks and benchmark performance still address the relevant unit requirements and assessment requirements in compliance with Standards for RTOs 2015 Clause 1.8-1 Principles of assessment and Clause 1.8-2 Rules of evidence.** |

### Simulating the Assessments

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| **INSTRUCTIONS TO THE ASSESSOR**  This workplace assessment must be conducted in the context of direct client care, in a real workplace or a simulated workplace environment.  Where a real workplace is not available, the assessor must conduct the assessment in a simulated workplace environment where conditions are typical of those experienced in a real workplace.  Even if the assessment is undertaken in a simulated workplace environment, it must still provide the candidate with access to all the resources required to complete this assessment, e.g. if the task requires the candidate to refer to organisational processes for dispute resolution processes, they must still be provided with actual/simulated organisational processes for dispute resolution processes.  **To simulate the tasks:**  Adapt/revise the instructions provided in each task so that they can be completed in a simulated environment. This may involve but is not limited to:   * Providing additional contextual information such as details of a simulated organisation/workplace. * Providing simulated workplace documents such as policies and procedures, individualised plans etc. * Creating scenarios involving incidents or emergency situations that the candidate can resolve/address.   **IMPORTANT:**  **Any preparation required to simulate the assessments must be completed before distributing the assessment workbooks and associated assessment tools to the students.**  **When simulating the assessments for the candidate, the assessor must ensure the assessment tasks and benchmark performance still address the relevant unit requirements and assessment requirements in compliance with Standards for RTOs 2015 Clause 1.8-1 Principles of assessment and Clause 1.8-2 Rules of evidence.** |

## Task 1 – Identify Hazards and Risks

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| Application  Description automatically generated with low confidence | Identify the following according to relevant organisational procedures:   1. Existing and potential hazards, including those related to manual handling 2. Client-related risk factors and behaviours of concern 3. Risks of infection   Use your organisation’s template for recording hazards and risks, or you may use the **Hazard Identification Form** and **Risk Register** template provided along with this workbook.  You will be assessed on:   * Practical knowledge and skills relevant to hazards and risks in direct client care   Before starting this task, review the **Workplace Assessment Task 1 – Assessor’s Checklist** provided along with this workbook. This form lists the criteria your submission must address to complete this task satisfactorily.  Your assessor will also:   * Provide you with workplace documents containing information relevant to the following, for your reference, and discuss these workplace documents with you:   + Identifying and recording existing and potential hazards including those related to manual handling   + Identifying and recording client-related risk factors and behaviours of concern   + Identifying risks of infection * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the following to your assessor:   * completed Hazard Identification Form   completed Risk Register |

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| *Mapping: HLTWHS002 PC1.1 (p), PC1.2 (p), PC1.3 (p), PC2.2 (p), PC3.2 (p), PC3.4 (p), FS1.0 (p), PE1.2*  **Marking guide**  **Hazard Identification Form**  The candidate must submit a completed *Hazard Identification Form* (or similar workplace document).  The *Hazard Identification Form* must record the following information, at the minimum:   * The identified hazard   A *hazard* is anything that may potentially cause harm to people, damage to property or disruption to productivity.   * Personnel affected by the hazard   This refers to persons in the workplace who may be harmed if the hazard remains unaddressed.   * Risks associated with the hazard   This refers to the harm that an identified hazard may potentially cause, including the possibility of the harm occurring.   * Control measures to implement for the hazards   This refers to the actions that must be taken in the workplace in order to minimise or eliminate the identified hazard.   * Personnel who will implement the control measures   This refers to employees who will be assigned to implement the identified control measures.   * When the control measures will be implemented   This refers to the date when the identified control measures will be placed in effect. |

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| **Risk Register**  The candidate must submit a completed *Risk Register* (or similar workplace document).  The *Risk Register* must contain information related client-related risks or behaviours of concern and infection risks. It must record the following information, at the minimum:   * The number identifier for the risk identified   This is a unique code assigned to each risk for identification purposes.   * Date when the risk was identified   This refers to the date when the risk was identified and recorded by the candidate.   * Description of the risk identified   This is a description of the harm that could potentially occur and is thereby being assessed in this risk register.   * Likelihood of the risk occurring   This is a scale which rates how likely the identified risk will occur. Examples of values for likelihood include almost certain, likely, possible, unlikely and rare. Depending on the template used, this may also be represented through a numerical scale.   * Impact if the risk occurs   This is a scale which rates how significantly the risk will affect the workplace if it occurs. Examples of values for impact include insignificant, minor, moderate, major and severe. Depending on the template used, this may also be represented through a numerical scale. |

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| * Risk rating   This is an overall rating given to the risk based on both the likelihood of the risk occurring and the impact if the risk occurs. This risk rating is used to determine the level in which a risk must be prioritised. For example, an almost certain (likelihood) and severe (impact) risk will have the highest risk rating and will be prioritised for the implementation of control measures. The matrix below shows the different risk ratings based on the likelihood and impact of a risk.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Likelihood** | **Consequence** | | | | | | **Insignificant** | **Minor** | **Moderate** | **Major** | **Severe** | | **1** | **2** | **3** | **4** | **5** | | **A (Almost certain)** | High | High | Very High | Very High | Very High | | **B (Likely)** | Moderate | High | High | Very High | Very High | | **C (Possible)** | Low | Moderate | High | Very High | Very High | | **D (Unlikely)** | Low | Low | Moderate | High | Very High | | **E (Rare)** | Low | Low | Moderate | High | High |   **Workplace Assessment Task 1 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Hazard Identification Form* and *Risk Register* submissions.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.* |

## Task 2 – Report Hazards and Risks

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| Application  Description automatically generated with low confidence | While being observed by your assessor, report the following to the designated persons according to relevant organisational procedures:   1. Existing and potential hazards, including those related to manual handling 2. Client-related risk factors and behaviours of concern 3. Risks of infection   You will be assessed on:   * Practical skills relevant to reporting identified hazards and risks to designated persons according to organisational procedures.   Use your organisation’s template for recording meetings, or you may use the **Meeting Minutes** template provided along with this workbook.  Before starting this task, review the following provided along with this workbook:   * **Workplace Assessment Task 2 – Assessor’s Checklist**   This form lists the criteria your submission must address to complete this task satisfactorily.   * **Workplace Assessment Task 2 – Observation Form**   This form lists all the practical skills you need to demonstrate while completing this task.  Your assessor will also:   * Provide you with workplace documents relevant to reporting the following according to organisational procedures, for your reference, and discuss these with you:   + Existing and potential hazards including those related to manual handling   + Client-related risk factors and behaviours of concern   + Risks of infection * Organise workplace resources required for you to complete this assessment. |
|  | * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Discuss with you the practical skills listed in the Observation Form prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the following documents to your assessor:   * Hazards Identification Form completed from Task 1 * Risk Register Form completed from Task 1 * Completed Meeting Minutes |

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| *Mapping: HLTWHS002 PC1.1 (p), PC1.2 (p), PC1.3 (p), PC2.2 (p), PC3.2 (p), PC3.4 (p), PC4.1, FS1.0 (p)*  **Marking guide**  **Meeting Minutes**  The candidate must submit a completed *Meeting Minutes.*  For a satisfactory performance, the candidate’s submission must contain information discussed during the meeting they conducted for this task. This includes information about:   * Existing hazards identified * Potential hazards identified * Manual handling hazards identified * Client-related risk factors identified * Client-related behaviours of concern identified * Risks of infection identified   **Workplace Assessment Task 2 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s Meeting Minutes submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.* |

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| **Workplace Assessment Task 2 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while reporting hazards and risks.  This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e. assessor has ticked YES in all items of the *Observation Form*.  **Hazard Identification Form From Task 1**  The candidate must also submit a copy of the Hazard Identification Form that they completed in Task 1. The assessor must use this as reference when completing the Workplace Assessment Task 2 – Observation Form and Workplace Assessment Task 2 – Assessor’s Checklist.  **Risk Register Form From Task 1**  The candidate must also submit a copy of the Risk Register that they completed in Task 1. The assessor must use this as reference when completing the Workplace Assessment Task 2 – Observation Form and Workplace Assessment Task 2 – Assessor’s Checklist. |

## Task 3 – Follow Safe Work Practices

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| Application  Description automatically generated with low confidence | While being observed by your assessor, do the following according to workplace policies and procedures:   1. Follow safe work practices and contribute to the implementation of safe workplace policies and procedures 2. Minimise risk 3. Follow manual handling procedures and work instructions for minimising manual handling risk 4. Apply workplace safety procedures for hazardous manual tasks in two work activities 5. Apply control measures to minimise manual handling risk 6. Follow standard precautions as part of your work routine to prevent the spread of infection 7. Apply workplace safety procedures for the following in two work activities:  * Infection control * Use of personal protective equipment   You will be assessed on:   * Practical knowledge relevant to the following:   + Safe work practices   + Manual handling   + Infection control and personal protective equipment * Practical skills relevant to the following:   + Following safe work practices   + Minimising risk   + Following manual handling procedures and work instructions for minimising manual handling risk   + Following standard precautions as part of your work routine to prevent the spread of infection   + Applying workplace safety procedures and control measures |
|  | Before starting this task, review the **Workplace Assessment Task 3 – Observation Form** provided along with this workbook. This form lists all the practical skills you need to demonstrate while completing this task.  Your assessor will also:   * Provide you with policies and procedures relevant to the following, for your reference, and discuss these workplace documents with you:   + Safe work practices   + Risk minimisation   + Manual handling procedures and minimising manual handling risk   + Infection control * Organise workplace resources required for you to complete this assessment. * Discuss with you the practical skills listed in the Observation Form prior to the assessment. * Address your queries and concerns regarding this task. |

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| *Mapping: HLTWHS002 PC1.1 (p), PC1.4, PC2.1, PC2.3, PC3.1, PC4.3 (p), FS1.0 (p), PE1.3.1 (p), PE1.3.2 (p), PE1.3.3 (p)*  **Marking guide**  **Workplace Assessment Task 3 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while following safe work practices.  This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e. assessor has ticked YES in all items of the *Observation Form*. |

## Task 4 – Participate in Workplace Safety Meetings and Consultative Activities

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| Application  Description automatically generated with low confidence | Participate in two workplace safety meetings and two consultative activities and contribute to the development of safe workplace policies and procedures.  You will be assessed on:   * Practical knowledge relevant to workplace safety meetings and consultative activities. * Practical skills relevant to the following:   + participating in workplace safety meetings and consultative activities   + contributing to the development of safe workplace policies and procedures   Use your organisation’s template for recording workplace safety meetings and consultative activities, or you may use the **Meeting Minutes** template provided along with this workbook.  Before starting this task, review the **Workplace Assessment Task 4 – Assessor’s Checklist** provided along with this workbook. This form lists the criteria your submission must address to complete this task satisfactorily.  Your assessor will also:   * Provide you with workplace documents relevant to workplace safety meetings, for your reference, and discuss these documents with you. * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit a completed Meeting Minutes (or similar workplace document) to your assessor for each of the following:   * Two workplace safety meetings * Two consultative activities |
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| *Mapping: HLTWHS002 PC4.2 (p), PC4.3 (p), PE1.1 (p)*  **Marking guide**  **Meeting Minutes**  The candidate must submit a completed *Meeting Minutes* (or similar workplace document)*.* The candidate must submit one *Meeting Minutes* document for each of the two meetings and two consultative activities that they participated in for this task.  For a satisfactory performance, the candidate’s submissions must contain information discussed during the meetings they participated in for this task. Information discussed during the meetings may be in the form of comments, suggestions, resolutions, action items and other information discussed with all meeting participants. This includes information about:   * Workplace safety   This includes information about work health and safety such as safe work practices, management of recent safety incidents, and actions taken to eliminate or minimise hazards and risks.   * Development of safe workplace policies and procedures   This includes suggestions for additions or changes to policies and procedures to address certain WHS issues. These WHS issues result from hazards and risks in the workplace. Some examples of WHS issues include the following:   * Hazardous manual handling * Risks of infection * Stress and fatigue   **Workplace Assessment Task 4 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Meeting Minutes* submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.* |

## Task 5 – Participate in Workplace Safety Inspection

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| Application  Description automatically generated with low confidence | Participate in two workplace safety inspections by examining the workplace to identify potential hazards that can be removed or avoided.  Use your organisation’s template for recording workplace safety inspections, or you may use the **Workplace Inspection Checklist** template provided along with this workbook.  You will be assessed on:   * Practical knowledge relevant to workplace safety inspections. * Practical skills relevant to participating and contributing to workplace safety inspections.   Before starting this task, review the **Workplace Assessment Task 5 – Assessor’s Checklist** provided along with this workbook. This form lists the criteria your submission must address to complete this task satisfactorily.  Your assessor will also:   * Provide you with workplace documents relevant to workplace safety inspections, for your reference, and discuss these with you. * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the two completed Workplace Inspection Checklists (or similar workplace documents) completed for this task to your assessor. |

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| *Mapping: HLTWHS002 PC4.2 (p), PE1.1 (p)*  **Marking guide**  **Workplace Inspection Checklist**  The candidate must submit a completed *Workplace Inspection Checklist* (or similar workplace document)*.* The candidate must submit one *Workplace Inspection Checklist* for each of the two workplace inspections that they participated in for this task.  For a satisfactory performance, the candidate’s submissions must indicate the results of the workplace safety inspections conducted. This includes the candidate’s impressions on whether certain safety provisions are met in the workplace. Safety provisions may be related to hazardous substances, manual handling, lighting, safety signs, waste disposal, infectious waste disposal, fire/emergencies etc.  The candidate’s submissions must also indicate their overall safety evaluation of the workplace based on the criteria in the checklist. The overall safety evaluation refers to the candidate’s general findings, including which aspects of the workplace are compliant or non-compliant with WHS standards.  **Workplace Assessment Task 5 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Workplace Inspection Checklist* submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.* |

## Task 6 – Apply Additional Infection Control Precautions

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| Application  Description automatically generated with low confidence | While being observed by the assessor, do the following:   1. Record situations in the workplace when:    * additional infection control procedures are needed    * standard precautions may not be enough to prevent transmission of infection.   Use the **Additional Infection Control Record** template provided along with this workbook.   1. Apply additional precautions for situations identified when standard precautions to prevent transmission of infection may not be sufficient.   You will be assessed on:   * Practical knowledge relevant to the following:   + Situations when additional infection control procedures are required   + Additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection * Practical skills relevant to the following:   + Recognising situations when additional infection control procedures are required   + Applying additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection   Before starting this task, review the following provided along with this workbook:   * **Workplace Assessment Task 6 – Assessor’s Checklist**   This form lists the criteria your submission must address to complete this task satisfactorily.   * **Workplace Assessment Task 6 – Observation Form**   This form lists all the practical skills you need to demonstrate while completing this task. |
|  | Your assessor will also:   * Provide you with workplace documents relevant to standard precautions and infection control procedures in your organisation, for your reference, and discuss these with you. * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Discuss with you the practical skills listed in the Observation Form prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the completed Additional Infection Control Record to your assessor. |

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| *Mapping: HLTWHS002 PC3.2, PC3.3*  **Marking guide**  **Additional Infection Control Record**  The candidate must submit a completed *Additional Infection Control Record* (or similar workplace document)*.*  For a satisfactory performance, the candidate’s submission must contain information about the need for additional infection control and procedures and precautions that must be applied based on the candidate’s workplace observations. This may include information about:   * Situations where infection control is required   This refers to workplace situations where infection control is required. Infection control is required when there is risk of the spread of pathogens through contact, droplet and/or airborne transmissions.   * Current infection control procedures being followed   This refers to the current procedures that the organisation implements to prevent the spread of infection in the workplace. This may include procedures for cleaning, using PPE, and handling and disposing waste, among others. |

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| * What the current infection control procedures lack   This refers to the candidate’s observed deficiencies in the currently implemented infection control procedures. Infection control procedures may be lacking when they are outdated and non-compliant with current infection control laws. Procedures may also be lacking if they do not sufficiently address the current situation in the workplace (e.g. outbreaks of infectious diseases will require additional control procedures).   * Additional infection control procedures to implement   This refers to infection control procedures that must be added to the organisation’s current procedures in order to minimise or prevent the risk of infection. This may include additional use of PPE, use of dedicated equipment for infection control, and special ventilation requirements, among others.  **Workplace Assessment Task 6 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Additional Infection Control Record* submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.*  **Workplace Assessment Task 6 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while applying additional infection control precautions.  This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e. assessor has ticked YES in all items of the *Observation Form*. |

## Task 7 – Reflect on Safe Work Practices

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| Application  Description automatically generated with low confidence | Reflect on the following:   1. Ways to maintain currency of safe work practices in regard to workplace systems, equipment and processes in own work role 2. Own levels of stress and fatigue while working in direct client care   Use your organisation’s template for recording reflections, or you may use the **Reflective Journal** template provided along with this workbook.  You will be assessed on:   * Practical knowledge relevant to the following:   + Ways to maintain currency of safe work practices   + Stress and fatigue associated with working in direct client care * Practical skills relevant to the following:   + Reflecting on ways to maintain currency of safe work practices in regard to workplace systems, equipment and processes in own work role   + Reflecting on own levels of stress and fatigue while working in direct client care   Before starting this task, review the **Workplace Assessment Task 7 – Assessor’s Checklist** provided along with this workbook. This form lists the criteria your submission must address to complete this task satisfactorily.  Your assessor will also:   * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the completed Reflective Journal (or similar workplace document) to your assessor. |

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| *Mapping: HLTWHS002 PC5.1, PC5.2 (p)*  **Marking guide**  **Reflective Journal**  The candidate must submit a completed *Reflective Journal* (or similar workplace document)*.*  For a satisfactory performance, the candidate’s submission must indicate their reflection on their levels of stress and fatigue, and currency of safe work practices.  Reflection on levels of stress may include causes of stress, how they felt as a result of the causes of stress, symptoms of stress, actions to take to reduce stress levels, and support that they need to reduce stress levels.  Reflection on levels of fatigue may include causes of fatigue, signs of fatigue, actions to take to reduce fatigue levels, and support that they need to reduce fatigue levels.  Reflection on safe work practices may include insights on workplace systems, equipment and processes associated with the practices and ways to maintain the currency of practices.  **Workplace Assessment Task 7 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Reflective Journal* submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.* |

## Task 8 – Report Stress and Fatigue to Designated Persons

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| Application  Description automatically generated with low confidence | While being observed by the assessor, participate in a workplace debriefing. During the debriefing:   * Report your levels of stress and fatigue to designated persons according to workplace procedures * Discuss actions to address your individual needs   Use your organisation’s template for recording meetings, or you may use the **Meeting Minutes** template provided along with this workbook.  You will be assessed on:   * Practical skills relevant to reporting own levels of stress and fatigue to designated persons according to workplace procedures. * Practical skills relevant to addressing own individual needs through a workplace debriefing   Before starting this task, review the following provided along with this workbook:   * **Workplace Assessment Task 8 – Assessor’s Checklist**   This form lists the criteria your submission must address to complete this task satisfactorily.   * **Workplace Assessment Task 8 – Observation Form**   This form lists all the practical skills you need to demonstrate while completing this task.  Your assessor will also:   * Provide you with workplace documents relevant to procedures for workplace debriefing and reporting levels of stress and fatigue to designated persons, for your reference, and discuss these with you. * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit a copy of the meeting minutes and the reflective journal from Task 7 to your assessor. |

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| *Mapping: HLTWHS002 PC5.2 (p), PC5.3*  **Marking guide**  **Meeting Minutes**  The candidate must submit a completed *Meeting Minutes* (or similar workplace document)*.*  For a satisfactory performance, the candidate’s submission must contain information discussed during the meeting they participated in for this task. Information discussed during the meeting may be in the form of comments, suggestions, resolutions, action items and other information discussed with all meeting participants. This includes information about:   * The candidate’s own levels of stress and fatigue   This includes the candidate’s reflection on their levels of stress and fatigue, as indicated in the *Reflective Journal* that they submitted in Task 7.   * Ways to address the candidate’s individual needs   This includes suggestions on how the candidate and their colleagues can address the individual needs discussed by the candidate during the meeting. |

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| **Workplace Assessment Task 8 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Meeting Minutes* submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.*  **Workplace Assessment Task 8 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while reporting about their stress and fatigue levels.  This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e. assessor has ticked YES in all items of the *Observation Form*.  **Reflective Journal From Task 7**  The candidate must also submit a copy of the Reflective Journal that they completed in Task 7. The assessor must use this as reference when completing the Workplace Assessment Task 8 – Observation Form and Workplace Assessment Task 8 – Assessor’s Checklist. |

# Assessment Workbook Checklist

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| **TO THE CANDIDATE**  When you have completed this assessment workbook, review your work, and ensure that: | |
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|  | You have completed all the Knowledge Assessments Questions. |
|  | You have completed the Practical Assessments in this workbook: |
|  | Case Study Task 1 |
|  | Case Study Task 2 |
|  | Practical Assignment Task 1 |
|  | Practical Assignment Task 2 |
|  | Practical Assignment Task 3 |
|  | Practical Assignment Task 4 |
|  | Practical Assignment Task 5 |
|  | Workplace Assessment Task 1 |
|  | Workplace Assessment Task 2 |
|  | Workplace Assessment Task 3 |
|  | Workplace Assessment Task 4 |
|  | Workplace Assessment Task 5 |
|  | Workplace Assessment Task 6 |
|  | Workplace Assessment Task 7 |
|  | Workplace Assessment Task 8 |

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|  | You have saved and submitted the following evidence: |
|  | This completed workbook |
|  | Assessment Workbook Cover Sheet signed and scanned |
|  | Case Study Task 1 - Accident Report |
|  | Case Study Task 2 - Accident Report |
|  | Practical Assignment Task 1 – Copy of organisation’s procedures for hazard identification |
|  | Practical Assignment Task 2 – Copy of organisation’s procedures for fire emergency situations |
|  | Practical Assignment Task 3 – Copy of organisation’s procedures for medical emergency situations |
|  | Practical Assignment Task 4 – Copy of organisation’s policies and procedures for work health and safety |
|  | Practical Assignment Task 5 – Workplace documents that detail job tasks and responsibilities |
|  | Workplace Assessment Task 1 – Hazard Identification Form |
|  | Workplace Assessment Task 1 – Risk Register |
|  | Workplace Assessment Task 2 – Meeting Minutes |
|  | Workplace Assessment Task 2 – Hazard Identification Form completed from Task 1 |
|  | Workplace Assessment Task 2 – Risk Register Form completed from Task 1 |
|  | Workplace Assessment Task 4 – Meeting Minutes for safety meeting 1 |
|  | Workplace Assessment Task 4 – Meeting Minutes for safety meeting 2 |
|  | Workplace Assessment Task 4 – Meeting Minutes for consultative activity 1 |
|  | Workplace Assessment Task 4 – Meeting Minutes for consultative activity 2 |
|  | Workplace Assessment Task 5 – Workplace Inspection Checklist 1 |
|  | Workplace Assessment Task 5 – Workplace Inspection Checklist 2 |
|  | Workplace Assessment Task 6 – Additional Infection Control Record |
|  | Workplace Assessment Task 7 – Reflective Journal |
|  | Workplace Assessment Task 8 – Meeting Minutes |
|  | Workplace Assessment Task 8 – Reflective Journal completed from Task 7 |

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| **IMPORTANT:**  **You must achieve a satisfactory result in ALL assessment tasks to be deemed COMPETENT for the unit/s relevant to this workbook.**  To be deemed satisfactory in the assessments contained in this workbook, you must successfully complete all the requirements listed above according to the prescribed benchmarks provided to the assessor. |

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| **TO THE ASSESSOR**  When you have completed assessing the assessment workbook, review the candidate’s submissions against the checklist below: | |
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|  | The candidate has completed all the Knowledge Assessments Questions. |
|  | The candidate has completed the Practical Assessments in this workbook: |
|  | Case Study Task 1 |
|  | Case Study Task 2 |
|  | Practical Assignment Task 1 |
|  | Practical Assignment Task 2 |
|  | Practical Assignment Task 3 |
|  | Practical Assignment Task 4 |
|  | Practical Assignment Task 5 |
|  | Workplace Assessment Task 1 |
|  | Workplace Assessment Task 2 |
|  | Workplace Assessment Task 3 |
|  | Workplace Assessment Task 4 |
|  | Workplace Assessment Task 5 |
|  | Workplace Assessment Task 6 |
|  | Workplace Assessment Task 7 |
|  | Workplace Assessment Task 8 |
|  | The candidate has saved and submitted the following evidence: |
|  | This completed workbook |
|  | Assessment Workbook Cover Sheet signed and scanned |
|  | Case Study Task 1 - Accident Report |
|  | Case Study Task 2 - Accident Report |
|  | Practical Assignment Task 1 – Copy of organisation’s procedures for hazard identification |
|  | Practical Assignment Task 2 – Copy of organisation’s procedures for fire emergency situations |
|  | Practical Assignment Task 3 – Copy of organisation’s procedures for medical emergency situations |
|  | Practical Assignment Task 4 – Copy of organisation’s policies and procedures for work health and safety |
|  | Practical Assignment Task 5 – Workplace documents that detail job tasks and responsibilities |
|  | Workplace Assessment Task 1 – Hazard Identification Form |
|  | Workplace Assessment Task 1 – Risk Register |
|  | Workplace Assessment Task 2 – Meeting Minutes |
|  | Workplace Assessment Task 2 – Hazard Identification Form completed from Task 1 |
|  | Workplace Assessment Task 2 – Risk Register Form completed from Task 1 |
|  | Workplace Assessment Task 4 – Meeting Minutes for safety meeting 1 |
|  | Workplace Assessment Task 4 – Meeting Minutes for safety meeting 2 |
|  | Workplace Assessment Task 4 – Meeting Minutes for consultative activity 1 |
|  | Workplace Assessment Task 4 – Meeting Minutes for consultative activity 2 |
|  | Workplace Assessment Task 5 – Workplace Inspection Checklist 1 |
|  | Workplace Assessment Task 5 – Workplace Inspection Checklist 2 |
|  | Workplace Assessment Task 6 – Additional Infection Control Record |
|  | Workplace Assessment Task 7 – Reflective Journal |
|  | Workplace Assessment Task 8 – Meeting Minutes |
|  | Workplace Assessment Task 8 – Reflective Journal completed from Task 7 |

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| **IMPORTANT:**  **The candidate must achieve a satisfactory result in ALL assessment tasks to be deemed COMPETENT for the unit/s relevant to this workbook.**  To be deemed satisfactory in the assessments contained in this workbook, the candidate must successfully complete all the requirements listed above according to the prescribed benchmarks. |

# Record of Assessment (Assessor’s Use Only)

**To the Assessor:** Complete this Record of Assessment to document the assessment outcomes of the candidate. To complete the form:

* Provide all the required details in the Assessment Details Section
* For each unit of competency:
  + Tick S (Satisfactory), if the candidate has completed the assessment item according to the marking guide and prescribed benchmark answers.
  + Tick NYS (Not Yet Satisfactory) if the candidate has not completed the assessment item according to the marking guide and prescribed benchmark answers.
* Review and confirm that all evidence submissions from the candidate meet the Rules of Evidence. Tick S if satisfactory; otherwise, tick NYS if not yet satisfactory.
* Check all signatures provided by the candidate in their evidence submissions. Confirm if these match the signature the candidate provided to the Training Provider.
* Record all third-party personnel you contacted and provide the other required information.
* In the ‘Overall Result for this Workbook’ section of the form, tick S if the candidate has met all requirements in this form and all assessment items have been completed to a satisfactory level. Otherwise, tick NYS.
* Provide other comments and feedback on the candidate’s performance, as necessary.
* Complete the Assessor’s Declaration by filling in your details, date signed, and affixing your signature.

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| **RECORD OF ASSESSMENT** | |
| **Candidate’s Name** |  |
| **RTO Name** |  |
| **RTO Contact Number** |  |
| **RTO Email Address** |  |
| **Assessor’s Name** |  |
| **Unit of Competency** | HLTWHS002 - Follow safe work practices for direct client care (Release 2) |

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| **Knowledge Assessment** | **S** | **NYS** |
| Question 1 |  |  |
| Question 2 |  |  |
| Question 3 |  |  |
| Question 4 |  |  |
| Question 5 |  |  |
| Question 6 |  |  |
| Question 7 |  |  |
| Question 8 |  |  |
| Question 9 |  |  |
| Question 10 |  |  |
| Question 11 |  |  |
| Question 12 |  |  |
| Question 13 |  |  |
| Question 14 |  |  |
| Question 15 |  |  |
| Question 16 |  |  |
| Question 17 |  |  |
| Question 18 |  |  |
| Question 19 |  |  |
| Question 20 |  |  |
| Question 21 |  |  |
| Question 22 |  |  |

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| **Practical Assessment** | | |
| **Case Study** | **S** | **NYS** |
| Task 1 |  |  |
| Task 2 |  |  |
| **Practical Assignment** | **S** | **NYS** |
| Task 1 |  |  |
| Task 2 |  |  |
| Task 3 |  |  |
| Task 4 |  |  |
| Task 5 |  |  |

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| --- | --- | --- |
| **Workplace Assessment** | **S** | **NYS** |
| Task 1 |  |  |
| Task 2 |  |  |
| Task 3 |  |  |
| Task 4 |  |  |
| Task 5 |  |  |
| Task 6 |  |  |
| Task 7 |  |  |
| Task 8 |  |  |

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| **Rules of Evidence** | **S** | **NYS** |
| All knowledge and skills evidence submissions are valid |  |  |
| All knowledge and skills evidence submissions are authentic |  |  |
| All knowledge and skills evidence submissions are sufficient |  |  |
| All knowledge and skills evidence submissions are current |  |  |

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| **Signature Authentication Checklist**  This checklist will guide you in authenticating the signatures provided by the candidate in their assessment workbook and evidence submissions.  Read each checklist item and tick the box only if you confirm that the item is a true and accurate reflection of the signature authentication you have conducted. | |
| **Checklist** | **Completed** |
| I have checked the signature provided by the candidate in the Assessment Workbook Cover Sheet against the signature they provided to the Training Provider. |  |
| I confirm the signature provided by the candidate in the Assessment Workbook Cover Sheet matches the signature they provided to the Training Provider. |  |
| I confirm ALL signatures provided by the candidate in their evidence submissions match with the signature they provided to the Training Provider. |  |

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| **Third-Party Verification Log**  **Instructions for the Assessor:**  You are required to contact all third-party personnel involved in the candidate’s assessment to verify the candidate’s performance and evidence submissions and to confirm with them whether the candidate’s evidence submissions are true and accurate.  Complete this Third-Party Verification Log to document your completion of this process. When completing this log, provide all of the following required information for each third-party personnel:   * Name of third-party personnel contacted * Role in the candidate’s assessment (e.g. workplace supervisor, observer, or candidate) * Contact details (phone number or email address) * Date contacted   You must also confirm that third-party personnel have verified the candidate’s evidence submissions are true and accurate. |

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| **Name of Third-party Contacted** | **Role in the Candidate’s Assessment** | **Contact Details (Phone number or email address)** | **Date contacted** | **Third-Party verifies evidence submissions of the candidate are true and accurate?** |
|  |  |  |  | Yes  No  Assessor’s Notes |
|  |  |  |  | Yes  No  Assessor’s Notes |
|  |  |  |  | Yes  No  Assessor’s Notes |
|  |  |  |  | Yes  No  Assessor’s Notes |

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| **Overall Result for the Relevant Workbook/s** | **Satisfactory** | **Not yet satisfactory** |
| Assessment Workbook |  |  |

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| **Overall Result for this Unit of Competency**  **IMPORTANT: To be deemed competent in the following unit of competency, the candidate must be marked Satisfactory in all the relevant workbook/s listed above.** | **Competent** | **Not yet competent** |
| HLTWHS002 - Follow safe work practices for direct client care (Release 2) |  |  |

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| **Assessor’s comments/feedback** |
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| **Assessor Declaration**  I declare that the results recorded in this *Record of Assessment* are true and accurate. | |
| Assessor’s name | Assessor’s signature |
| Date signed |

End of Record of Assessment (For the Assessor’s Use Only)

**End of Document**