

BSB41419 Certificate IV in Work Health and Safety



Subject 1 Safety Culture and Compliance Part B

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Version control & document history



Date	Summary of modifications made	Version
09 December 2019	Produced version 1.0 following assessment validation	v1.0
20 November 2020	 Created Part B Updated formatting Revised instructions for the following: Task 1.1– 1.2 Task 1.3.1 Tasks 1.4.2– 1.4.3 Task 1.5.1– 1.5.3 Task 2.1 Task 2.2.1– 2.2.3 Tasks 2.3– 2.5 	v2.0
31 March 2021	Added an entry bo for Task 1.3.2	V2.1



TABLE OF CONTENTS

This is an interactive table of contents. If you are viewing this document in Acrobat, you will be directed to the page after clicking on a heading. If you have this document open in Word, you will need to hold down Ctrl (for Windows) or Command \mathfrak{K} (for Mac) as you click on the heading for the link to work.

TABLE OF CONTENTS	3
INTRODUCTION TO THIS WORKBOOK	5
What is this workbook about?	5
Context for Assessment	6
ABOUT THE ASSESSMENTS	7
Assessment Methods	7
Resources Required for Assessment	8
INSTRUCTIONS TO ASSESSOR	9
INSTRUCTIONS TO STUDENT	10
Accessing Intranet Pages and External Links	10
ASSESSMENT WORKBOOK COVER SHEET	11
PRACTICAL ASSESSMENT	12
Instructions to Assessor	12
Instructions to Student	12
Task 1	13
Task 1.1	16
Task 1.2	17
Task 1.3	19
Task 1.3.1	20
Task 1.3.2	21
Task 1.3.3	22
Task 1.4	24
Task 1.4.1	25
Task 1.4.2	27
Task 1.4.3	30
Task 1.4.4	32
Task 1.5	



Task 1.5.1	34
Task 1.5.2	40
Task 1.5.3	41
Task 1.5.4	49
Checkpoint	50
Task 2	51
Task 2.1	54
Task 2.2	55
Task 2.2.1	56
Task 2.2.2	57
Task 2.2.3	59
Task 2.3	60
Task 2.4	62
Task 2.5	64
Task 2.5.1	65
Task 2.5.2	67
Task 2.5.3	69
Task 2.6	71
Checkpoint	73
EVIDENCE TO SUBMIT	74
WORKBOOK CHECKLIST	75
OVERALL MARKING FORM	76
OVERALL MARKING RESULT FORM	77
WE WOULD LOVE YOUR FEEDBACK!	



INTRODUCTION TO THIS WORKBOOK

What is this workbook about?

The units of competency specify the standards of performance required in the workplace. This assessment addresses the following units of competency:

BSBWHS412 – Assist with workplace compliance with WHS laws

- 1. Assist with identifying the legal framework for WHS in the workplace
- 2. Assist with providing advice about WHS compliance
- 3. Assist with establishing WHS legislative compliance
- 4. Assist with maintaining WHS legislative compliance

BSBRES411 – Analyse and present research information

- 1. Identify reliable sources of research information
- 2. Analyse and synthesise research information
- 3. Present research information

BSBCMM401 – Make a presentation

- 1. Prepare a presentation
- 2. Deliver a presentation
- 3. Review the presentation

For complete copies of the units of competency listed above, download them from the TGA website:

https://training.gov.au/Training/Details/BSBWHS412 https://training.gov.au/Training/Details/BSBRES411 https://training.gov.au/Training/Details/BSBCMM401



Context for Assessment

To complete the assessments in this workbook, students need to have access to their learning materials and the Internet. The Knowledge and Practical Assessments and Case Studies may be completed wholly at the student's home or chosen place of study.

The associated assessment method in this kit covers all of these components as detailed in the matrix to follow:

	Unit	ts of Competend	су
Assessment Activities	BSBWHS412	BSBRES411	BSBCMM401
Knowledge Assessment	✓	✓	✓
Case Study	✓	✓	✓
Practical Assessment	\checkmark	✓	✓



ABOUT THE ASSESSMENTS

Assessment Methods

There are three (3) assessment workbooks for Subject 1: Parts A, B, and C.

Workbook Part A:

This workbook focuses on the essential knowledge required for the units included in this subject:

• **Knowledge Assessment** - Written assessments to test students' understanding of underpinning knowledge, concepts and/or theories relevant to the units of competency included in this subject.

This Workbook is PART B:

The Part B workbook focuses on the essential skills and knowledge required for the units included in this subject. Part B uses the following assessment methods:

- **Practical Assessment** Real life assessment to be conducted in the student's workplace. In instances where the student does not have access to their workplace, a simulated environment will be provided.
 - Case Study Detailed scenarios and simulated environments providing all necessary information required to complete relevant tasks and activities.

Workbook Part C:

The Part C workbook focuses on the essential skills and knowledge required for the units included in this subject. Part C uses the following assessment methods:

- **Practical Assessment** Real life assessment to be conducted in the student's workplace. In instances where the student does not have access to their workplace, a simulated environment will be provided.
 - Case Study Detailed scenarios and simulated environments providing all necessary information required to complete relevant tasks and activities.



Resources Required for Assessment

Assessor to provide:

- Templates needed for tasks such as survey forms and report template.
- Case studies and simulations
- Information about work activities

You will need access to:

- Office equipment and resources
- Computer with internet access
- Word processing computer program that can save and edit these file types:
 - MS Office Word file formats (documents)
 - MS Office Excel file formats (workbooks and spreadsheets)
 - MS Office PowerPoint file formats (presentations)
 - PDF file format
- A video recording device
- At least three (3) volunteers to participate in the roleplaying activities (may be a friend, relative, or a colleague)
- A safe environment to conduct the roleplaying activity
- Cloud storage (e.g. Dropbox or Google Drive)



INSTRUCTIONS TO ASSESSOR

This is a compulsory assessment to be completed by all students. This assessment tests the student's ability to understand the underpinning generic knowledge related to the units of competency.

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

The assessor guide provides model answers to all the questions, setting out which key responses must be included, and indicates where flexibility is acceptable.

Where there are a number of responses required, this is specified to avoid ambiguity. In these cases, the model answer will provide a list of possible answers. For instance, if a question requires the student to list three (3) examples, then their response must include three (3) of the items listed in the model answer.

Note to assessors: Contact details are requested from observers in the feedback forms in case you will have to call them to verify the content of the feedback forms.

IMPORTANT REMINDER

Candidates must achieve a satisfactory result in ALL assessment tasks to be awarded COMPETENT for the units relevant to this cluster.



INSTRUCTIONS TO STUDENT

This workbook contains Tasks 1 and 2 out of 3 for Subject 1's **Practical Assessment**. You will encounter questions requiring creative and analytical thought processes, and **you must answer all 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 would likely encounter in a workplace. Ideally, you should be able to answer these questions based on the processes that are currently in place at 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.

Accessing Intranet Pages and External Links

There are instructions in this workbook that will refer you to intranet pages and/or external links. These intranet pages and external links are formatted in <u>Blue</u> <u>Underlined Text</u> or sometimes, these may be indicated by pictures and icons. Hold the Ctrl key (for Windows) or the Command \Re key (for Mac) as you click on the text or icon to activate the link.



ASSESSMENT WORKBOOK COVER SHEET

WORKBOOK:	Subject 1, Part B
TITLE:	Safety Culture and Compliance
FIRST AND SURNAME:	
PHONE:	
EMAIL:	

Please read the Candidate Declaration below and if you agree to the terms of the declaration sign and date in the space 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, and I am aware that my assessor will not assess work that cannot be clearly 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 a 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:



PRACTICAL ASSESSMENT

Instructions to Assessor

This assessment supports the industry requirement in BSB41419 – Certificate IV in Work Health and Safety This assessment will help the candidate demonstrate skill requirements in such situations.

Instructions to Student

The case studies are hypothetical situations which will not require you to have access to a workplace, although, your past and present work experiences may help with the responses you provide.

Throughout this assessment, you will encounter different instructions prompted by this symbol , other instructions and guidelines, particular to the tasks or steps are in blue boxes. Understand and follow each step carefully to ensure success in all tasks. A list of Evidence to Submit is provided for your guidance.

When you are done with ALL the tasks, submit ALL required files in a *.zip file. Follow this filename format:



[last name]_[first name]_Subject 1_Part B Files.zip



Task 1



INSTRUCTIONS TO STUDENT

Part 1 of this assessment deals with assisting in the initial development of policies and systems for workplace compliance with WHS laws. The tasks included in this part of the assessment cover the following activities – accessing relevant WHS legislation,

providing WHS advice, drafting and revising WHS policy, creating a presentation for risk management training, and conducting the actual training.

	Resources to Complete this Assessment
I. W	orkplace Resources
	Office equipment and resources
	Computer with internet access
	Word processing computer program that can save files in any of the following file types:
	 MS Office Word file formats MS Office PowerPoint file formats PDF file format
	Video recording device (e.g. mobile phone or webcam)
II. P	eople Resources
	Three (3) volunteers to participate in the roleplaying activity (may be friends, relatives, or colleagues)
III. Ir	nspire Resources
	Fresh Start Company Profile and WHS History Document
	Task 1.3.2 – Fresh Start WHS Policy Draft
	Verdant Consulting Presentation Template
	Task 1.5.3 – Roleplaying Activity
	Audience Evaluation Form
	Self-Evaluation Form
	Personnel Interview Form



For the purposes of this scenario, you are employed as a Work Health and Safety Advisor with Verdant Consulting. You have been assigned to provide WHS advice and solutions to your company's newest client, Fresh Start.

SCENARIO

Fresh Start is a start-up company which delivers pre-portioned ingredients for healthy smoothies and meals. It was originally founded from the garage of its owner, Ava Murphy. Once the business started taking off, she brought on three more people to her team and moved their base of operations to a nearby coworking space.

Owing to their continued success and to the recent additions to the company, Fresh Start moved and set up operations in an office space of their own. However, due to the fast-paced nature of the company, not much time has been spent on ensuring its work health and safety compliance. Fresh Start's Head of Operations, Charlotte Clark, is currently the company's Safety Officer.

As their advisor, your major responsibilities are the following:

- Providing advice about WHS compliance
- Determining the organisation's training needs and providing the needed training for Fresh Start's employees
- Developing or modifying workplace policies, procedures, processes and systems that support compliance according to organisational policies and procedures, and WHS legislative requirements

To perform your functions, you are allowed to:

- Inspect the workplace or any part of the workplace
- Receive information concerning the work health and safety of workers in the work group
- Be present at consultations/meetings concerning work health and safety
- Request the assistance of any person, whenever necessary.

However, you are not entitled access to any personal or medical information concerning a worker/employee without the worker's/employee's consent. In addition to this, while you work with Fresh Start, all company policies and relevant procedures are applicable to you.



Lastly, to help you complete your tasks, Ava and Charlotte have provided you with a document that contains the following:

- Company Profile
- Fresh Start's Workplace Health & Safety History

Guidance: The provided file (**Fresh Start-CompanyProfileWHSHistory-v1.0**) may be accessed in the Assessment Files in The Hub.



Task 1.1

- 1. Review the information presented in the case's scenario and in the Fresh Start WHS History document.
- 2. Gather and access relevant legislation that contains details on primary duty of care/duties of employers to employees <u>OR</u> general duties of care (wording varies depending on your territory).
- 3. Provide proof that you have accessed this by attaching a screenshot of the source and a link to it in the space below.
- 4. Use the accessed information to identify two (2) current WHS legal requirements (duties of employers) for the workplace which Fresh Start is not compliant with.

Location (Student's State or Territory):		
Proof of	Access:	
Link to S	ource:	
Areas of	Non-compliance:	
1.		
2.		

Task 1.2



You have just received an e-mail from Ava Murphy. Provide advice relevant to her concerns.

From: <u>ava.m@freshstart.net.au</u> To: <u>whssolutions@verdantconsulting.net.au</u> CC: <u>charlotte.c@freshstart.net.au</u>

Hi,

Charlotte and I have a few more things to ask. There's a lot of new information to take in, but please bear with us as we try to get up to speed as quickly as possible. These are our questions:

- 1.) Who is our local WHS regulator? What are their functions and powers?
- 2.) Are there other government bodies/organisations that we can seek legal advice from? What sites can we access? How can we reach them?

Thanks again for your help.

Cheers,

Ava

- 1. Write an e-mail response to Ava and Charlotte.
- 2. Use the e-mail template provided.

Guidance:

- Keep Charlotte in the CC section of the e-mail.
- Your local WHS regulator will serve as Fresh Start's.
- It is enough to provide two (2) functions and two (2) powers.
- Provide two (2) government bodies/organisations for Question #2.
- Provide contact details to address "how can we reach them."



E-mail Template	
To:	
CC:	
Message:	



Task 1.3

SCENARIO:

After a recent meeting, you and Charlotte Clark decided to draft a work health and safety policy for the company. You will assist her in this project by doing the following:

- 1. Set three (3) goals for the WHS policy.
- 2. Review the two (2) sources that Charlotte has given.
- 3. Provide Charlotte with links to two (2) relevant and reliable sources.
- 4. Review Charlotte's WHS policy draft.
- 5. Consult on the policy's roll out.



Task 1.3.1

You and Charlotte are starting on the WHS policy draft. You're in charge of setting the initial goals for the policy while Charlotte will be outlining the responsibilities. Since she has never drafted a WHS policy before, she has asked for you to help her with her sources.

- 1. Set three (3) goals for the WHS policy.
- 2. Provide Charlotte with links to two (2) relevant and reliable sources that she may refer to.

Guidance: Sources may include sample work health and safety policies provided by regulators or government agencies/organisations. The policies of private companies are excluded.

	Part 1: Fresh Start – Work Health and Safety Policy
Goal 1:	
Goal 2:	
Goal 3:	
	Part 2: Providing Sources
Link 1:	
Link 2:	



Task 1.3.2

Charlotte sent over her initial draft of the work health and safety policy for Fresh Start. She has requested that you review her draft and ensure its completeness. Once you have completed your revisions, the document will be sent back to her and Ava.

- 1. Locate the **Fresh Start WHS Policy Draft v1.0** file in the Assessment Files folder in The Hub.
- 2. Include the goals that you created for Task 1.
- 3. Assess the content written by Charlotte for its compliance with WHS laws.
- 4. Provide your overall assessment in the box below.

- 5. Write additional content that will improve the document.
- 6. Review the entire document. Ensure that the material is free of any errors in grammar, punctuation, and spelling
- 7. Save and submit the document using the following filename and format:



Task 1.3.2-Policy 2nd Draft.docx



Task 1.3.3

Charlotte and Ava have finalised the WHS policy. Aside from you, only Alexander Lee, the company's Head of Business Development and Partnerships, has reviewed the document.

Alexander has suggested that the current policy be rolled out immediately. No further consultation is required, and it should be distributed via e-mail in order to save time and money. Ava is keen on this idea as the company is about to launch a new line of products, and many of the staff are busy with the project.

Charlotte is considering the suggestion. She has asked for you to assess the situation and to send your advice via e-mail.

- 1. Fill out the details on the e-mail template
 - 1.1. Use **WHS Policy Implementation** as the subject
 - 1.2. Put charlotte.c@freshstart.net.au in the "To" section
 - 1.3. CC ava.m@freshstart.net.au and alexander.l@freshstart.net.au
- 2. Draft an e-mail response to Charlotte
 - 1.1. Your stance on the suggestion (Is it WHS compliant?)
 - 1.2. Reasons for your stance
 - 1.3. Recommendation/s for improvement

Guidance:

- Consider the fact that not all employees have been consulted
- Your advice must be supported by at least one relevant WHS provision
- Your e-mail must explicitly reference the source of the provision

ex. "We can/cannot do that, because according to WHS Act 2011..."



E-mail Template	
То:	
CC:	
Subject:	
Message:	



Task 1.4

Charlotte Clark has requested that your team conduct research on the employees' current knowledge of WHS rights and responsibilities. You will assist in the preparation a report for Charlotte. Your colleagues from Verdant Consulting, Sophie Nguyen and Eric Webber, will be working with you on this project.

You will carry out your responsibility by doing the following:

- 1. Reviewing Eric Webber's research strategy proposal
- 2. Utilising efficient and reliable research methods
- 3. Analysing the results of a Fresh Start employee survey
- 4. Reviewing the results of a workplace inspection
- 5. Providing recommendations based on your research analysis



Task 1.4.1

Eric Webber has sent you two (2) research strategies that he would like to use within the project. His list contains the following:

- Interviews with Fresh Start clients
- Focus group sessions with Fresh Start employees

However, due to time constraints, you may only employ one (1) of the strategies that he has presented. You must determine which is more relevant to the requirements of the research and its objectives.

- 1. Draft an e-mail response to Eric. Your response must clearly answer the following questions:
 - 1.1. Which of the strategies should he proceed with?
 - 1.2. What makes the preferred strategy better than the other? Briefly explain how it is more aligned with research objectives.

Guidance: Use the following criteria in explaining your judgement – accuracy, authority, relevance, and likelihood of bias.



	E-mail Template	
То:	eric.w@verdantconsulting.net.au	
Subject:	Fresh Start – Research Strategies	
Message:		



Task 1.4.2

A survey was distributed among Fresh Start employees, excluding Charlotte Clark. The survey contained two statements:

#1	I am knowledgeable in my rights and responsibilities in relation to workplace health and safety.
#2	I am knowledgeable in my employer's rights and responsibilities in relation to workplace health and safety.

Employees marked boxes that best described how much they agreed or disagreed with the statements. The response range was Strongly Agree (SA), Agree (A), Disagree (D), Strongly Disagree (SD), Not Applicable (NA).

The results of the survey are the following:

	SA	А	D	SD	NA
I am knowledgeable in my rights and responsibilities in relation to workplace health and safety.	1	2	3	3	0
I am knowledgeable in <u>my</u> <u>employer's</u> rights and responsibilities in relation to workplace health and safety.	0	3	1	5	0

1. Present the data graphically. Use any relevant digital tool to create one (1) graph for each survey question.

Guidance: Your output must be two (2) graphs in total – one (1) graph for Item #1 and one (1) graph for Item #2.

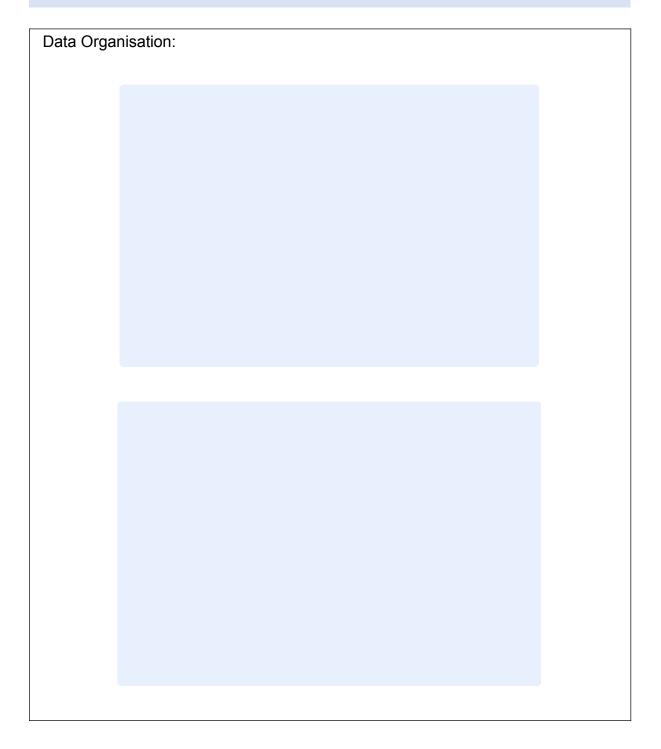
2. Interpret the data presented. Briefly explain any themes, assumptions, and conclusions.

Guidance: Ensure the reliability of your analysis by referencing two (2) factual findings from the data presented.



3. Consider a situation where Fresh Start management would like to collect more detailed information regarding their employees' knowledge of WHS rights and responsibilities.

What is one (1) way that the survey criteria/questions could be improved?





Interpretation of Data:

Survey Improvement:



Task 1.4.3

Sophie Nguyen conducted a safety inspection of Fresh Start. While there, she observed the following:

- Observation #1: The company's WHS policy is now displayed in high traffic areas within the workplace, such as the pantry and the main entrance.
- Observation #2: You noticed that there is a sizeable puddle by the water cooler. No employee cleaned it while you were present.
- Observation #3: First aid kits have been provided within the main employee work area and in the pantry.
- Observation #4: A Fresh Start employee lent her pair of scissors to a delivery man. While he went around the workplace, the scissors' blades were pointed outwards. No one spoke to him regarding his actions.
- Observation #5: An employee stacked large boxes in front of the emergency fire exit. As a result, the bottom half of the doorway was completely blocked off.
- 1. Evaluate the success of the implementation of Fresh Start's workplace health and safety policy based on the observations provided.

#1: Review Sophie's observations and identify hazards within Fresh Start's workplace.

- 1.
- 2.
- 3.



#2: Analyse Observation #4 and provide a short essay response which answers the guide questions for this item.

Guide Questions:

- Is the demonstrated behaviour compliant with Fresh Start's WHS policy (refer to the policy created for Task 1.3.2), and in extension, WHS legal requirements?
- Identify the legal requirement that it is/is not compliant with and explain your answer.

#3: Review the observations which involve Fresh Start employees. Consider your research objectives – gain an understanding of Fresh Start employees' current knowledge of WHS rights and their knowledge of WHS responsibilities.

What can you draw based on the observations provided? Ensure that your response is aligned with your research objectives.

Guidance: Use the Task 1.4.2's survey to assist with your analysis. Reference at least two (2) factual findings to ensure the reliability of your answer.

#4: Evaluate the success of the implementation of Fresh Start's workplace health and safety policy based on the observations provided.



- 1. Review the research and your analysis from Tasks 1.4.2 & Tasks 1.4.3.
- 2. Provide three (3) recommendations that target the issues identified in previous tasks. You must provide one (1) recommendation for each of the following:
 - Resolving issues of identified non-compliance
 - Determining training needs of Fresh Start employees
 - Modifying or developing Fresh Start's policies, procedures, processes, and systems

Recommendation #2:

Recommendation #1:

Recommendation #3:



Task 1.5

You have decided to run a short training session for Fresh Start. The training aims to disseminate information about risk management. You selected this topic due to the organisation's lack of a systematic approach to controlling WHS hazards and risks.

You will first conduct the training with Ava Murphy and Charlotte Clark. They will provide feedback, and once the presentation is finalised, the training will be conducted with the rest of Fresh Start's employees.

Other parts have been assigned to two (2) colleagues from Verdant Consulting, but your role in the presentation is to prepare and present slides regarding the "duty to manage WHS risks" within the workplace. At minimum, your part of the presentation must include:

- Two (2) employer duties relevant to managing WHS risks
- Two (2) employee duties relevant to workplace risks
- Information about where Fresh Start employees can seek for more details on their WHS duties, rights, and obligations in the area of risk

You will carry out this responsibility by doing the following:

- 1. Conducting research about the topic
- 2. Planning the presentation
- 3. Preparing the required slides for the presentation
- 4. Presenting the slides
- 5. Answering questions from Fresh Start management



Task 1.5.1

1. Document your presentation approach by filling out the Presentation Production Plan below.

Guidance:

- For your objectives, consider the current situation of Fresh Start when it comes to risk management, the attendees of the meeting, and the chosen topic.
- Access the Fresh Start Company Profile and WHS History to assist you with providing necessary details.
- Your presentation must contain information about where Fresh Start employees can seek for more details on their WHS duties, rights, and obligations in the area of risk.

Presentation Production Plan				
Presentation Title:				
Presentation Purpose:				
Presentation Objectives:	Goal 1:			
	Goal 2:			
Presentation Outcomes:	1.			
	2.			
Presentation Strategy:	Strategy 1:			
	Suitability:			



Guidance: Examples of presentation strategies may include case studies, discussion, questioning and demonstrations.	Strategy 2:
Provide a brief explanation for why it suits the presentation audience and requirements.	Suitability:
Presentation Format:	
Guidance: Specify at least one (1) presentation format and briefly explain why it suits the audience and the presentation requirements.	
Delivery Method:	Method 1:
Guidance: Choose at least two (2) delivery methods to be utilised within your	Suitability:
presentation.	Method 2:
Briefly explain how they are suitable to your audience, personnel, location	Suitability:
and resources.	Additional Methods:



	Suitability:
Presentation Techniques:	
Guidance: Explain how each technique will enhance the audience's understanding of concepts and ideas in the presentation.	Technique #1: Technique #2:
Style Guide:	
Target Audience: Guidance: Identify and briefly describe the audience.	
Discuss their role/position in the company in relation to WHS concerns, previous WHS experience and their general WHS knowledge.	



Presentation Aids and Materials:		
Guidance: Provide at least three (3) that will be used. Include at least one (1) physical material.	1. 2.	
Briefly explain how the aid/material will be used within the presentation.	3.	
Personnel Involved:		
Guidance: Audience is not included. For each personnel, you must identify his/her role and his/her responsibilities.		
Presentation Venue:		
Presentation Schedule:		
Guidance: Must include the date and time. Use standard working hours for the time.		
Evaluation Techniques:		Audience Evaluation Form



Guidance: You must select two (2) techniques.	Self-Evaluation Form
If you choose to interview personnel, ensure that they are present during your report.	Personnel Interview
References	
Accessed:	
Guidance: Log the resources that you used to prepare this plan and intend to use for your research, e.g. company documents, references, etc.	



- 1. Access relevant legislation and documentation that will serve as the basis for your presentation. Attach one (1) screenshot to serve as evidence that you have accessed this.
- 2. Analyse the accessed information to determine the legal requirements which must be discussed within the training.
- 3. Prepare your presentation outline. Ensure that it is consistent with the information found in your Production Plan.

Presentation Outline:

Task 1.5.2



- Create your presentation based on the Presentation Production Plan from Task 1.5.1. Use the provided presentation template for Verdant Consulting. This may be found within the Assessment Files folder in the Hub.
- 2. Review your work. Ensure that the material, from the slides to presenter notes (if any), is free of any errors in grammar, punctuation and spelling.
- 3. Save your completed presentation using the following filename:



Task 1.5.2-FS Mgt Presentation.pptx



Task 1.5.3

- 1. Prepare the following:
 - 1.1. Three (3) volunteers to play the roles of Charlotte Clark, Ava Murphy, and Eric Webber/Sophie Nguyen respectively.
 - 1.2. Video recording device (e.g. mobile phone or webcam)
 - 1.3. A safe environment to conduct the roleplaying activity in (e.g. living room of your house)
 - 1.4. Role play activity file (Task 1.5.3 Roleplaying Activity)
 - 1.5. Relevant feedback materials such as the Audience Evaluation Form

1.6. Any presentation aids/materials required by the presentation

- 2. Access and read the file **Task 1.5.3 Roleplaying Activity**. The file can be found within the Assessment Files folder in The Hub.
- 3. Provide your volunteers with a copy of the role play document before you conduct the activity.
- 4. Brief your volunteers on their roles and responsibilities within the presentation.
 - 4.1. Provide them with a copy of the roleplay document.
 - 4.2. Discuss the feedback forms and encourage them to leave detailed comments.

Guidance: Task 1.5.4. will require you to implement two (2) of your volunteers' suggestions. Ensure that they are guided accordingly and provide recommendations which are realistic to the scenario and achievable within workbook requirements and standards.



- 4.3. Inform your volunteers that they are to complete the evaluations after your presentation.
- 5. Review the assessment criteria for the roleplaying activity. These are found in the Assessor's Checklist below. Note that you must demonstrate all the criteria items outlined in the checklist.
- 6. Prepare your presentation aids and materials. If you have created materials which are not included in your presentation file, such as handouts, you <u>must</u> submit a copy to your assessor.

You may opt to scan these materials and submit an electronic copy.

7. Save and prepare the materials for submission. Follow the format below:



Task 1.5.3-PresMat-01

Guidance: Ensure that you change the numbering (01) depending on the number of presentation materials used.

- 8. If you are utilising the Audience Evaluation Form, you may distribute copies prior to starting the presentation.
- 9. Record your roleplay.
- 10. Save and submit the video recording following the format below.



Task 1.5.3- Managing WHS Risks.avi

Guidance: Your video submission must not exceed fifteen (15) minutes.



- 11. Implement your selected feedback techniques.
 - 11.1.If you are implementing an **Audience Evaluation**, distribute forms if you have not yet done so. Give your volunteers adequate time to complete their forms.
 - 11.2.If you are conducting a **Personnel Interview**, gather your participant and run the interview. Complete the Personnel Interview Form during the session.
 - 11.3.If you are utilising the **Self-Evaluation Form**, you must fill out the form at this point.
- 12. Compile the completed feedback documents. Provided below is a submission guide for the number of documents required for <u>each</u> technique:

Technique	Number of Documents	Individual/s Involved
Audience Evaluation	Two (2)	 Volunteers acting as Fresh Start employees (Charlotte Clark, Ava Murphy)
Personnel Interview	One (1)	 Conducted by the student with the volunteer acting as an employee of Verdant Consulting (Eric Webber or Sophie Nguyen)
Self-Evaluation	One (1)	Candidate (Student)

13. Scan and prepare the materials for submission. You are encouraged to compile <u>all</u> documentation into one (1) .pdf file.

If this is not possible, you may submit separate files for each feedback form.



Format for compiled feedback documentation:



Task 1.5.3-FeedbackDocs.pdf

For individual submissions, note that numbering must be changed depending on the amount of forms collected. Follow the format below:



Task 1.5.3-Feedback1.pdf



Roleplaying Activity – Assessor's Checklist (The candidate is to leave this blank. This is for the assessor's use only.)			
In the video submission, the candidate	YE S	NO	Assessor's Comments
 Introduced themselves as the candidate taking the assessment 			
 Briefed the volunteers about providing and collecting their feedback. 			
 3. Demonstrated competent oral communication skills by: Using structure and language suitable for audience Presenting the content in a manner that was understandable for the audience Utilising and correctly interpreting non-verbal features appropriate to the audience and context 			
 4. Demonstrated active listening skills by: Asking relevant questions (ex. clarifying statements or questions) Responding appropriately 			



 5. Followed the information on the Presentation Plan. Explained and discussed the desired outcomes of the presentation Used the stated format and delivery method 		
 Effectively utilised presentation aids, materials and examples to support audience understanding. 		
 7. Monitored non-verbal and verbal communication of participants to promote attainment of presentation outcomes and adjusted the presentation accordingly. Made an appropriate response when an individual yawned during the presentation Responded when a participant raised his/her hand Answered questions 		
8. Demonstrated effective use of presentation strategies.		
9. Demonstrated proper practice of communication principles.		
10. Demonstrated use of persuasive communication techniques to secure audience interest.		
11. Shared information that was accurate and true to the topic.		
12. Answered Ava Murphy's questions on the "right to cease unsafe work" correctly.		



13. Answered Charlotte Clark's question on the "duty to exercise diligence" correctly.		
14. Summarised key points and ideas of the presentation at strategic points to facilitate participant understanding.		
15. Provided opportunities for participants to make clarifications.		
 16.Led the feedback discussion with volunteers by: Seeking feedback from participants Discussing reactions 		
17. Thanked the audience for their time and participation		



FOR THE CANDIDATE:		
Checklist – Do the completed evaluation forms meet the following requirements?		Y/N
1.	The correct form has been filled in by each evaluator:	
2.	The form has been fully completed by your two evaluators and returned to you.	
3.	Each evaluation form has an accompanying Stakeholder's Declaration.	

FOR THE ASSESSOR:	
Check if the following had been conducted:	
1. The correct form has been filled in by each evaluator:	
 Each evaluation form has an accompanying Stakeholder's Declaration. 	



Task 1.5.4

- 1. Review the feedback for your presentation. Identify two (2) main areas that you will use to improve central ideas in your work.
- 2. Revise your presentation based on the feedback provided by your volunteers and by the previous task's discussion.
- 3. Review your work. Ensure that the material, from the slides to presenter notes (if any), is free of any errors in grammar, punctuation and spelling.
- 4. Implement the changes in your presentation. Submit a revised copy of the presentation. Use the following filename:



Task 1.5.4-FS Mgt Presentation-Revised.pptx

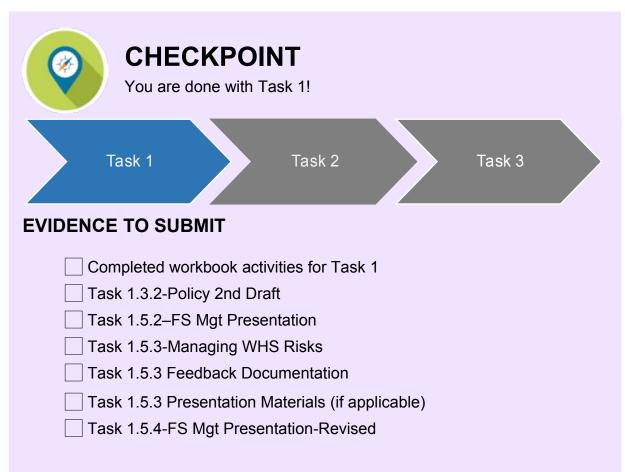
Feedback from Participants:

1.

2.



Checkpoint



The next task will require for you to assist in the monitoring of the WHS policy created in Task 1, to prepare and compile relevant WHS documentation, and to provide advice regarding Fresh Start's WHS concerns.



Task 2



INSTRUCTIONS TO STUDENT

Part 2 of this assessment deals with assisting in the monitoring implementation of policies and systems and in providing relevant WHS advice. The tasks included in this part of the assessment cover the following activities – editing and storing relevant WHS

documentation, providing WHS advice, and monitoring workplace changes and employee WHS knowledge.

	Resources to Complete this Assessment		
I. W	orkplace Resources		
	Office equipment and resources		
	Computer with internet access		
	Word processing computer program that can save files in any of the following file types:		
	 MS Office Word file formats MS Office PowerPoint file formats PDF file format 		
	Cloud storage (e.g. Dropbox or Google Drive)		
II. Inspire Resources			
	SafeWork National Return to Strategy (2020-2030)		
	Fresh Start Risk Register		
	Fresh Start Hazard Form		
	First Draft - Fresh Start Incident Report Form		



For the purposes of this scenario, you are employed as a Work Health and Safety Advisor with Verdant Consulting. You have been re-assigned to provide WHS advice and solutions to your company's newest client, Fresh Start.

SCENARIO

Fresh Start is a start-up company which delivers pre-portioned ingredients for healthy smoothies and meals. It was originally founded from the garage of its owner, Ava Murphy. Once the business started taking off, she brought on three more people to her team and moved their base of operations to a nearby coworking space.

Owing to their continued success and to the recent additions to the company, Fresh Start moved and set up operations in an office space of their own. However, due to the fast-paced nature of the company, not much time has been spent on ensuring its work health and safety compliance. Fresh Start's Head of Operations, Charlotte Clark, is currently the company's Safety Officer.

As their advisor, your major responsibilities are the following:

- Providing advice about WHS compliance
- Determining the organisation's training needs and providing the needed training for Fresh Start's employees
- Developing or modifying workplace policies, procedures, processes and systems that support compliance according to organisational policies and procedures, and WHS legislative requirements

To perform your functions, you are allowed to:

- Inspect the workplace or any part of the workplace
- Receive information concerning the work health and safety of workers in the work group
- Be present at consultations/meetings concerning work health and safety
- Request the assistance of any person, whenever necessary.

However, you are not entitled access to any personal or medical information concerning a worker/employee without the worker's/employee's consent. In addition to this, while you work with Fresh Start, all company policies and



relevant procedures are applicable to you.

Updates for Task 2:

Since your last project with Fresh Start, they have conducted a general safety training for their employees. They have rolled out a finalised version of their WHS policy, which is based on the document that you provided and on the outcomes of consultation sessions with their employees.



Task 2.1

You and your colleague, Sophie Nguyen, are working together to identify gaps in Fresh Start's workplace compliance with relevant WHS laws. You have been tasked to review Safe Work's "National Return to Work Strategy 2020-2030" document.

- 1. Access the "National Return to Work Strategy 2020-2030" document. A copy has been provided in the Assessment Files folder in The Hub, but it may also be accessed on <u>SafeWork's website</u>.
- 2. Read Action Area 3: Supporting Employers, pages 30-32.
- 3. Answer the following questions.

Question #1: What is the legal requirement (relevant to the document) which Fresh Start is currently lacking? Tick the box of your answer.

Guidance: Compare documentation mentioned in the Safe Work document with existing Fresh Start documentation found in the Assessment Files folder.

	Incident Management Policy
	Return to Work Policy
□ Work Health and Safety Policy	

Question #2: Consider that you will prepare a report for Charlotte Clark regarding this missing requirement. What are two (2) initial steps Fresh Start could take so that they could aim for WHS legal compliance in this area?

1.

2.



Task 2.2

Charlotte Clark has started work on Fresh Start's risk management system. She has created an initial Risk Register and a Hazard Report Form. She has requested for your team's assistance with creating the system for safety reporting and with presenting the system to Fresh Start's employees.

For this task, you will be working alongside Charlotte, and your two colleagues, Eric Webber and Sophie Nguyen.

Charlotte has also provided you with copies of the following documents:

- Fresh Start Risk Register (Version 1.0)
- Fresh Start Hazard Form (Version 1.0)



Task 2.2.1

The team is compiling Fresh Start's documents for safety reporting. But before the files can be uploaded to a shared drive, they will undergo an initial review.

Charlotte Clark has prepared a Risk Register and a Hazard Form which Eric Webber will review. Your colleague, Sophie Nguyen, has completed the first draft of an Incident Report Form and has sent it for you to review.

- 1. Review the Incident Notification Form. The file may be found in the Assessment Files folder in the Hub.
- 2. Provide two (2) improvements that should be made. Document your notes by leaving comments on the file.
- 3. Save and submit the document using the following filename and format:



Task 2.2.1-FS Incident Notification Form (notes).docx



Task 2.2.2

You currently have access to Fresh Start's safety files. After discussing with Charlotte, it was agreed that you will compile the documents and upload it onto an online folder.

The folder will be used to store the company's documentation for safety issues, and it will be shared between Fresh Start and its consultants.

- 1. Retrieve the Fresh Start Risk Register and Fresh Start Hazard Form from the Assessment Files folder in The Hub.
- Create a file folder in a cloud storage service of your choice (e.g. Google Drive, Dropbox, etc.) The file folder must be named Fresh Start – Safety Files as the organisation will be using it moving forward.

Guidance: You may visit <u>this site</u> for necessary assistance on setting up a Google Drive.

- 3. Upload the risk register, hazard form, and incident form (Task 2.2.1's submission Incident Notification Form with notes) onto the folder.
- Use the simulated e-mail template below to distribute the link to the cloud storage folder. Use the subject "Fresh Start – Safety Files" for your e-mail and address it to the following:

Personnel	E-mail Address
Charlotte Clark	charlotte.c@freshstart.net.au
Eric Webber	ericwebber@verdantconsulting.net.au
Sophie Nguyen	sophienguyen@verdantconsulting.net.au

Guidance: Ensure that the e-mail explains what the folder is for and who will be using it. You must also state that you will be managing the folder until further notice.



E-mail Template		
То:		
Subject:		
Message:		



Task 2.2.3

Charlotte has just finalised the safety reporting procedures within the organisation, but she would like to consult with you before its implementation.

She needs your advice for the following areas:

1. When is Fresh Start legally required to report workplace incidents to their regulator?

Guidance: Briefly explain the kind of situation that requires a report to one's regulator.

2. Where can they find more information on this matter? Provide a source from a legal advisor such as a regulator or government institution.

Guidance: You are only required to provide a link to this source.

Question #1: When is Fresh Start obligated to report incidents to their regulator?

Question #2 Link:



Task 2.3

Charlotte Clark has started on a workplace health and safety survey. She will use it to monitor the organisation's recent WHS changes and to determine the WHS training needs of Fresh Start's employees.

Due to its importance, Charlotte has requested for you to ensure its completeness. For this task, you are expected to:

- 1. Review the current survey on the following page, then:
 - 1.1. Provide two (2) additional criteria to the survey. Ensure that your responses follow the existing survey format.
 - 1.2. Answer the question about survey usefulness within the context of WHS training needs and WHS compliance.

1.1. Additional Survey Criteria:

1.

2.

1.2. How are surveys useful in determining WHS training needs and achieving WHS compliance?



FRESH START – WHS EMPLOYEE SURVEY					
Criteria:	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I am knowledgeable in my rights and responsibilities in relation to workplace health and safety.					
I am knowledgeable in my employer's rights and responsibilities in relation to workplace health and safety.					
I know how to perform my required tasks safely and capably.					
I have the knowledge required to be able to correctly identify hazards within the workplace.					

Thank you for your participation! 😳



Task 2.4

Charlotte Clark has been examining sources that she can use to locate information about the organisation's WHS duties, rights and obligations. She has seen that Safe Work Australia and Fresh Start's WHS regulator have a lot of material that can be used. However, she is unsure of which sources should be her primary basis for legal compliance.

- 1. Provide Charlotte with advice on this issue. Your answer must include a comparison of the reliability of organisations as WHS sources and must consider the following:
 - 1.1. Accuracy
 - 1.2. Authority
 - 1.3. Audience
 - 1.4. Relevance
 - 1.5. Likelihood of bias

WHS Regulator (State the WHS Regulator for your location)

Accuracy

Authority

Audience



Relevance

Likelihood of Bias

Conclusion

Guidance: State whether resources from Safe Work Australia or Fresh Start's WHS regulator must serve as primary basis for legal compliance matters.



Task 2.5

Fresh Start has officially implemented several new WHS procedures. Charlotte has provided you with a compilation of the procedures. For this task, you will be answering questions related to the company's organisational policies and procedures relevant to WHS compliance.

The sub-tasks will require you to access several Fresh Start documents. Before starting, ensure that you access the Assessment Files folder in The Hub and gather the following:

- Fresh Start WHS Procedures
- Fresh Start Handbook
- Fresh Start WHS Policy Draft



Task 2.5.1

For this task, you will need various Fresh Start documents. Refer to the list provided below:

- Questions #1-3: Procedures for Documenting Compliance Requirements (found in the WHS Procedures file)
- Question #4: Work Health and Safety Policy Draft
- Question #5: Information and Records Management Policy (Fresh Start Handbook)

Guidance: All files (WHS Procedures, Work Health and Safety Policy Draft, and Fresh Start Handbook) are found in the Assessment Files folder in The Hub.

- 1. What is the suggested subject header for employee e-mails regarding WHS issues?
- 2. If an employee has already raised a WHS concern through a face-to-face discussion, what other details should be included in their documentation e-mail?
- 3. What details should be recorded after contacting a regulator regarding notifiable incidents?
- 4. Reporting workplace incidents is relevant to which worker responsibility outlined in Fresh Start's **Work Health and Safety Policy**?
- 5. Consider a situation where certain compliance requirements must be uploaded onto a Cloud Storage drive. According to Fresh Start's Information and Records Management Policy, what is the company's preferred Cloud Storage Service?

Guidance: The preferred cloud storage service is the first choice provider and does not require manager approval for its use.

1.



2.	
3.	
4.	
5.	



Task 2.5.2

For this task, you will need various Fresh Start documents. Refer to the list provided below:

- Questions #1-3: Procedures for Compliance Assessments (found in the WHS Procedures file)
- Question #4: Work Health and Safety Policy
- Question #5: Privacy and Confidentiality Policy (found in the Fresh Start Handbook)

Guidance: All files (WHS Procedures, Work Health and Safety Policy Draft, and Fresh Start Handbook) are found in the Assessment Files folder in The Hub.

- 1. What document should be used to record findings from a workplace hazard inspection?
- 2. Consider a situation wherein a hazard inspection has identified safety issues within the workplace. Who should the Safety Officer consult with next? What should the consultation be about?
- 3. After the consultation, what documentation should be completed next? Who should this be submitted to?
- 4. Participating in a hazard inspection is compliant with which worker responsibility in Fresh Start's **Work Health and Safety Policy**?
- 5. According to Fresh Start's **Privacy and Confidentiality Policy**, would it be allowable for a Fresh Start employee to request anonymity when sharing information during a hazard inspection? Reference a section of the policy to support your answer.

1.			
2.			



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3.			
4.			
5.			

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Task 2.5.3

For this task, you must refer to several of Fresh Start's organisational documents. You must access the following:

- Questions #1-3: Procedures for Compliance Assessments (found in the WHS Procedures file)
- Question #4: Work Health and Safety Policy
- Question #5: Privacy and Confidentiality Policy (found in the Fresh Start Handbook)

Guidance: All files (WHS Procedures, Work Health and Safety Policy Draft, and Fresh Start Handbook) are found in the Assessment Files folder in The Hub.

- 1. What document must be filled out for vehicle inspections? When should this be filled out? During regular circumstances, to whom should the inspection document be submitted to and verified by?
- 2. If a driver's vehicle has been found non-compliant, what are the next steps for the driver involved?
- 3. Who must be informed of the non-compliance issue? And if repairs are needed in order to ensure that the vehicle is up to safety standard, who will oversee this matter?
- 4. Properly recording and documenting compliance assessments are related to which management responsibility outlined in Fresh Start's **Work Health and Safety Policy**?
- 5. Consider a situation wherein the assigned individual to handle the recordkeeping of completed Vehicle Inspection Checklists also handles the drivers' personal information.

If the person keeps the documentation inside an unlocked filing cabinet, is this compliant with Fresh Start's **Privacy and Confidentiality Policy**? State a relevant item from the policy to support your answer.



1.	
2.	
3.	
4.	
5.	



Task 2.6

Verdant Consulting has required for all employees to subscribe to Safe Work Australia for updates. The minimum requirement is for every employee to receive information about **work health and safety laws**.

- 1. Subscribe for updates from Safe Work Australia. Fill out the subscription form on their website.
- 2. Provide a screenshot of your completed form. Ensure that your form includes the minimum information requirement.
- 3. Provide a screenshot of the subscription confirmation from Safe Work.

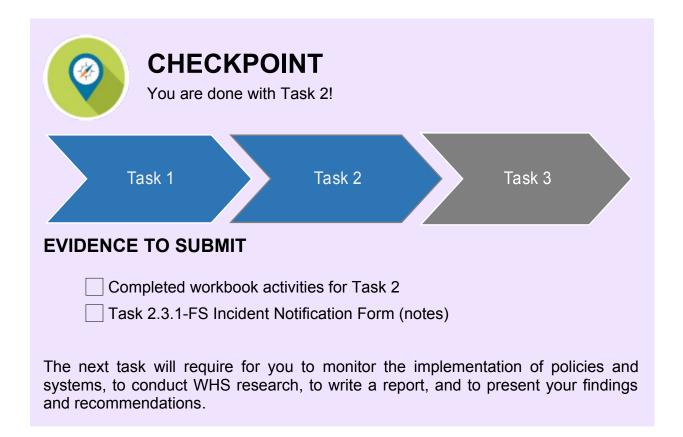
1. Co	ompleted Subscription Form		



2. Subscription (Confirmation
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Checkpoint





EVIDENCE TO SUBMIT

Make sure that you have everything listed below. You may use the tick boxes to help you mark files ready for submission.

#	Evidence Document	Completed
1	Completed Workbook	
2	Task 1.3.2 Policy 2nd Draft	
3	Task 1.5.2 Fresh Start Management Presentation.	
4	Task 1.5.3 Managing WHS Risks Video	
5	Task 1.5.3 Feedback Documentation	
6	Task 1.5.3 Presentation Materials (if applicable)	
7	Task 1.5.4 Revised Fresh Start Management Presentation	
8	Task 2.2.1 Incident Notification Form (notes)	

Reminder:

Submit all of the files in a compressed folder (.zip). Follow this filename format:



[last name]_[first name]_Subject 1_Part B Files.zip

End of Assessment



WORKBOOK CHECKLIST

(For Assessor's Use ONLY)

Review the candidate's assessment against the checklist below:				
The candidate has completed all the assessments in the workbook:				
Knowledge Assessment				
Practical Assessment				
The candidate has submitted all of the following evidence:				
Completed Workbook				
Task 1.3.2-Policy 2nd Draft				
Task 1.5.2-FS Mgt Presentation				
Task 1.5.3-Managing WHS Risks				
Task 1.5.3 Feedback Documentation				
Task 1.5.3 Presentation Materials (if applicable)				
Task 1.5.4-FS Mgt Presentation-Revised				
Task 2.2.1-FS Incident Notification Form (notes)				
IMPORTANT REMINDER				
Candidates must achieve a satisfactory result in ALL assessment tasks to be awarded COMPETENT for the units relevant to this cluster.				
To award the candidate competent in the units relevant to this subject, the				

To award the candidate competent in the units relevant to this subject, the candidate must successfully complete all the requirements listed above according to the prescribed benchmarks.



OVERALL MARKING FORM

(For Assessor's Use ONLY)

To the Assessor: Complete the Marking Form provided on the next page to record 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 Provided.
- 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 (Satisfactory), if the candidate has met all requirements in this form and all assessment items have been completed to a satisfactory level, otherwise, tick NYS (Not yet satisfactory).
- 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.

Assessment Details



Candidate's Name:	
RTO Name	
RTO Contact Number	
RTO Email Address	
Assessor's Name:	
Subject	Subject 1 Safety Culture and Compliance, Part B
Unit(s) of Competency	BSBWHS412 – Assist with workplace compliance with WHS laws BSBRES411 – Analyse and present research information BSBCMM401 – Make a presentation

OVERALL MARKING RESULT FORM

(For Assessor's Use ONLY)

Practical Assessment		
Case Study	S	NYS
Task 1.1		
Task 1.2		
Task 1.3.1		
Task 1.3.2		
Task 1.3.3		
Task 1.4.1		
Task 1.4.2		
Task 1.4.3		
Task 1.4.4		
Task 1.5.1		
Task 1.5.2		
Task 1.5.3		
Task 1.5.4		
Task 2.1		



Task 2.2.1	
Task 2.2.2	
Task 2.2.3	
Task 2.3	
Task 2.4	
Task 2.5.1	
Task 2.5.2	
Task 2.5.3	
Task 2.6	

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.		



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 YES only if you confirm that the item is a true and accurate reflection of the signature authentication you have conducted.

Checklist Item	Check if completed
I confirm ALL signatures provided by the candidate in their evidence submissions match with the signature they provided to the Training Provider	



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. In 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 learner)
- 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.

Name of Third- party Contacted	Role in the Candidate' s Assessmen t	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:



Overall Result for this Workbook	S	NYS
Overall Result		

Assessor's Comments/Feedback	

Assessor's Declaration

I declare that the results recorded in this Assessment Cluster Final Result Record are a true and accurate record of the candidate's results for each task.

Assessor's Name	Assessor's Signature
Date	

End of Marking Form (For the Assessor's Use Only)



WE WOULD LOVE YOUR FEEDBACK!

Inspire Education is committed to ensuring you get the most out of your student experience with us. Part of your Learning Journey is the use of our contextualised learning materials and assessment workbooks. We would love to get your feedback on how this material worked for you.



End of Document