



**Assessment Task 2** BSBWHS605 Develop, implement and maintain WHS management systems

## Develop WHS plan and implement

The assessment task is due on the date specified by your assessor. Any variation to this arrangement must be approved in writing by your assessor.

Submit this document with any required evidence attached. See specifications below for details.

### Performance objective

The candidate will demonstrate the skills and knowledge required to plan and to implement a WHS management system.

### Assessment description

Using the scenario information supplied, and the WHS policy and management system design you developed for Assessment Task 1, you will carry out a number of planning and implementation activities, and role-play consultation with stakeholders.

To complete the assessment task requirements, you will develop and submit a portfolio of planning and implementation documentation for a pilot program at the Pitstop Pty Ltd Wollongong service station.

### Procedure

1. Review the simulated workplace information for Pitstop Pty Ltd provided in this task. Review the WHSMS design and WHS policy you proposed in Assessment Task 1. Prepare to plan and implement elements of the WHSMS in consultation with relevant individuals and parties.
2. Arrange with your assessor to meet with the board of directors and senior management (in a role-play) to discuss the requirements of the WHS plan: identification and control of hazards, compliance, performance monitoring, and implementation of system.
3. Lead the role-play meeting with board of directors and senior management to:
  - a. outline requirements of WHS planning; refer to appropriate standards
  - b. discuss and consult on procedures to manage WHS risk
  - c. discuss and consult on compliance and standards to adhere to
  - d. discuss and consult on WHS targets and performance measures
  - e. describe key elements of implementation to be piloted at Wollongong store.

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**Note:** Ensure you anticipate possible issues and objections and use communication skills to build consensus and support for system.

4. Develop a 1–2 page outline of plan, containing outcomes of consultation.
  5. Develop a 1–2 page draft risk assessment and control procedure.
  6. Develop a draft implementation/action plan for the Wollongong store. Include:
    - a. specific activities for:
      - i. initial launch of WHSMS, including development of policies and procedures (safety procedures, recordkeeping procedures, etc.)
      - ii. ongoing activities
      - iii. training: consider current activities undertaken by staff, required activities under your plan, and capabilities of current employees
      - iv. communication and consultation
      - v. monitoring and reporting, such as regular safety audits
    - b. responsibilities and accountabilities
    - c. timelines
    - d. targets
    - e. resources and estimated costs, for example training costs
    - f. highlighted areas of integration with other management systems.
  7. Arrange with your assessor to meet with the Wollongong manager to discuss implementation.
  8. Lead role-play meeting with Wollongong manager and HSR to:
    - a. outline requirements of implementation; refer to appropriate standards
    - b. discuss and consult on procedures and processes to manage WHS risk
    - c. discuss and consult on key features of implementation included in plan
- Note:** Ensure you anticipate possible issues and objections and use communication skills to build consensus and support for system.
9. Make adjustments to implementation plan after consultation with Wollongong manager.
  10. Submit all portfolio documents to your assessor as per the specifications below. Ensure you keep a copy of all work submitted for your records.

## Specifications

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You must:

- participate in two consultation role-plays:
  - meeting with the board of directors and senior management
  - meeting with the Wollongong manager and HSR
- submit a 1–2 page outline of plan containing outcomes of consultation
- submit a 1–2 page draft risk assessment and control procedure
- submit draft and final implementation/action plans for the Wollongong store.

Your assessor will be looking for:

- analytical skills to:
  - analyse relevant workplace information and data
  - contribute to the assessment of resources needed to manage risk and, where appropriate, access these resources
- communication skills to conduct effective formal and informal meetings and communicate effectively with personnel at all levels of the organisation
- consultation, facilitation and negotiation skills to develop and implement plans
- information technology skills to conduct research, create documentation and present information
- numeracy skills to estimate costs of WHSMS
- organisational skills to manage own tasks within a timeframe
- project management skills to develop plans to achieve change
- knowledge of barriers to WHSMS implementation, and strategies to remove them
- knowledge of standards relating to WHSMS
- knowledge of relevant Commonwealth and state or territory WHS Acts, regulations, codes of practice, standards, guidance material and other relevant publications
- knowledge of the nature of information and data that provide valid and reliable measures of WHS performance and WHSMS, including positive performance indicators
- knowledge of WHS management systems.



## Simulated workplace scenario – Pitstop Pty Ltd

In order to ensure that the WHSMS and its accompanying documentation will meet the needs and expectations of all Pitstop employees across Victoria, NSW and Queensland, you are piloting your WHSMS implementation in the Wollongong, NSW service station. Pitstop Wollongong is the service station with the most WHS incidents to-date, with a representative workforce of relatively new employees and with only a few long-serving staff.

You have met with the CEO of Pitstop and all relevant Pitstop stakeholders to consult on the general design of the WHS management system. You have now been authorised to plan and implement the system.

There are several key tasks to perform, including:

- lead meeting with the board of directors and senior management to consult on planning
- develop a 1–2 page draft risk assessment and control procedure
- develop a draft implementation/action plan for the Wollongong store
- lead meeting with the Wollongong manager and HSR to consult on implementation.

Crucially for senior management, you will need to carry out planning and implementation in close consultation with stakeholders to ensure buy-in across the organisation.

Senior management sees the implementation of the WHSMS as a great opportunity to build a self-sustaining and reinforcing culture of safety that systematically reduces risk across the expanding business.

As CEO Jim Murphy states, however, ‘...the rapid expansion of our business, and replication of management structures and systems, will mean that the effect of any successes or failures will be amplified – we may only get one chance to get this implementation right.’ The key objectives for the WHSMS implementation are to:

- minimise injuries
- reduce number of days of lost work
- establish risk management process
- ensure managers implement WHS policy and WHSMS
- ensure employee buy-in across the organisation.



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**Pitstop workplace current (pre-WHSMS) operations**

**Store activities list**

The following activities are carried out at Pitstop.

**Employees**

**Ongoing activities**

- Serve customers.
- Resolve issues associated with use of petrol or LPG pumps.
- Heat pies.
- Receive and store frozen and refrigerated food items.
- Balance cash register and bank the notes.
- Mop and clean floors.

**Once-a-day activities**

- Clean all forecourt pumps.
- Pick up all rubbish on the forecourt.
- Replace water and supplies on the forecourt.
- Change display board prices.
- Move stock from reserve to retail shelves.

**Weekly activities**

- Measure the fuel volumes in the underground storage tanks.
- Receive deliveries of LPG and Petrol.
- Receive and store retail products.
- Re-organise reserve stock.
- Stocktake inventory items on forecourt, shop and reserve.

### Store Managers

#### Ongoing activities

- Monitor employees under supervision.
- Aid employees where required.
- Coach/train employees.
- Induct new employees.
- Provide reports to senior management as requested.

#### Daily activities

- Sales, inventory and banking reports for General Managers.

#### Yearly activities

- Performance Review and Development Program (PRDP).

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Wollongong store employee skills

| Employee        | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Store Manager   | <p>1 year managerial experience.</p> <p>Not sure how WHSMS could integrate with existing systems.</p> <p>No idea how to use the pie oven; otherwise familiar with all store procedures.</p> <p>Adequate knowledge of all safety procedures but unsure of risk assessment process.</p> <p>Certificate IV in Training and Assessment.</p> <p>2 years training experience.</p> <p>No first aid training.</p> <p>Good knowledge of WHS legal framework.</p> <p>Good written and verbal communication skills. Can write reports.</p> |
| Shift Manager 1 | <p>18 months experience – 6 months as shift manager.</p> <p>No formal training experience; provides informal training to new staff.</p> <p>No first aid training.</p> <p>No understanding of performance measures.</p> <p>No previous managerial experience.</p> <p>Can use the pie oven.</p> <p>Adequate knowledge of safety and emergency procedures.</p> <p>Limited knowledge of WHS legal framework – originally from UK.</p> <p>Excellent verbal communication but poor written communication skills.</p>                  |
| Shift Manager 2 | <p>5 years experience.</p> <p>Competent in all aspects of working in a petrol station.</p> <p>Can use pie oven.</p> <p>Adequate knowledge of safety and emergency procedures.</p> <p>No knowledge of WHS legal requirements.</p> <p>Good written and verbal communication skills.</p>                                                                                                                                                                                                                                           |

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| Employee  | Comments                                                                                                                                                                                                                                                                                                                                              |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cashier 1 | <p>2 years experience.</p> <p>Competent in all aspects of working in a petrol station.</p> <p>Some experience with other pie ovens.</p> <p>Adequate knowledge of safety and emergency procedures.</p> <p>Adequate knowledge of WHS legal requirements.</p> <p>Good written and verbal communication skills.</p>                                       |
| Cashier 2 | <p>18 months experience.</p> <p>Can use all in-store equipment safely, but unsure of outdoor safety procedures. Adequate knowledge of emergency procedures.</p> <p>Can use pie oven.</p> <p>No knowledge of WHS legal requirements.</p> <p>Poor written and verbal communication skills.</p>                                                          |
| Cashier 3 | <p>12 months experience.</p> <p>Competent in all aspects of working in a petrol station.</p> <p>No idea how to use the pie oven.</p> <p>No knowledge of safety procedures, but adequate knowledge of emergency procedures.</p> <p>No knowledge of WHS legal requirements.</p> <p>Good verbal communication but poor written communication skills.</p> |
| Cashier 4 | <p>6 months experience.</p> <p>Not yet competent in all aspects of working in a petrol station.</p> <p>No idea how to use the pie oven.</p> <p>Adequate knowledge of safety and emergency procedures.</p> <p>No knowledge of WHS legal requirements.</p> <p>Good written and verbal communication skills.</p>                                         |

# Australian Institute of Technology Pty Ltd

Careers Created Here

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| Employee  | Comments                                                                                                                                                                                                                                                                                                   |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cashier 6 | <p>3 months experience.</p> <p>Not yet competent in all aspects of working in a petrol station.</p> <p>Can use pie oven.</p> <p>No knowledge of safety or emergency procedures.</p> <p>No knowledge of WHS legal requirements.</p> <p>Good verbal communication but poor written communication skills.</p> |