BSB41419
Certificate IV in Work Health and Safety

Subject 1
Safety Culture and Compliance
Part C

Version 2.1 | Produced 13 April 2021

Assessment Workbook

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 C
	• Updated formatting
	• Revised instructions for the following:
	  ○ Tasks 3.1.1– 3.1.2
	  ○ Tasks 3.2.1– 3.2.2
	  ○ Tasks 3.3.1– 3.3.4
	  ○ Task 3.4.1
	  ○ Tasks 3.5.1– 3.5.4
		v2.0

13 April 2021	Added Picture Control Content to Task 3.2.2	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 ⌘ (for Mac) as you click on the heading for the link to work.

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:

	Units of Competency		
Assessment Activities	BSBWHS412	BSBRES411	BSBCMM401
Knowledge Assessment	✓	✓	✓
Case Study	✓	✓	✓
Practical Assessment	✓	✓	✓

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.

Workbook 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.

This Workbook is 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 Task 3 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 Blue Underlined Text or sometimes, these may be indicated by pictures and icons. Hold the Ctrl key (for Windows) or the Command ⌘ key (for Mac) as you click on the text or icon to activate the link.

ASSESSMENT WORKBOOK COVER SHEET

WORKBOOK:	Subject 1, Part C
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:**

CASE STUDY

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.

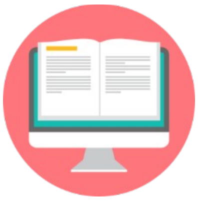
Throughout this assessment, you will encounter different instructions prompted by this symbol , other instructions and guidelines, particular to the tasks or steps are in blue boxes. Understand and follow each step carefully to ensure success in all tasks. A list of Evidence to Submit is provided for 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 4_Part C Files.zip

Task 3

INSTRUCTIONS TO STUDENT



Part 3 of this assessment deals with assisting in monitoring implementation of policies and systems, conducting relevant WHS research, and presenting a report. The tasks included in this part of the assessment cover the following activities – calculating loss time injury rates, analysing relevant WHS documentation, providing recommendations for workplace changes, creating a report, and presenting findings to a target audience.

Resources to Complete this Assessment	
I. Workplace 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)
☐	Video recording device (e.g. mobile phone or webcam)
II. People Resources	
☐	Three (3) volunteers to participate in the roleplaying activity (may be friends, relatives, or colleagues)
III. Inspire Resources	
☐	Research Plan Template
☐	Fresh Start Company Profile and WHS History Document
☐	Task 3.3.1 – Fresh Start Meeting Minutes Compilation
☐	Document Production Plan Template
☐	Verdant Consulting Written Report Template
☐	Report Review Form
☐	Verdant Consulting Presentation Template
☐	Task 3.5.3 - 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 re-assigned to provide WHS advice and solutions to your company's 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 co-working 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 3:

It has been three (3) years since your first project with Fresh Start. Now that the company has made significant changes in the area of work health and safety, Ava Murphy would like for you to do the following:

- Evaluate the effectiveness of Fresh Start's work health and safety programs
- Make recommendations for improving the company's WHS compliance and safety culture

She has specifically requested for your research to include a lost time injury analysis. Your report will cover a period of three (3) years.

The timeframe for data gathering for the project is one (1) month. Information will be presented a week after the completion of data gathering.

You will lead this project. Your colleagues from previous tasks, Sophie Nguyen and Eric Webber will assist you.

Charlotte Clark, Head of Operations, will continue to serve as the main contact person from Fresh Start. If any communications are required, you have been provided with her email address - charlotte.c@freshstart.net.au.

Ava Murphy, CEO of Fresh Start, may be contacted when necessary. Her email is ava.m@freshstart.net.au.

Task 3.1

For this task, you must complete a Research Plan. The plan will be filed according to the organisational policies and procedures of Verdant Consulting:

Verdant Consulting Filing Procedure:

- Consultants must store all documents in a Cloud Storage folder. The folder must follow this naming convention:

  NameOfClient_NameOfMainAdvisor_YYYY
  ex. InspireEducation_MargotWilson_2019

- Planning documents must be stored in a sub-folder. The folder must be dated according to the start of the data gathering period. A sample has been provided for your reference:

  NameOfClient_Planning_YYYYMM
  ex. InspireEducation_Planning_201910

- Reports must be stored in a sub-folder. The folder must be dated according to the start of the data gathering period. A sample has been provided for your reference:

  NameOfClient_Report_YYYYMM
  ex. InspireEducation_Report_201910

- The folder's privacy settings must be restricted so that only those with a link may access but <u>not</u> edit it.

To complete this task, you must do the following:

1. Fill out the Research Plan document.
2. Save the file according to Verdant Consulting's naming conventions.
3. Upload the file onto a Cloud Storage folder.
4. Clarify your research requirements with Charlotte Clark.

Task 3.1.1

Before you can conduct your research, you are required to plan your report. Your plans must be documented in a Report Plan and stored online.

You may review Task 3's case scenario to help you complete the document.

1. Access the Research Plan document in the Assessment Files folder in the Hub.
2. Complete the Research Plan with necessary information.
3. Save your file using Verdant Consulting's naming convention for research plans. A sample has been provided below:

NameOfClient_ResearchPlan_YYYYMM.docx

Task 3.1.2

Charlotte Clark has been informed that you are preparing a report will need her assistance in gathering information. Since there is a wait time for any documentation, she has requested that you clarify your initial research requirements in advance so that she may produce them within your data gathering period. Ava Murphy must also be included in your request as she may assist with providing needed information.

It will take two (2) days for Charlotte to send back any documentation requirements.

1. Draft an e-mail to Charlotte Clark. Your e-mail should include the following:

   1.1. At least two (2) potential sources of research information that is required from the organisation.

   1.2. Indicate a specific date for when you would need the research requirements. If any meetings are required, provide a specific date and time for when you would like for it to happen.

   Guidance:

   - There is no need to request for the Fresh Start WHS Policy. Refer to the policy from Task 1 if it is needed.
   - You must request for relevant sources of information from Charlotte. Any information that could be found without her assistance, such as articles provided by regulators and other external sources of information, are irrelevant to this task.
   - When specifying a date or time, consider that you only have one (1) month to gather information. Any dates provided must be set for a realistic (e.g. no weekends or holidays) date within that period.

E-mail Template	
To:	
CC:	
Subject:	Fresh Start – Research Requirements
Message:	

Task 3.2

This task concerns lost time injury analysis. Fresh Start has supplied the necessary research information, and it found in the following tasks. You are expected to review what they have provided and sort the data for your report.

To complete this task, you must do the following:

1. Calculate the lost time information for this year (Year 3).
2. Organise Fresh Start's data for analysis.
3. Prepare the data for your report and presentation.
4. Provide a preliminary written analysis of the information.

Task 3.2.1

Fresh Start now employs 35 staff who work a total of 63,840 hours for the year. This year, there were 2 lost time injuries. In total, there were 19 working days lost due to injuries.

1. Calculate the lost time information.

   Guidance: Round answers to the 2nd decimal place.

1. Frequency Rate:	
2. Incident Rate:	
3. Severity Rate:	

Task 3.2.2

Charlotte Clark has sent you an e-mail regarding Fresh Start's historical data for lost time injury.

From: charlotte.c@freshstart.net.au

To: whssolutions@verdantconsulting.net.au

CC: ava.m@freshstart.net.au; eric.w@verdantconsulting.net.au; sophie.n@verdantconsulting.net.au

Good morning,

As you requested, here is our lost time injury record.

Year 1: FR – 54.64, IR - 10, SR – 8
Year 2: FR – 49.59, IR – 9.09, SR – 8.5

Let me know if you have any questions.

Regards,
Charlotte

1. Extract and organise the historical data (Years 1-3) for lost time injury into a format more suitable for analysis.

   Guidance: Consider the way the information was presented via e-mail and how it can be improved for ease of use.

2. Present the data graphically. Use any relevant digital tool to create one (1) graph for each of the following:

   2.1. Trends in frequency rate, incident rate, and severity rate
   2.2. Clustered Year 1-3 lost time injury data

   Guidance: Ensure that you use the appropriate form of graph to communicate the required information. You may refer to the BSBRES411 Learner Guide for descriptions of each and examples of correct usage.

3. Interpret the lost time injury data. Briefly explain any themes and assumptions that can be drawn.

1. Organised data

2.1 Trends of Rates

2.2 Year 1-3

3. Interpretation of Data

Task 3.3

This task involves analysing other Fresh Start documentation, gathering additional sources, and preparing data for inclusion into your report.

To complete this task, you must do the following:

1. Review the Minutes of the Meeting documents.
2. Identify notable findings. Analyse and interpret the information.
3. Gather information from two (2) relevant sources. Summarise your findings in preparation for your report.
4. Create follow-up questions for additional data gathering.
5. Review Fresh Start's updated Incident Notification Procedure.

Task 3.3.1

To supplement the lost time injury data, Sophie Nguyen has conducted an interview with Charlotte Clark. She has documented her interview in a Minutes of the Meeting file. In the same file, Sophie has compiled other related meeting minutes from Fresh Start.

1. Access the **Meeting Minutes Compilation** file in the Assessment Files folder in The Hub.

2. Identify two (2) notable findings per document. Provide analysis and interpretations for each.

   Use the following questions as basis for your answers:

   - **Discussion Item #1:** What is one (1) hazard you can identify? How does it affect the workplace?
     - How does the hazard affect Fresh Start's ability to achieve WHS compliance?
   - **Discussion Item #2:** What theme/trend can you identify? What does this imply?
     - What legal requirements are related to the issues within the organisation?

3. Assess the reliability of using an interview with Charlotte Clark as a source for your research. What are the strengths and weaknesses?

   Guidance: Use the following questions to help you write your assessment.

   - Ensure that you consider accuracy, authority, audience, relevance and likelihood of bias as your assessment criteria.
   - What research strategies can be implemented in order to offset any potential areas of weakness in using her as a source?

Part 1: Analysis & Interpretation
1. Interview with Charlotte Clark **Discussion Item #1:** **Discussion Item #2:**
2. Year 1 & Year 2 Review **Discussion Item #1:** **Discussion Item #2:**
Part 2: Source Assessment
Source Assessment:

Task 3.3.2

1. Access two (2) external research sources that will be used in your report.

2. Provide the links to your sources.

3. Extract findings from your sources by providing a brief summary of relevant information.

   Guidance:

   - Ensure that your sources are valid and reliable.
   - Use your own words. You may include direct quotes into your summary, but they must be minimal.
   - Ensure the efficiency of your work in this task by summarising the findings in a way that is appropriate for dissemination to stakeholders.
   - Keep your summaries to four (4) sentences at maximum.

Source #1	**Link:**
	Summary:
Source #2	**Link:**
	Summary:

Task 3.3.3

There is still some remaining time within your data gathering period. Your colleague, Sophie Nguyen, would like to try scheduling another interview with Charlotte.

Sophie has asked that you help her prepare follow up questions for the potential meeting.

1. Review the Meeting Minutes file. You may also opt to review any other documentation/data provided by Fresh Start.

2. Create two (2) interview questions that Sophie could ask Charlotte during a follow up interview session. These questions must probe for information that wasn't covered within the Meeting Minutes files.

   Guidance: Develop questions that would gather data that could improve the accuracy and depth of your analysis. Ensure that these questions are relevant to Charlotte's role within Fresh Start.

Question #1:   **Question #2:**

Task 3.3.4

Since you are currently reviewing Fresh Start's documentation, Charlotte Clark brought up that Fresh Start has created an Incident Management Policy and revised their Incident Reporting Procedure since your last project with them. She would like for you to be updated with the changes and to ensure the accuracy of the information included.

1. Access the **Incident Management Policy** file and the **Fresh Start WHS Procedures** file in the Assessment Files folder in The Hub.

2. Compare the **Incident Reporting Procedure** section of the Incident Management Policy and the **Notifiable Incidents** section of the Fresh Start WHS Procedures document.

   Guidance: The section on Notifiable Incidents is found under Section 2, Procedures for Documenting Compliance Requirements.

3. Answer the following questions.

Question #1: What is the new inclusion to Fresh Start's Incident Reporting Procedure?

Question #2: Are the regulator's contact details up to date? State yes or no. Provide evidence to support your answer by using a screenshot from the regulator's official website.

Question #3: According to the Incident Management Policy, where will the results and information gathered during incident investigation be documented?

Task 3.4

For this task, you will be drafting and finalising your report. You are expected to use the information provided in previous tasks (Tasks 3.1-3.3 are required, but you may also draw from other tasks, wherever applicable) and supplement your work with additional research.

To complete this task, you must do the following:

1. Complete the Document Production Plan.
2. Store the plan in your storage drive folder for Fresh Start.
3. Write the draft for your report.
4. Send your draft to your assessor for feedback.
5. Create the final version of the report.
6. Distribute research findings.

Task 3.4.1

1. Complete the Document Production Plan with the necessary information. The required template may be found in the Assessment Files folder in the Hub.

2. Save the file according to Verdant Consulting's naming convention for document production plans. A sample has been provided below.

NameOfClient_DocumentProductionPlan_YYYYMM.docx

3. Upload your Research Plan from Task 3.1.1 and the Document Production Plan onto a storage drive. Ensure that the folder follows organisational policy and setting.

4. Provide a link to the folder in the space below.

Link:

Task 3.4.2

1. Create the draft of your report. Use the Verdant Consulting Written Report Template that is provided in the Assessment Files folder in the Hub.

2. Ensure that your report follows this content structure:

- Cover page
    - Title of the report
    - Name of student
    - Accurate date (consistent with document production plan)

- Executive summary
    - Summarise key points, including purpose, findings, recommendations, outcomes and conclusion

- Table of contents
    - List of topic headers with accurate page numbers

- Introduction
    - Purpose of the report
    - Brief background on the company
    - Research strategies utilised
    - Acknowledgement of the limitation of sources used. The limitations must be drawn from an assessment of the reliability of these sources.
        - ❖ The assessment must consider accuracy, authority, audience, relevance and likelihood of bias.

- Findings
    - Lost time injury results (Task 3.2)
        - ❖ Definition of loss time injury
        - ❖ Definition of frequency rate, incident rate, severity rate
        - ❖ Presentation of Year 1-3 data
        - ❖ Presentation of trends

- Notable findings from the Meeting Minutes (Task 3.3.1)
- Compliance assessment
  - Consider compliance with the organisation's WHS policy
  - Consider compliance with WHS laws; assessment must include compliance in relation to duties, rights, and obligations specified in WHS laws
  - Consider any other relevant areas within WHS legislation

- Discussion
  - Interpretation of lost time injury analysis
    - Significance of identified trend/s
    - Impacts of frequency, incident, and severity rate upon an organisation
  - Training needs of Fresh Start employees
  - Assessment of Fresh Start's safety culture
    - Aside from the assessment, this section must include the definition of safety culture

- Recommendations
  - The candidate must propose recommendations that (1) decrease Fresh Start's loss time injury rates and (2) build a safety culture within the workplace.
  - Recommendations must include:
    - Workplace changes that will ensure Fresh Start achieves compliance in all identified problem areas
    - Training that is required in the workplace
  - The recommendations must include at least one (1) legal adviser that Fresh Start can seek further advice from.

- Conclusion
  - Summarise key points

- References
  - Provide a list of sources used

Guidance:

- Use the APA citation format for your references list.
- For any document/data requested but were not provided, you may assume that Fresh Start was unable to produce it in time for your data gathering period.
- You may use the assessor's checklist as a basis for creating and reviewing your work.

3. Review your draft to ensure that:

- Content is in a logical sequence
- Text is free from any errors in spelling, grammar, and punctuation
- Identify any gaps in information
- Language is appropriate to the intended audience

4. Save the file using the filename:

NameOfClient_DraftReport_YYYYMM.docx

5. Submit a copy of the document to your assessor along with the Report Review Form. The form is found in the Assessment Files Folder in the Hub.

FOR THE ASSESSOR:	
Part A. Research Content	
Checklist – Does the draft report meet the following requirements?	**Y/N**
1. The objectives of the research are clearly defined and consistent with the organisational requirements.	
2. The content is consistent with the structure provided. The outline requirements per section can be found within the report.	
3. Information included in the report is accurate and relevant to the objectives of the research.	
4. Assumptions and conclusions used in analyses are • Clear and justified • Supported by evidence • Consistent with research and business objectives	
5. Information included in the report is relevant to the objectives of the research.	
6. At least one (1) legislative document has been accessed and referenced within the report.	
7. Utilised efficient research methods by: • Using the WHS sources stated in the Document Production Plan • Incorporating the sources located for Task 3.3.2 • Referencing two (2) sources at least twice within the document	
8. Recommendations presented are reasonable and realistic to the current situation of Fresh Start.	
Part B. Research Format	
Checklist – Does the draft report meet the following requirements?	**Y/N**
1. Research was extracted in a format suitable for analysis, interpretation and dissemination within the organisation.	

2. Information is organised in a logical matter. It is presented in the report through text and visual aids such as tables, graphs, and charts.	
3. The report is presented in a format which uses language that is appropriate to the audience. It is not overly technical or is suited for reading within a typical business environment.	
4. The layout is formatted so that the document is easy to read.	
5. The report has followed the style guide.	
6. The text is free from any errors in spelling, grammar, and punctuation.	
7. The APA citation format was used for the references section. All sources have been cited accurately.	

Task 3.4.3

1. Incorporate your assessor's feedback into your report.

   Guidance: You are expected to submit both your draft and a final report. Ensure that feedback is not included into the draft file that will be sent for submission.

2. Save the file using the filename:

NameOfClient_WHSReport_YYYYMM.pdf

Task 3.4.4

Verdant Consulting policy dictates that reports must be distributed prior to presentations. This is so that stakeholders are prepared for face-to-face presentations, and so they may begin adapting any recommendations made to their workplaces policies, procedures, processes and systems.

1. Upload the draft **and** the final report onto a folder in your storage drive for Task 3. Ensure that the folder follows organisational policy and setting.

2. Prepare an e-mail for the target audience of the report. Your e-mail must include:

   2.1. A brief message that explains the reason for the e-mail
   2.2. A working link to the report file

E-mail Template	
To:	
Subject:	Verdant Consulting Research Report
Message:	

Task 3.5

The last requirement of the research project is a presentation to the target audience. You will lead the delivery and creation of the presentation, but you will be assisted by your colleagues, Eric Webber and Sophie Nguyen.

You will present your report to Ava Murphy and Charlotte Clark. The presentation has been scheduled for at 10:00AM in Fresh Start's conference room. It will take place on the date indicated in your Research Plan.

Task 3.5.1

1. Review your written report.

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

   Guidance:

   - Access the Fresh Start Company Profile and WHS History to assist you with providing necessary details.
   - You will be using the Verdant Consulting presentation template in creating the materials.

Presentation Production Plan	
Presentation Title:	
Presentation Purpose:	
Presentation Outcomes:	1. 2.
Presentation Strategy: Guidance: Examples of presentation strategies may include case studies, discussion, questioning and demonstrations. Provide a brief explanation for why it suits the presentation audience and requirements.	Strategy 1: Suitability:
	Strategy 2: 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: Guidance: Choose at least two (2) delivery methods to be utilised within your presentation. Briefly explain how they are suitable to your audience, personnel, location and resources.	Method 1: Suitability:
	Method 2: Suitability:
	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 must be included. Briefly explain how the aid/material will be used within the presentation.	1. 2. 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.		
Evaluation Techniques: Guidance: You must select two (2) techniques. If you choose to interview personnel, ensure that they are present during your report.	☐	Audience Evaluation Form
	☐	Self-Evaluation Form
	☐	Personnel Interview
References Accessed: Guidance: Log the resources that you used to prepare this plan, e.g. company documents, references, etc.		

Task 3.5.2

1. Create your presentation. It must follow your Presentation Production Plan and the content of your final report. Consider time constraints and the differences between written reports and oral presentations when preparing your work.

   Use the provided presentation template for **Verdant Consulting**. Follow its style and content guidelines. The template is 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 3.5.2-Research Presentation.pptx

Task 3.5.3

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 3.5.3 – 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 3.5.3 - Roleplaying Activity**. The file can be found within the Assessment Files folder in The Hub.

3. 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.

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. Volunteers are required to leave at least one (1) suggestion for the improvement of your presentation.

   Guidance: Task 2.5.4. 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. 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 or submit an electronic copy.

6. Save and prepare the materials for submission by following the format below:

Task 3.5.3-PresMat-01.docx

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

7. Record your roleplay.

8. Save and submit the video recording following the format below.

Task 3.5.3-WHS Report.avi

Guidance: Your video submission must not exceed twenty (20) minutes.

9. Implement your selected feedback techniques.

9.1. 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.

9.2. If you are conducting a **Personnel Interview**, gather your participant and run the interview. Complete the Personnel Interview Form during the session.

9.3. If you are utilising the **Self-Evaluation Form**, you must fill out the form at this point.

10. Compile the feedback documents. Provided below is a submission guide for the number of documents required for each 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)

11. Scan and prepare the materials for submission. You are encouraged to compile all 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 3.5.3-FeedbackDocs.pdf

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

Task 3.5.3-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…	YES	NO	Assessor's Comments
1. Introduced themselves as the candidate taking the assessment	☐	☐	
2. 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	☐	☐	
6. 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 all of Ava Murphy's questions about Health and Safety Representatives correctly • Employee right to an HSR • Employer obligations to an HSR	☐	☐	
13. Answered Charlotte Clark's question on workplace changes 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:	**Y/N**
1. The correct form has been filled in by each evaluator:	
2. Each evaluation form has an accompanying Stakeholder's Declaration.	

Task 3.5.4

1. Review the feedback for your presentation. Identify at least 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 3.5.4-Safety Reporting-v2.0.pptx

Feedback from Participants:
1.
2.

CHECKPOINT

You are done with Task 3!

Task 1 → Task 2 → Task 3

EVIDENCE TO SUBMIT

- [ ] Completed workbook activities for Task 3
- [ ] Task 3.1.1 NameOfClient_ResearchPlan_YYYYMM
- [ ] Task 3.4.1 NameOfClient_DocumentProductionPlan_YYYYMM
- [ ] Task 3.4.2 NameOfClient_DraftReport_YYYYMM
- [ ] Task 3.4.3 NameOfClient_WHSReport_YYYYMM
- [ ] Task 3.5.2-Research Presentation
- [ ] Task 3.5.3 Presentation Materials (if applicable)
- [ ] Task 3.5.3 Feedback Documentation
- [ ] Task 3.5.3-WHS Report
- [ ] Task 3.5.4-Safety Reporting-v2.0

Congratulations, you have completed all the tasks in Subject 1. Use the next section, Evidence to Submit, to review and prepare for your final submission.

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 3.1.1 Client Research Plan	☐
3	Task 3.4.1 Client Document Production Plan	☐
4	Task 3.4.2 Client Report Draft	☐
5	Task 3.4.3 Client WHS Report	☐
6	Task 3.5.2 Research Presentation	☐
7	Task 3.5.3 Presentation Materials (if applicable)	☐
8	Task 3.5.3 Feedback Documentation	☐
9	Task 3.5.3 WHS Report Video	☐
10	Task 3.5.4 Safety Reporting Presentation	☐

Reminder:

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

[last name]_[first name]_Subject 4_Part C 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:**
  - ☐ **Practical Assessment**
- ☐ **The candidate has submitted all of the following evidence:**
  - ☐ **Completed Workbook**
  - ☐ **Task 3.1.1 NameOfClient_ResearchPlan_YYYYMM**
  - ☐ **Task 3.4.1 NameOfClient_DocumentProductionPlan_YYYYMM**
  - ☐ **Task 3.4.2 NameOfClient_DraftReport_YYYYMM**
  - ☐ **Task 3.4.3 NameOfClient_WHSReport_YYYYMM**
  - ☐ **Task 3.5.2 Research Presentation**
  - ☐ **Task 3.5.3 Presentation Materials (if applicable)**
  - ☐ **Task 3.5.3 Feedback Documentation**
  - ☐ **Task 3.5.3 WHS Report**
  - ☐ **Task 3.5.4 Safety Reporting v2.0**

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 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 C
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 3.1.1	☐	☐
Task 3.1.2	☐	☐
Task 3.2.1	☐	☐
Task 3.2.2	☐	☐
Task 3.3.1	☐	☐
Task 3.3.2	☐	☐
Task 3.3.3	☐	☐
Task 3.3.4	☐	☐
Task 3.4.1	☐	☐
Task 3.4.2	☐	☐
Task 3.4.3	☐	☐
Task 3.4.4	☐	☐
Task 3.5.1	☐	☐

Task 3.5.2	☐	☐
Task 3.5.3	☐	☐
Task 3.5.4	☐	☐

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 Assessment	Contact Details (Phone number or email address)	Date contacted	Third-Party verifies evidence submissions of the candidate are true and accurate?
				Yes ☐ No ☐ Assessor's notes:
				Yes ☐ No ☐ Assessor's notes:
				Yes ☐ No ☐ Assessor's notes:

Overall Result for this Workbook	S	NYS
Overall Result	☐	☐

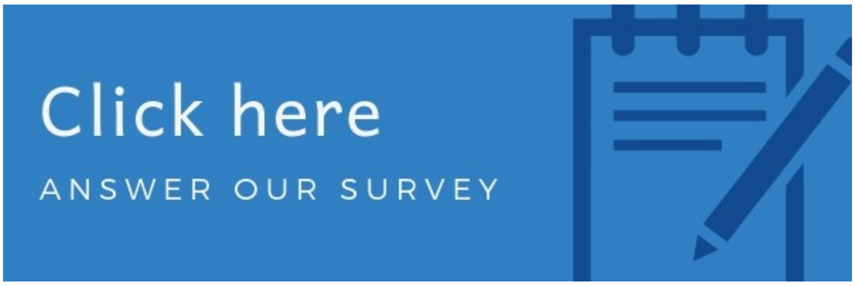
Assessor's Comments/Feedback

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