BSB41415 Certificate IV in Work Health and Safety

Course Guide for Online Program

V1.3
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Welcome

Pinnacle Safety and Training welcomes you to the BSB41415 Certificate IV in Work Health and Safety course. This course will allow you to gain significant knowledge and skills in the areas of WHS legislation and compliance, work health and safety management systems, the risk management process, responding to workplace incidents, return to work management and leading positive WHS change in the workplace.

This document contains information about the course and will provide you with clear expectations of what to expect while enrolled in this course.

At time of your enrolment you will be provided with Pinnacle Safety and Training Participant Handbook. Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures.

The team at Pinnacle Safety and Training trust that this training course will exceed your expectations and provide you with the skills and knowledge required to make a significant difference as a Work Health and Safety Professional.
Qualification overview

BSB41415 Certificate IV in Work Health and Safety (WHS) is a qualification that is highly valued by many employers and organisations. By obtaining this qualification you will develop the competencies necessary to act as a Work Health and Safety Officer, Advisor or Coordinator.

Opportunities exist within a broad range of functions and activities in industry for people who are either in (or wanting to secure) a WHS role. Participants will learn how to identify workplace health and safety hazards, assess and control risks, ensure compliance with current legislation and consult on WHS issues.

Course structure

To be eligible for the qualification of BSB41415 Certificate IV in Work Health and Safety, participants are required to complete a total of ten units of competency, consisting of:

- Five core units, and;
- Five elective units. Pinnacle Safety and Training have selected the elective units, which makes them compulsory electives.

Units of competency and module breakdown

The units of competency offered in this course have been clustered into five modules.

Module 1:

BSBWHS401 – Implement and monitor WHS policies, procedures and programs to meet legislative requirements

This unit describes the skills and knowledge required to implement and monitor an organisation’s work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

BSBWHS402 – Assist with compliance with WHS laws

This unit describes the skills and knowledge required to assist with providing advice about the legislative duties, rights and obligations of individuals and parties prescribed in work health and safety (WHS) legislation. It includes identification of WHS legislation, duties, rights and obligations and the necessary actions to ensure compliance in the workplace.

BSBWHS403 – Contribute to implementing and maintain WHS consultation and participation processes

This unit describes the skills and knowledge required to contribute to setting up, running and improving work health and safety (WHS) consultation and participation processes that are prescribed in legislation. It also covers contributing to communicating relevant information identifying and delivering related training and improving the consultation and participation processes.
Module 2:

**BSBWHS405 – Contribute to implementing and maintain WHS management systems**
This unit describes the skills and knowledge required to contribute to the implementation and maintenance of a Work Health and Safety management system (WHSMS) as it applies to own work area and job role.

Module 3:

**BSBWHS404 – Contribute to WHS hazard identification, risk assessment and risk control**
This unit describes the skills and knowledge required to contribute to the processes of identifying work health and safety (WHS) hazards, assessing WHS risks, and developing, implementing and evaluating risk controls according to legislative and organisational requirements.

Module 4:

**BSBWHS406 – Assist with responding to incidents**
This unit describes the skills and knowledge required to assist with actions and activities performed in response to work health and safety (WHS) incidents which includes accidents.

**BSBRES411 – Analyse and present research information**
This unit describes the skills and knowledge required to gather, organise, analyse and present workplace information using available systems. This includes identifying research requirements and sources of information, applying information to a set of facts, evaluating the quality of the information, and preparing and producing reports.

**BSBMGT403 – Implement continuous improvement**
This unit describes the skills and knowledge required to implement the organisation’s continuous improvement systems and processes. It covers using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

**BSBWHS410 – Contribute to work-related health and safety measures and initiatives**
This unit describes the skills and knowledge required to manage the identification, review, development, implementation and evaluation of effective participation and consultation processes as an integral part of managing work health and safety (WHS).

Module 5:

**BSBWHS407 – Assist with claims management, rehabilitation and return to work programs**
This unit describes the performance outcomes, skills and knowledge required to assist with the management of workers’ compensation claims, rehabilitation and return-to-work programs.
**Entry requirements**

To be successful in this course you need to:

- Have access to your own laptop/personal computer.
- Have speakers.
- Have a strong level of computer literacy skills. Your assignments will be conducted on a computer and if you do not have a suitable level of computer experience you will not be able to complete the course in the timeframe allotted.
- Be confident navigating with web browsers.
- Have the skills to compile electronic documents using software applications (e.g. producing documents in MS Word).
- Be able to conduct research, analyse your findings and present information in assignment-style assessments.
- If English is a second language, you will need to complete a language, literacy and numeracy (LLN) questionnaire. Contact us to discuss.
- Agree with all terms and conditions of enrolment (see below).
- Be motivated and comfortable to complete the training and assessment in an e-Learning environment.

**Minimum system requirements**

You must have access to specific resources in order to complete the course. This includes the following resources:

- A personal computer with either:
  - Microsoft Windows 7 or newer
  - Apple OSX 10.8 or newer
- Microsoft Office (version 2007 or later) or equivalent which includes:
  - Word processing capabilities
- Stable home internet connection to upload assessments
- Current version of a web browser (Google Chrome is preferred)
- An email account – this can be created for free through Gmail®, Yahoo!®, Hotmail®
- Latest version of Adobe Reader
- Latest version of modern media player such as VLC or Windows Media Player

**Delivery mode and duration**

This course is delivered online over a twelve month period, completed at your own pace. Throughout your enrolment your trainer will keep you motivated and make contact to ensure you are staying on track. It is recommended that you complete one module at a time in sequential order. This allows you to gradually progress your knowledge and allow for successful completion of each assessment task. If you do jump ahead and complete the assessment out of sequence, you may miss some critical knowledge in the previous modules to address the assessment.

**Six month suggested timeline**

Pinnacle Safety and Training recommend that you should take approximately six months to complete this qualification. Some studies suggest that people who are enrolled in programs for longer, statistically, tend not to complete them. If you don't complete a qualification it's disappointing for both you as well as us. We want to see you to get your qualification as soon as you can. Below, is a graphic outlining what we believe is the most effective study plan for your Certificate IV in Work Health and Safety. This is based on approximately 25 hours study per week.
Twelve month suggested timeline:

If you want to take a more relaxed approach to your studies, however, then you might consider the following study plan - it takes more time to complete, but has a less intense workload. This is based on approximately 12.5 hours study per week.

Whichever plan you choose, you will have the complete support of Pinnacle Safety and Training's Trainers and Assessors through both email and phone, as well as on the forums. Unlike some other training providers, there's no cap on the number of times you can contact us - as a national leader in safety training, and a registered training organisation, we are committed to support you through your qualification.
What if I am unable to complete my course in the twelve month period?

When your twelve month enrolment period expires, this means you are no longer enrolled in the course. If you do not complete all modules within the twelve months your enrolment automatically expires. If you wish to continue your studies once your enrolment has expired, we can extend your enrolment period for an additional twelve months at 50% of the course cost.

Learning resources

As part of your enrolment you will be provided with digital learning guides for each of the units which you will study as part of your qualification.

You do not have to save or print these digital learner guides as physical documents – they are provided in a digital book format for your convenience.

To be successful in your assessment, ensure that you thoroughly read through learning guides and then attempt the assessment tasks and quizzes.

You will also have to conduct your own research and access legislation and guidance documentation using the internet.

Completing and submitting your assessment

WHS Laws in Australia - Important to know!

The Commonwealth, states and territories are responsible for making and enforcing their own work health and safety laws. Although there are many similarities between the laws there are also some differences that can cause confusion. It is an accepted principle that Australian workers should be entitled to the same work health and safety standards, regardless of the jurisdiction in which they operate.

To this end, the Commonwealth and each state and territory government have agreed to harmonise their work health and safety laws, including Regulations and Codes of Practice, so they are similar in each jurisdiction. Governments from each state and territory and the Commonwealth have formally committed to harmonise work health and safety laws by developing and adopting a "Model" Work Health and Safety Act supported by Model Regulations and Model Codes of Practice. The intention is to deliver the same work health and safety protection to all Australians.

Each jurisdiction will go through the process of enacting its own legislation which mirrors the model laws. In some jurisdictions minor but necessary variations may be made to ensure consistency with relevant drafting protocols and other laws and processes.

How does this affect my learning in this course?

As this course is offered to students throughout Australia we have learners in every state and territory. Due to the variances in WHS legislation across the jurisdictions, we have based the learning and assessment in this course on the Safe Work Australia Model Legislation.

During the course you will gain knowledge and skills of how to research, investigate and apply the Model Legislation in various scenarios.

What does this mean for me in my WHS role at work?

As a WHS Advisor in the workplace, you must always reference the legislation of the state you are working in. As explained above, there may be slight variations in your legislation compared to the Model legislation you'll refer to throughout this course.
How to access your course

At time of enrolment you were provided with a registration email that included a link to your BSB41415 Certificate IV in Work Health and Safety e-Learning course.

**You will be using this e-Learning course to:**

1. Access your course
2. Submit all your completed assessments
3. Contribute to forums – this will be used to generate discussion between you and other students
4. Send messages to your trainer – use this message board to email your trainer with questions about the assessment
5. View messages from your trainer about your assessment results

For each module you will see links to the required assessment tasks and quizzes.

For the assessment tasks simply click on the link and the documents will download to your computer. You will then need to compile your responses, save your work and then upload your completed tasks. Refer to your course home page to view instructions on how to upload your assessments.

At the end of each module you need to complete one or more quizzes. To attempt a quiz, simply click on the link and submit your responses (no downloading required). You should attempt the quiz only when you have read through the module readings.

To complete the course within the twelve month enrolment period we suggest that you set a study plan (at least 2 hours each night) and set clear due dates to submit your assessments (at least 1 per month).

**How much assessment do I have to do?**

Each module contains assessment. The following image provides a guide on the amount of assessment for each module. The time it takes to complete each of the assessment pieces will be individual and dependent on the amount of time it takes for you to learn and retain the knowledge from the course. Remember you need to read the learning guides before attempting the assessment.

- **Module 1 Legislation & Compliance**
  - Online completed quiz A - 26 questions
  - Online completed quiz B - 12 questions
  - Online completed quiz C - 2 questions

- **Module 2 Work Health & Safety Management Systems**
  - Online completed quiz A - 9 questions
  - Online completed quiz B - 4 questions
  - Online completed quiz C - 3 questions

- **Module 3 Risk Management**
  - Online completed quiz A - 6 questions
  - Online completed quiz B - 5 questions
  - Major Assessment Task - 2 part assignment

- **Module 4 Workplace Incidents & Safety Initiatives**
  - Online completed quiz A - 6 questions
  - Major Assessment Task - 3 part assignment

- **Module 5 Return to Work Management**
  - Major Assessment Task - 3 part assignment
How much detail is required for my assessments?

This qualification has been classified by the Australian Qualification Framework (AQF) as AQF level four. This means that your assessment tasks need to be written at a certain level and demonstrate the following skills and knowledge:

- Broad factual, technical and theoretical knowledge relative to a work health and safety context as applied in the workplace
- Cognitive skills to identify, analyse, compare and act on information from a range of sources
- Cognitive, technical and communication skills to apply and communicate technical solutions of a non-routine or contingency nature to a defined range of predictable and unpredictable problems
- Specialist technical skills to complete routine and non-routine tasks and functions
- Communication skills to guide activities and provide technical advice in the area of work and learning

So, what does this all mean?

It means that when you are submitting your major assessment tasks, you will be required to construct your assessments to meet the AQF level four requirement as detailed above. In compiling your assessments you will need to conduct research, analyse your research, supply references and then compile responses in your own words. Submitting responses with only one sentence and without any research or references does not meet the requirements to achieve competency for this qualification.

Assessment attempts

Pinnacle Safety and Training assessment policy sets a maximum number of reassessments to three attempts to achieve competency. Where resubmissions are requested your Trainer will provide detailed feedback on why competency was not achieved. You should pay attention to the feedback and address it in your resubmission. This feedback will be provided via email.

Where competency is not achieved within the three attempts, your trainer will discuss options for further training, before further submissions are submitted. To review this policy in detail refer to our Participant Handbook.

Support

Pinnacle Safety and Training will provide support to you throughout your enrolment. You will have access to our highly experienced trainer, so take every opportunity to relay your questions. We offer three mechanisms to support you throughout this course. The support will be provided through online forums, email and phone.

To reach us undertake the following actions in the order they are presented:

1. Access the online forum page to post your question or to review the previous posts to see if your question has already been answered.

2. Email questions directly to your trainer.

3. Phone us on 1300 990 810 – during business hours (9.00am to 4.30pm Brisbane time).
Refer to the following on how and when to use each of our support mechanisms.

1. **Online forum** – This is the first point of contact to generate discussion and raise questions. Posting your questions to the online forum may help address answers to questions that your fellow colleagues are also looking for. You access the online forums on the course home page.

2. **Email** – This is the second point of contact to generate an email directly to your trainer. Emails are used to address questions about the course or assessment that have not been able to be addressed in the forums. Sending emails can be accessed directly from the course home page.

3. **Phone** – This is the third point of contact. You may not get your trainer immediately over the phone although your call will be taken by our Sales and Service Specialist and forwarded to your trainer. When the trainer is available we will endeavour to address our enquiry as quickly as possible. Your response may be provided via email or via phone. Where you are facing technical difficulties our Sales and Services Specialists can assist immediately and where they cannot your call will be escalated to our e-Learning Administrator.

For anything technical, please contact us immediately during business hours and don’t forget about posting your questions on the forum!

To keep you motivated and on track you will receive emails from us to check on your progress and friendly reminders to submit your assessments.

**Response times**

Pinnacle Safety and Training will respond to all support requests during our business hours (9.00am to 4.30pm) and within reasonable timeframes. When support requests are submitted outside of business hours we will see these requests the next working day. Your trainer is committed to you and will endeavor to return responses to your training or assessment questions within 48 hours.

Assessment that is not auto-marked but uploaded by you for marking will be assessed within twenty working days. This time frame may be extended where assessment tasks are larger and more complex.

**Terms of enrolment**

By choosing to enrol on this course, you acknowledge and accept that:

1. You must provide your Unique Student Identifier (USI).
2. You must use your own computer, which meets the minimum System Requirements of Pinnacle’s e-Learning system (we officially support and recommend modern desktop or laptop computers running Google Chrome web browser). You must have a stable internet connection. Your computer must be able to play sound. Due to the research and assignment components of this course, other personal devices (e.g. phones and tablets) are not supported.
3. You have a strong level of computer literacy skills. Your assignments will be conducted on a computer and if you do not have a suitable level of computer experience you will not be able to complete the course in the timeframe allotted.
4. You have the skills to compile electronic documents using software applications (e.g. Microsoft Word), and software that will allow you to open and edit Microsoft Word documents.
5. You are confident to conduct research, analyse your findings and present information in assignment-style assessments.
6. You will provide us with information that is true and correct, and that the person undertaking training is the person identified as such. You are required to understand and refer to our Academic Misconduct Policy whilst
participating in this course. This policy is provided in the Participant Handbook that is made available at time of enrolment. Penalties may apply in the event of any fraudulent activity or misconduct (e.g. undertaking training on another person's behalf).

7. Your enrolment period is twelve months in duration. If you do not complete all modules within twelve months your enrolment automatically expires. If you wish to continue your studies once your enrolment has expired we can extend your enrolment period for an additional twelve months at 50% of the course cost.

8. By accepting the enrolment, you commit to completing this qualification within the twelve month enrolment period.

9. You have chosen this product with care, as we are not required to provide a refund if you change your mind about the services you asked for or chose the wrong service/product.

10. You are aware that further terms and conditions apply to all Pinnacle courses, and you have the opportunity to review these prior to committing to purchase your course. They may be accessed in the footer of our website.