

## ***About the units of competency***

### **BSBOHS301B Apply knowledge of OHS legislation in the workplace**

This unit describes the performance outcomes, skills and knowledge required to apply understanding of the occupational health and safety (OHS) legal framework in the workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, codes and standards is achieved.

### **BSBOHS302B Participate effectively in OHS communication and consultative processes**

This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (OHS) consultative processes.

Consultative arrangements, also referred to as participative arrangements, inform those involved in OHS matters, seek their input and provide opportunity for stakeholders to participate in decisions that may impact on the OHS of the workplace.

### **BSBOHS303B Contribute to OHS hazard identification and risk assessment**

This unit describes the performance outcomes, skills and knowledge required to contribute to occupational health and safety (OHS) hazard identification and risk assessment to promote the maintenance of OHS in the workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, codes and standards.

### **BSBOHS304B Contribute to OHS hazard control**

This unit describes the performance outcomes, skills and knowledge required to contribute to controlling occupational health and safety (OHS) hazards in the workplace in order to maintain a healthy and safe workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, codes and standards.

### **BSBOHS305B Contribute to OHS issue resolution**

This unit describes the performance outcomes, skills and knowledge required to contribute to the resolution of occupational health and safety (OHS) issues in the workplace. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, codes and standards.

### **BSBOHS306B Contribute to implementing emergency prevention activities and response procedures**

This unit describes the performance outcomes, skills and knowledge required to contribute to the implementation of emergency prevention and response procedures. It includes determining relevant legislation and contributing to any actions to ensure compliance with occupational health and safety (OHS) legislation, codes and standards.

### **BSBOHS307B Participate in OHS investigations**

This unit describes the performance outcomes, skills and knowledge required to participate in occupational health and safety (OHS) investigations. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, codes and standards.

### **BSBCUS301A Deliver and monitor a service to customers**

This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over either a short or long term interaction.

### **BSBDIV301A Work effectively with diversity**

This unit describes the performance outcomes, skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

This unit applies to individuals who work in a variety of contexts, where they will be expected to interact with a diverse client and/or co worker population.

### **BSBFIA301A Maintain financial records**

This unit describes the performance outcomes, skills and knowledge required to maintain financial records for a business. It includes maintaining daily financial records such as reconciling debtors' and creditors' systems, preparing and maintaining a general ledger, and preparing a trial balance. It also includes activities associated with monitoring cash control for accounting purposes.

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of financial records to provide technical advice and support to a team.

### **BSBADM311A Maintain business resources**

This unit describes the performance outcomes, skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of business resources and their maintenance to provide technical advice and support to a team.

### **BSBINM301A Organise workplace information**

This unit describes the performance outcomes, skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of information management to provide technical advice and support to a team.

### **BSBINM302A Utilise a knowledge management system**

This unit describes the performance outcomes, skills and knowledge required to access and use a knowledge management system, to input into a knowledge management system, and to contribute to monitoring, reviewing and improving a knowledge management system and work practices.

This unit applies to individuals who apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of knowledge management to assist in increasing productivity, to improve quality or to recognise the benefits to the organisation through the improved use of knowledge.

For the purpose of this unit, knowledge management is defined as the whole range of strategies, methods, activities and techniques used formally and informally by individuals and the organisation (as formalised in a knowledge management system) to identify, collect, organise, store, retrieve, analyse, share and apply knowledge to the work of the organisation.

### **BSBINN201A Contribute to workplace innovation**

This unit describes the performance outcomes, skills and knowledge required to make a pro active and positive contribution to workplace innovation.

This unit applies to individuals working in any industry or community context, in both small and large organisations. They take a pro active approach to identifying, suggesting and developing ideas about better ways of doing things at a practical operational level in a specific area of activity. While the individual's overall work is undertaken with some supervision and guidance, the nature of this process requires the application of discretion, judgement and effective interpersonal skills.

The unit assumes that there is wider organisational and management support for innovation and for individuals at all levels to contribute to the innovation process.

### **BSBMM301A Process customer complaints**

This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers.

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various customer service contexts. They may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

### **BSBITU306A Design and produce business documents**

This unit describes the performance outcomes, skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.

This unit applies to individuals who possess fundamental skills in computer operations and keyboarding. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.

### **BSBPRO301A Recommend products and services**

This unit describes the performance outcomes, skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate knowledge of products and services to provide technical advice and support to a team.

### **BSBSUS301A Implement and monitor environmentally sustainable work practices**

This unit describes the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines.

This unit applies to those with responsibility for a specific area of work or who lead a work group or team. It addresses the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools, such as:

- identifying areas for improvement developing plans to make improvements
- implementing and monitoring improvements in environmental performance.

A person who demonstrates competence in this unit must be able to provide evidence of the ability to implement and monitor integrated environmental and resource efficiency management policies and procedures within an organisation. Evidence must be strictly relevant to the particular workplace role.

### **BSBWOR301A Organise personal work priorities and development**

This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of work scheduling and performance improvement to provide technical advice and support to a team.

### **BSBWOR401A Establish effective workplace relationships**

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

Frontline managers play an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organization achieve planned outputs and outcomes. They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and team members.

At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, and leadership and guidance of others.

### **BSBWRT301A Write simple documents**

This unit describes the performance outcomes, skills and knowledge required to plan, draft and review a basic document before writing the final version.

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement to produce a range of basic workplace documentation.

### **HLTFA402B Apply advanced first aid**

**Note: This unit is organised separately. Please speak to your WLI consultant if this unit is required.**

This unit deals with the provision of advanced first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance, and provision of support to other providers.

This unit builds on HLTFA301B: Apply first aid to include additional skills and use of a range of equipment

### **HLTFA403A Manage first aid in the workplace**

This unit addresses the establishment and maintenance of facilities to enable or facilitate the provision of appropriate first aid in the workplace.

The skills and knowledge described in this competency unit are suitable for those in nominated workplace first aider roles.

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