

# HSR TRAINING COURSE, 1 DAY: LEARNING OBJECTIVES AND OUTCOMES

## WHS REFRESHER

<b>Description</b>	The information provided in this course is aimed at providing health and safety representatives (HSRs) with a brief review of the learning outcomes covered in the training undertaken during their first term of office. Particular attention should be given to ensure participants are made aware of amendments to the work health and safety (WHS) legislation and supporting resources.	
<b>Learning Outcome</b>	<b>Learner Application</b>	<b>References/Resources</b>
<b>Identify amendments and to the WHS legislation</b>	<ul style="list-style-type: none"> <li>Identify amendments to the WHS legislation, codes of practice, regulator-specific guidance materials/interpretive guidelines.</li> <li>Discuss amendments relevant to HSR roles and function.</li> </ul>	SafeWork SA website
<b>Understand the role and functions of the regulator and their interaction with HSRs</b>	<ul style="list-style-type: none"> <li>Identify and discuss support services and resources for HSRs provided by the regulator.</li> <li>Identify when an HSR may have contact with or seek assistance from a WHS Inspector.</li> </ul>	SafeWork SA brochure <i>Consultation and representation at work</i>
<b>Review and discuss duties and responsibilities of a Person Conducting a Business or Undertaking (PCBU) under the legislation</b>	<ul style="list-style-type: none"> <li>Discuss what is meant by 'risk management' using examples where 'reasonably practicable' and hierarchy of control measures have been implemented.</li> </ul>	
<b>Identify the duties and responsibilities of officers, workers and other parties</b>	<ul style="list-style-type: none"> <li>Review and discuss what is meant by 'due diligence' in connection with the duties of an officer.</li> </ul>	SafeWork SA website
<b>Discuss formation of a work group (or work groups) within the workplace</b>	<ul style="list-style-type: none"> <li>Identify discuss the negotiation and agreement requirements the PCBU in formation of work groups.</li> <li>Identify and discuss circumstances under which existing work groups could change, resulting in fresh negotiations to form new work groups in the workplace.</li> </ul>	
<b>Discuss HSR election process</b>	<ul style="list-style-type: none"> <li>Identify and discuss election processes and roles/obligations of relevant parties in the process.</li> <li>Identify and discuss circumstances that would result in an HSR no longer being able to represent their work group or hold office.</li> <li>Discuss the role of deputy HSRs in circumstances (short and long term) in the absence of the HSR.</li> </ul>	
<b>Review the functions of a health and safety committee (HSC)</b>	<ul style="list-style-type: none"> <li>Review the role, composition and functions of an HSC.</li> <li>Review the obligations and duties of the PCBU to the committee.</li> <li>Discuss the relationships between the roles and functions of an HSC and the roles and the powers and functions of an HSR.</li> </ul>	

<p><b>Understand and explain the entitlements, rights and protections of an elected HSR/deputy HSR</b></p>	<ul style="list-style-type: none"> <li>• Discuss and clarify HSR powers and functions as defined by the legislation.</li> <li>• Review the legislative protections for HSRs, including protection against discrimination for prohibited reasons.</li> <li>• Identify and discuss how and why an HSR can be a key link between the work group and management when dealing with WHS matters.</li> <li>• Review and discuss the PCBU's obligations towards HSRs.</li> </ul>	
<p><b>Discuss consultation process between the PCBU and workers as required under the WHS Act</b></p>	<ul style="list-style-type: none"> <li>• Discuss and share examples of effective consultation experiences between PCBUs and workers.</li> <li>• Identify and clarify when the PCBU is required to consult with workers and elected HSRs.</li> <li>• Discuss various methods that information (in general) can be shared to enable effective consultation between PCBUs and workers.</li> <li>• Identify and clarify confidentiality and privacy requirements pertaining to information collected from, or provided to, HSRs.</li> <li>• Discuss why an HSR might keep copies of records relating to their workplace's WHS matters.</li> </ul>	
<p><b>Representing workers on health and safety issues in a range of circumstances</b></p>	<ul style="list-style-type: none"> <li>• Review and discuss the circumstances under which an HSR is entitled to be present during an interview concerning WHS.</li> <li>• Discuss and clarify the role of an HSR during such interviews.</li> <li>• Identify and discuss when and how an HSR should exercise their powers in relation to complaints concerning WHS.</li> </ul>	
<p><b>Provide an overview of PINs</b></p>	<ul style="list-style-type: none"> <li>• Review and discuss the purpose and function of a provisional improvement notice (PIN).</li> <li>• Identify and clarify legislative restrictions that may prevent a HSR from issuing a PIN.</li> <li>• Review and clarify to whom an HSR can issue a PIN and the manner in which a person may be issued a PIN.</li> </ul>	
<p><b>Review the features and contents of a PIN</b></p>	<ul style="list-style-type: none"> <li>• A PIN must be in writing.</li> <li>• Clarify what must be included in the contents of a PIN and what may be included.</li> <li>• Review the extent of any changes an HSR can make to a PIN once it has been issued.</li> </ul>	
<p><b>Discuss the range of actions arising once a PIN is issued and identify who would take these actions</b></p>	<ul style="list-style-type: none"> <li>• Discuss alternative courses of action that the person can take when issued with a PIN.</li> <li>• Identify and describe the role and powers of WHS Inspectors when reviewing disputed PINs.</li> <li>• Identify and discuss the provisions for reviewing Inspector decisions.</li> </ul>	

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## CONSULTATION PROCESSES

Learning Outcome	Learner Application	References/Resources
<b>HSR role and function</b>	<ul style="list-style-type: none"> <li>Identify and explain the HSR's involvement in workplace consultation processes.</li> </ul>	WHS Act S.48 (2)
<b>PCBU obligations</b>	<ul style="list-style-type: none"> <li>Identify and discuss the PCBU's duty to consult with workers and the involvement of the work group's HSR.</li> <li>Review and discuss the obligations of the PCBU in relation the consultation requirements of the WHS Act.</li> </ul>	WHS Act S.3 (1) (b) and S.46-48
<b>Topic specific</b>	<ul style="list-style-type: none"> <li>Explain the PCBU's duty to consult with workers, highlighting the benefits of involving workers in the decision making process.</li> <li>Identify and explain the benefits that sharing information can contribute to decision making.</li> <li>Explain the nature of consultation, highlighting that it is clearly defined in the WHS Act.</li> <li>Discuss when consultation with workers and their representatives is required, highlighting the safety matters that require consultation.</li> <li>Present and discuss effective and efficient methods of consultation including:               <ul style="list-style-type: none"> <li>using electronic media</li> <li>establishing and working to set timeframes</li> <li>catering for cultural diversity and special needs of workers in the workplace.</li> </ul> </li> <li>Explain and emphasise that consultation is to be with workers and that HSRs are to be involved in the information sharing and feedback process on behalf of their work group.</li> <li>Identify and clarify the:               <ul style="list-style-type: none"> <li>functions of an HSC</li> <li>powers and functions of an HSR.</li> </ul> </li> <li>Discuss and share examples of effective consultation between PCBUs and workers.</li> </ul>	<p>WHS Act S.49</p> <p><i>Code of Practice: Work Health and Safety Consultation, Co-operation and Co-ordination</i></p> <p><i>Safe Work Australia Worker Representation and Participation Guide</i></p>

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## FATIGUE MANAGEMENT

Learning Outcome	Learner Application	References/Resources
<b>HSR role and function</b>	<ul style="list-style-type: none"> <li>• Identify and explain sections of the WHS Act relevant to fatigue management.</li> <li>• Identify and explain the application of the WHS Act with reference to the risks to workers' health.</li> <li>• Identify and discuss the HSR's role, scope of involvement in regard to identifying hazards and risks contributing to workplace fatigue.</li> </ul>	<p>WHS Act S.3 (a) (b) and (d)</p> <p>WHS Act S.19</p> <p>WHS Act S.68 (1) (d)</p> <p>WHS Act S.70 (1) (b)</p> <p>WHS Act S.71 (2)</p>
<b>PCBU obligations</b>	<ul style="list-style-type: none"> <li>• Identify and explain the PCBU's obligations to identify manage and monitor hazards and risks which may cause fatigue in the workplace.</li> </ul>	<p>WHS Act S.3 (1) (a) (b) and (c)</p> <p>WHS Act S.19 (3) (g)</p> <p>WHS Act S.27 (5)</p>
<b>Hazard management</b>	<ul style="list-style-type: none"> <li>• Describe signs and symptoms that indicate workers may be fatigued.</li> <li>• Identify and discuss methods of identifying hazards that contribute to fatigue.</li> <li>• Discuss processes to assess the risks associated with fatigue.</li> <li>• Discuss hierarchy of control methods to manage factors with reference to:               <ul style="list-style-type: none"> <li>- policy/procedures</li> <li>- information, instruction, training and supervision</li> <li>- monitoring and review strategies.</li> </ul> </li> </ul>	<p>Safe Work Australia <i>Guide for managing the risk of fatigue at work.</i></p> <p>Safe Work Australia <i>Fatigue management – a worker's guide</i></p>
<b>Topic specific</b>	<ul style="list-style-type: none"> <li>• Define workplace fatigue, and why it needs to be managed.</li> <li>• Identify, explain and discuss factors that may contribute to fatigue with reference to:               <ul style="list-style-type: none"> <li>- work scheduling</li> <li>- shift-work and rosters</li> <li>- job demands</li> <li>- environmental factors</li> <li>- non-work related factors.</li> </ul> </li> <li>• Discuss the risks associated with fatigue and potential consequences.</li> </ul>	<p>Safe Work Australia <i>Guide for managing the risk of fatigue at work</i></p>

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## CONTRIBUTING TO WORKPLACE HEALTH AND WELLBEING

Learning Outcome	Learner Application	References/Resources
<b>HSR role and function</b>	<ul style="list-style-type: none"> <li>Identify and describe workplace health and wellbeing hazards and risks, and their potential consequences.</li> <li>Describe how an HSR may contribute to the development of an action plan to manage workplace health and wellbeing hazards and risks.</li> </ul>	WHS Act Definitions – definition of health WHS Act S.19 WHS Act S.28 WHS Act S.68 (1) (a) (d) <i>Code of Practice: How to Manage Work Health and Safety Risks</i>
<b>PCBU obligations</b>	<ul style="list-style-type: none"> <li>Discuss a PCBU's general duty of care to ensure the health (physical and psychological) of workers.</li> <li>Discuss the different methods a PCBU may use to identify health and wellbeing hazards and risks, and how the PCBU should engage the HSR in that process.</li> </ul>	WHS Act Definitions – definition of health WHS Act S.19 WHS Act S.28 <i>Code of Practice: How to Manage Work Health and Safety Risks</i>
<b>Hazard management</b>	<ul style="list-style-type: none"> <li>Discuss how health and wellbeing hazards and risk may be identified, exploring alternatives to physical hazard identification approaches, such as workplace inspections.</li> <li>Outline a process for assessing health and wellbeing hazards and risks, explaining how this process may be different to assessing physical hazards and risks.</li> <li>Identify potential control options utilising a control hierarchy, considering a combination of vision/policy, people and physical environment strategies that the PCBU may use.</li> </ul>	WHS Act Definitions – definition of health WHS Act S.19 WHS Act S.28 <i>Code of Practice: How to Manage Work Health and Safety Risks</i>
<b>Topic specific</b>	<ul style="list-style-type: none"> <li>Define health and wellbeing with reference to the World Health Organization and the SA Health training resource.</li> <li>Discuss examples of health and wellbeing hazards and risks, their identification and assessment, and the development and implementation of policies, procedures and strategies to control those hazards.</li> </ul>	<i>Code of Practice: How to Manage Work Health and Safety Risks</i> <i>Code of Practice: Managing the Work Environment and Facilities</i> SA Health training resource <i>Healthy Workers: Healthy Futures</i>

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## INAPPROPRIATE BEHAVIOURS

Learning Outcome	Learner Application	References/Resources
<b>HSR role and function</b>	<ul style="list-style-type: none"> <li>Identify and explain sections of the WHS Act relevant to inappropriate behaviour.</li> <li>Identify and discuss the health and safety risks to workers associated with inappropriate behaviours.</li> <li>Discuss HSR's role, scope of involvement and contribution in regard to the PCBU's obligations to identify and manage inappropriate behaviour in the workplace.</li> <li>Identify and clarify the limitation of involvement of HSRs with reference to:               <ul style="list-style-type: none"> <li>access to personal or medical information of workers</li> <li>workers' consent for HSRs to be present at interviews.</li> </ul> </li> <li>Identify and outline strategies HSRs may consider when supporting workers, including referral options for internal/external assistance and support.</li> </ul>	<p>WHS Act S.3 (1) (a)</p> <p>WHS Act S.68 (1) (d)</p> <p>WHS Act S.70 (1) (b)</p> <p>WHS Act S.68 (1) (e)</p> <p>WHS Act S.71 (2)</p> <p>Equal Opportunity Commission (SA)</p> <p>Fair Work Act</p>
<b>PCBU obligations</b>	<ul style="list-style-type: none"> <li>Identify and explain the PCBU's obligations to identify manage and monitor hazards and risks which may contribute to inappropriate behaviours.</li> </ul>	<p>WHS Act S.3 (1) (a)</p> <p>WHS Act S.19 (3) (f),(g)</p> <p>WHS Act S.27 (5)</p>
<b>Hazard management</b>	<ul style="list-style-type: none"> <li>Describe and discuss the personal and workplace consequences of inappropriate behaviours.</li> <li>Identify and discuss methods of identifying factors contributing to inappropriate behaviours.</li> <li>Discuss control methods to manage contributing factors with reference to:               <ul style="list-style-type: none"> <li>policies/procedures</li> <li>information, instruction, training and supervision.</li> </ul> </li> </ul>	<p><i>Code of Practice: How to Manage Work Health and Safety Risks</i></p> <p><i>Safe Work Australia Guide for Preventing and responding to workplace bullying</i></p>

<p><b>Topic specific</b></p>	<ul style="list-style-type: none"> <li>• Define inappropriate behaviours with reference to bullying, harassment and discrimination.</li> <li>• Identify, explain and discuss factors that may contribute to inappropriate behaviours with reference to: <ul style="list-style-type: none"> <li>- presence of workplace stressors</li> <li>- leadership styles</li> <li>- systems of work</li> <li>- work relationships</li> <li>- workforce characteristics.</li> </ul> </li> </ul>	<p><i>Safe Work Australia Guide for Preventing and responding to workplace bullying</i></p> <p>Equal Opportunity Commission information and training resources</p>
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## INSPECTIONS AND INCIDENT INVESTIGATION

Learning Outcome	Learner Application	References/Resources
<b>HSR role and function</b>	<ul style="list-style-type: none"> <li>• Explain the HSR's role in workplace inspections and when inspections can be initiated by an HSR.</li> <li>• Identify the purpose of workplace inspections and the powers which enable an HSR to inspect the workplace.</li> <li>• Outline the functions and powers of an HSR to be involved in incident investigations, including accompanying a WHS Inspector.</li> <li>• Identify and clarify confidentiality and privacy requirements pertaining to incident investigation processes and procedures.</li> <li>• Identify the penalties for providing confidential information.</li> </ul>	<p>WHS Act S.68</p> <p>WHS Act S.68 (3)</p> <p>WHS Act S.68 (2) (b)</p> <p>WHS Act S.71 (2)</p>
<b>PCBU obligations</b>	<ul style="list-style-type: none"> <li>• Identify and discuss the due diligence requirements of the PCBU in relation to conducting inspections and incident investigations.</li> <li>• Review and discuss the obligations of the PCBU in relation to incident notification requirements of the WHS Act.</li> <li>• Discuss the legal requirement to preserve an incident site.</li> <li>• Discuss the requirement of worker consultation during an incident investigation.</li> </ul>	<p>WHS Act S.27 (5)</p> <p>WHS Act S.35</p> <p>WHS Act S.39</p> <p>WHS Act Part 5</p> <p><i>Code of Practice: Work Health and Safety Consultation, Co-operation and Co-ordination</i></p>
<b>Hazard management</b>	<ul style="list-style-type: none"> <li>• Discuss the importance of hazard reporting, including near misses.</li> <li>• Discuss the importance of workplace incident and injury record keeping in relation to identification of hazards and causative factors.</li> <li>• Discuss risk assessment methods and their application in relation to determining the severity of incidents.</li> <li>• Discuss and explain the relationships between the hierarchy of controls and the application of reasonably practicable principles.</li> <li>• Discuss and explain the value and purpose of reviewing actions implemented for the management of workplace hazards and risks.</li> </ul>	<p><i>Codes of Practice:</i></p> <ul style="list-style-type: none"> <li>- <i>How to Manage Work Health and Safety Risks</i></li> <li>- <i>Managing Electrical Risks in the Workplace</i></li> <li>- <i>Managing Noise and Hearing Loss at Work</i></li> <li>- <i>Managing Risks of Hazardous Chemicals in the Workplace</i></li> <li>- <i>Managing Risk of Falls at Workplaces</i></li> <li>- <i>Managing Risks of Plant in the Workplace</i></li> <li>- <i>Managing the Work Environment and Facilities</i></li> </ul>



<b>Topic specific</b>	<ul style="list-style-type: none"><li>• The purpose of this course is to provide participants with a fundamental overview of inspections and incident investigation models and how HSRs may contribute to those processes.</li><li>• Learning activities should include simulated inspections and incident investigation activities.</li></ul>	
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## POLICY AND PROCEDURES

Learning Outcome	Learner Application	References/Resources
<b>HSR role and function</b>	<ul style="list-style-type: none"> <li>Identify and discuss the HSR's role and involvement in developing WHS policies and procedures.</li> </ul>	WHS Act S.49 (a), (b) & (e) WHS Act S.68 (1) (a) & (b)
<b>PCBU obligations</b>	<ul style="list-style-type: none"> <li>Identify and discuss the due diligence requirements of the PCBU to implement processes to comply with the WHS Act and manage risks.</li> </ul>	WHS Act S.17 WHS Act S.27 (5) (c) & (e)
<b>Hazard management</b>	<ul style="list-style-type: none"> <li>Discuss and explain the purpose and relationship of policies and procedures when implementing the hierarchy of controls to manage hazards in the workplace.</li> <li>Discuss and explain the relationship between policies/procedures and the application of reasonably practicable principles.</li> </ul>	WHS Act S.18
<b>Topic specific</b>	<ul style="list-style-type: none"> <li>Explain and describe the key elements of policy statements.</li> <li>Describe the hierarchical relationship of policies, procedures, safe work practices and procedures.</li> <li>Explain and describe implementation strategies with reference to providing information, instruction and training.</li> <li>Discuss the importance of consistency in implementing and application of policies and procedures from the 'top down' through management, supervisors and workers.</li> <li>Discuss and explain the purpose and timing of reviewing policies and procedures.</li> <li>Identify and discuss the PCBU's obligation to confer with HSRs when requested by the HSR.</li> </ul>	Australian Standard AS4804 Demonstrate with the use of samples WHS Act S.70 (1) (b)