

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

### **BSBOHS401B Contribute to the implementation of a systematic approach to managing OHS**

This unit describes the performance outcomes, skills and knowledge required to effectively contribute to the application of a systematic approach to managing occupational health and safety (OHS) to ensure that the workplace is, as far as is practicable, safe and without risks to the health of employees and others. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit applies to individuals with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area. It includes contributing to the implementation of developed strategies, systems and plans, as well as recognising the need for expert advice.

The unit may apply both in a work unit of a large organisation or in a small to medium enterprise.

### **BSBOHS402B Contribute to the implementation of the OHS consultation process**

This unit describes the performance outcomes, skills and knowledge required to contribute to the promotion of consultative arrangements in the workplace by communicating, influencing and consulting as part of a systematic approach to managing occupational health and safety (OHS). No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit applies to individuals with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area. It addresses the formal and informal processes of ensuring people in the organisation are informed about OHS and have opportunities to effectively participate in OHS processes. This unit will involve working with individuals and working with groups.

### **BSBOHS403B Identify hazards and assess OHS risks**

This unit describes the performance outcomes, skills and knowledge required to identify hazards and to assess occupational health and safety (OHS) risks in the workplace. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit applies to individuals with supervisory responsibilities in managing OHS in the workplace who identify hazards and assess risks using developed processes and tools. The unit also introduces basic incident analysis as an important skill underlying incident investigation, which is addressed in greater complexity in BSBOHS508B Participate in the investigation of incidents.

### **BSBOHS404B Contribute to the implementation of strategies to control OHS risk**

This unit describes the performance outcomes, skills and knowledge required to contribute to the implementation of strategies to control occupational health and safety (OHS) risks. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit applies to individuals with supervisory responsibilities for managing OHS in the workplace who contribute to the implementation of OHS risk controls in the workplace.

### **BSBOHS405B Contribute to the implementation of emergency procedures**

This unit describes the performance outcomes, skills and knowledge required to contribute to the implementation of planning and response procedures for emergencies. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit applies to individuals with supervisory responsibilities for managing occupational health and safety (OHS) in the workplace who contribute to the implementation of procedures for responding to emergencies. The unit assumes that expert advice will be available in identifying potential emergencies and in formulating the response plans.

As the unit focuses on implementation of procedures already developed for short term emergency responses, it is less complex than BSBOHS508B Participate in the investigation of incidents, which has a greater scope both in situations addressed and the timeframe for action. Contributions to the actions to control OHS risks are covered in BSBOHS404B Contribute to the implementation of strategies to control OHS risk.

### **BSBOHS406B Use equipment to conduct workplace monitoring**

This unit describes the performance outcomes, skills and knowledge required to accurately use equipment to contribute to the monitoring of agents and/or conditions in the workplace including, but not be limited to noise, vibration, light, fibres, dusts, fumes, mists, heat and humidity, radiation, and biological agents such as insects, mites and bacteria. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit applies to individuals who contribute to the monitoring of agents and/or conditions in the workplace by using a range of measuring devices to identify hazards, assess risk and monitor the effectiveness of risk controls.

Measurement of ergonomic factors and their impact on the human body has been excluded from this unit. This unit does not extend to interpreting results and developing control measures based on the outcomes of the monitoring, as this is addressed in BSBOHS404B Contribute to the implementation of strategies to control OHS risk.

### **BSBOHS407A Monitor a safe workplace**

This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit applies to employees with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area.

This unit applies to individuals with a broad knowledge of OHS policies who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.

### **BSBOHS408A Assist with compliance with OHS and other relevant laws**

This unit describes the performance outcomes required to apply an understanding of the legal and regulatory framework of OHS in order to provide advice regarding the OHS legislative responsibilities of an OHS practitioner, company director, manager, supervisor and employee. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit OHS applies to individuals with supervisory responsibilities for assisting with legal compliance as part of a systematic approach to managing OHS. It includes identification of common law duty of care, appropriate legislation and regulations and the necessary actions to ensure compliance in the workplace.

### **BSBCRT501A Originate and develop concepts**

This unit describes the performance outcomes, skills and knowledge required to originate and develop concepts for products, programs, processes or services to an operational level.

This unit applies to individuals who originate and develop concepts of some complexity and progress that concept to the point where it can be implemented. Individuals may be employed by organisations, be sub contractors or consultants brought in by companies to work on specific projects, or be individuals or part of a team working independently.

Concepts could be developed for any business or community activity or process such as marketing campaigns, staff development programs, information technology and communication systems. This unit is also highly relevant to practitioners in the creative industries who develop products such as advertising campaigns, radio and television programs, entertainment events, films, exhibitions and digital media products.

A person undertaking this role would operate with a high degree of autonomy and at a senior level if working within an organisation. However, the process of generating concepts and ideas is collaborative in nature.

Skills associated with writing proposals to support concept development are covered in BSBWRT401A Write complex documents.

### **BSBCUS401A Coordinate implementation of customer service strategies**

This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.

This unit applies to individuals with a broad knowledge of customer service strategies who contribute well developed skills in addressing customer needs and problems. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

### **BSBCUS402A Address customer needs**

This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.

This unit applies to workers required to be familiar with a product and/or service that varies widely and is capable of significant customisation. The customer relationship would typically involve direct interaction a number of times over an extended period.

This unit is appropriate to workers who are expected to have detailed product knowledge in order to recommend customized solutions. They would be expected to apply organizational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.

### **BSBFIA402A Report on financial activity**

This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports.

This unit applies to individuals with a broad knowledge of financial activities who contribute financial skills and knowledge to address reporting requirements of clients and legal authorities. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

### **BSBADM409A Coordinate business resources**

This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

This unit applies to individuals with a broad knowledge of business resources who contribute well developed skills and knowledge to ensure adequate resources are available to perform the work of the organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

### **BSBINN301A Promote innovation in a team environment**

This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.

This unit applies individuals who play a pro active role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader.

The team may 'make itself' or be constructed by others. It may have core members and members who participate at certain times or for particular purposes. It may be permanent or temporary, or come together at different times to work on specific projects.

The team could consist of a team of contractors/freelancers, permanent staff, clients and service providers, or any combination of these groups. It may operate within an organisation or across several organisations - or simply across a group of individuals.

The key focus of the unit is on what makes for an innovative team, what keeps it working well, how the structure of work can make a difference and what skills and knowledge are needed to maximise opportunities for innovation. Where a greater focus on team leadership is required this unit should be combined with units such as BSBLED401A Develop teams and individuals.

### **BSBCMM401A Make a presentation**

This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training, promotions, etc. They contribute well developed communication skills in presenting a range of concepts and ideas.

### **BSBITS401A Maintain business technology**

This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements.

This unit applies to individuals with a broad knowledge of business technology who contribute well developed skills in creating solutions to maintenance and upgrade issues with existing technology. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

### **BSBMKG413A Promote products and services**

This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.

This unit applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

### **BSBMKG414A Undertake marketing activities**

This unit describes the performance outcomes, skills and knowledge required to plan, implement and manage basic marketing and promotional activities.

This unit covers general and basic marketing and promotional activities that do not require detailed or complex planning or implementation. It could be undertaken as part of a broader role of a person in a small enterprise, or as part of a marketing plan for a larger enterprise.

### **BSBWRT401A Write complex documents**

This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity..

This unit applies to individuals who work in a range of business environments and are skilled in the creation of reports, information and general promotion documents that are more complex than basic correspondence, memos or forms and that require review and analysis of a range of information sources.

### **BSBPMG510A Manage projects**

This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.

This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.

The unit focuses on the application of project management skills and the requirement to meet time lines, quality standards, budgetary limits and other requirements set for the project.

The unit does not apply to specialist project managers. For specialist project managers, the units of competency in the Project Management competency field will be applicable.

### **BSBREL401A Establish networks**

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

This unit applies to individuals with a broad knowledge of networking and negotiation who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

**BSBRES401A Analyse and present research information**

This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.

This unit applies to individuals who are required to apply their broad knowledge of the work environment to analysis and research tasks. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

**BSBRSK401A Identify risk and apply risk management processes**

This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation.

This unit applies to individuals with a broad knowledge of risk analysis or project management who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

In this unit, risks applicable within own work responsibilities and area of operation, may include projects being undertaken individually or by a team, or operations within a section of the organisation.