



Safety Dimensions
Leading people to safety



COURSE OUTLINES

Safety Dimensions supports organisations to effectively deal with safety performance challenges. We train and develop leaders to do what's required to tangibly change organisational safety behaviour, enable compliance and ensure due diligence.



www.safetydimensions.com.au



Safety Dimensions supports organisations to effectively deal with safety performance challenges. We train and develop leaders to do what’s required to tangibly change organisational safety behaviour, enable compliance and ensure due diligence. We know how important it is to create a sustainable safety culture that gives your people the right skill sets, mind-sets and tools, rather than just putting more ‘rules’ or paper trails in place.

Our approach increases engagement at all levels, be it your **leaders, safety teams** or **employees**, to ensure due diligence, reduced LTIs and WorkCover claims, and most importantly to give workers and your organisations the skills to send each person home safely every day.



We understand that workers’ behaviour is greatly influenced by their immediate supervisor. Our programs build skills to increase all leaders’ communication and capability to influence across all levels of an organisation.



Safety professionals need the capability to become trusted advisors to those managers and leaders who hold the accountability for a safe workplace.



Employee contribution to the vision of a safe workplace requires a clear and unambiguous message – to speak up and get involved so they can effectively address risk.

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COURSE OUTLINE

The most effective way to support individuals in the workplace with stress, wellbeing and personal issues that impact the workplace is with trained peers who know when to support, when to refer and when to follow up.

With no vested interest in the outcomes other than support, the Trained Peer Supporters can report themes, providing an organisation with invaluable information on what issues are being experienced by staff so that training and additional external support can be supplied where appropriate.

This 2 stage process includes:

1. Consulting to the business to help design a sustainable peer support program, including team selection, and
2. A 2-day training program for peer supporters. This training program, run by experienced Facilitators who have implemented peer support programs in high risk industries, provides the skills to have supportive conversations with colleagues.

OBJECTIVES

At the end of this course participants will be able to:

- > Clearly articulate their role as a bridge between the employee and those that can provide professional help as needed
- > Know how to support and use effective communication strategies to guide the person to the appropriate action as needed, or how to refer on if required
- > Encourage the individual to seek out help and solutions if they are not able to return naturally to their 'normal state'
- > Know when they need to debrief themselves in order to remain objective and available as peer supporters
- > Access available resources to refer individuals to as needed

- > **ASSESSMENT:**
Facilitator sign-off of peer supporters is critical to ensure that the right people are selected and skilled up to undertake these roles.
- > **DELIVERY MODE:**
Face-to-face with follow-on coaching
- > **TARGET AUDIENCE:**
HR, Managers, Union Representatives, Union Managers, Safety Professionals and those identified in an organisation to provide peer support
- > **PREREQUISITES:**
Nil
- > **DURATION:**
2 days

TAELLN411: ADDRESS ADULT LANGUAGE, LITERACY AND NUMERACY SKILLS



COURSE OUTLINE

This unit covers the skills and knowledge a vocational trainer or assessor requires to identify language, literacy and numeracy (LLN) skill requirements of training and the work environment, and to use resources and strategies that meet the needs of the learner group.

CONTACT US

Please contact us about other programs in Training and Assessment.
1300 453 555



- > **NATIONALLY ACCREDITED OUTCOMES:**
TAELLN411 Address Adult Language, Literacy and Numeracy Skills.
- > **ASSESSMENT:**
Assessment and observation during the program to demonstrate application of skills
- > **TARGET AUDIENCE:**
The unit applies to individuals who teach, train, assess and develop resources.
- > **DELIVERY MODE:**
Highly interactive modules that use real life situations and contexts
- > **PREREQUISITES:**
Nil
- > **DURATION:**
1 day.



Safety Dimensions can **customise** this accredited program to the specific needs of your organisation and industry and deliver it on site to your team Australia-wide. We can even train your people to deliver the program. Alternatively, for **individuals** or **small groups**, our sister division Workplace Dimensions offer this program to the public in Melbourne, Sydney, Canberra and Brisbane. For dates, locations and to enrol online, visit www.workplacedimensions.com.au

10604NAT CERTIFICATE IV IN SAFETY LEADERSHIP (WHS) – CONSTRUCTION



COURSE OUTLINE

With an emphasis on behavioural safety and advanced communication skills, this program is designed to help all leaders who have safety critical roles to create a safe working environment for everyone.

Embedding strong beliefs in support of the idea that all harm is preventable, leaders will build the behavioural skills to see risk, to speak out more often to build mindfulness in others and to engage all those around them (including subcontractors, clients and the general public) to solve any issues related to workplace health and safety.

The course is designed to support the development of a more mature safety culture within an organisation. It addresses the relationship between technical safety knowledge required by all; and authentic leadership which extends the personal accountability and ownership for safety to everyone.

OBJECTIVES

At the end of this course participants will be able to:

- > Articulate their legal, moral and ethical responsibilities for safety
- > Identify and manage risk and raise the risk awareness of others
- > Strengthen the safety culture through improved communication and consultation
- > Encourage more lead reporting, use of systems and processes, observations and inspections, audits and investigations
- > Conduct a simple and highly effective safety conversation that raises awareness, engages the other party and results in a sustainable shift in behaviour
- > Demonstrate the skills involved in engaging groups and teams in effective meetings where everyone actively participates, and communications are effective and enjoyable for all

We've designed this high impact training with activities created to support the completion of assessments in the classroom. Pre-preparation and some after-hours work is required, however some participants, with industry experience, may be able to complete their assessments during the program. Our coaching team is available if post-program coaching is required.

- > **NATIONALLY ACCREDITED OUTCOMES:**
10604NAT Certificate IV in Safety Leadership (WHS) – Construction
- > **ASSESSMENT:**
Assessment and observation during the program and completion of workplace tasks to demonstrate application of skills
- > **TARGET AUDIENCE:**
Any leader or manager with a safety agenda
- > **DELIVERY MODE:**
Face-to-face with pre and post work activities to embed the learning
- > **PREREQUISITES:**
6–12 months work experience (preferred)
- > **DURATION:**
This highly interactive program's face to face component is delivered over 8 days. Preliminary research and reading to be completed prior to the program.



Safety Dimensions can **customise** this accredited program to the specific needs of your organisation and industry and deliver it on site to your team Australia-wide. We can even train your people to deliver the program.

BSB41415 CERTIFICATE IV IN WORK HEALTH AND SAFETY



COURSE OUTLINE



This program will be most suited to those in Safety Officer or Health and Safety Representatives roles, or those currently in leadership roles wishing to shift their career into Health and Safety.

The program reflects the broad skills and technical capability that must be applied across a wide range of situations, workplaces, and systems. The ability to support a business' operation with technical 'know how' is a key part of a Health and Safety Officer's role and is addressed in this program. Specifically, this program focuses on developing the capability and skills required to apply a variety of solutions to unpredictable problems, to coach and guide operational leaders in the operation of a safety system, and have an advanced capability to evaluate data from a variety of sources.

OBJECTIVES

At the end of this course participants will be able to:

- > Understand the legal framework and who is accountable to ensure a safe workplace
- > Understand the requirements and accountability of a safety professional in the workplace
- > Assist with monitoring a safe workplace
- > Effectively consult and communicate on issues relating to the safety and health of the workforce
- > Assist in the development of risk management actions
- > Contribute to the development of emergency procedures
- > Support the continuous improvement of safety systems and processes

We've designed this high impact training with activities created to support the completion of assessments in the classroom. Pre-preparation and some after-hours work is required, however some participants, with industry experience, may be able to complete their assessments during the program. Our coaching team is available if post-program coaching is required.

> **NATIONALLY ACCREDITED OUTCOMES:**

BSB41415 Certificate IV in Work Health and Safety

> **ASSESSMENT:**

Assessment and observation during the program and completion of project to demonstrate application of skills

> **TARGET AUDIENCE:**

Those newly appointed to a Health and Safety Advisor role, reporting to a Work Health and Safety Manager or Health and Safety Representatives looking to take up a career in WHS in the future

> **DELIVERY MODE:**

Face-to-face & self-directed

> **PREREQUISITES:**

Nil

> **DURATION:**

This highly interactive program's face to face component is delivered over 5 days. Preliminary research and reading to be completed prior to the program.



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BSB51315 DIPLOMA OF WORK HEALTH AND SAFETY



COURSE OUTLINE

Want to advance your organisation's work health and safety professionals? Want to manage safety in your area of accountability to a higher level?

By building on participants' existing experience and qualifications in WHS/OHS, this Diploma supports them in keeping everyone safe on site and in taking the next step in your WHS management career.

In this program participants will learn the skills required to be a trusted safety professional in a wide variety of WHS contexts and industries. This Diploma also benefits those who are owners, directors or officers of construction companies who want a greater understanding of how to comply with WHS laws and understand how to create and maintain an effective WHS program for their business.

A key part of a WHS professional and any leader's role is the ability to provide informed advice and leadership as well as to manage risks and investigate incidents. Participants will learn how to contribute to developing, implementing and maintaining WHS management systems and to analyse and evaluate information from a variety of sources in order to provide safety solutions to a range of unpredictable problems.

OBJECTIVES

At the end of this course participants will be able to:

- > Effectively manage WHS consultation and participation processes
- > Establish, implement and maintain WHS risk management systems
- > Administer WHS information systems, measures and initiatives
- > Provide and develop WHS leadership
- > Administer and conduct WHS incident investigations
- > Facilitate the development and use of hazard-management tools

> **NATIONALLY ACCREDITED OUTCOMES:**

BSB51315 Diploma of Work Health and Safety

> **ASSESSMENT:**

Assessment and observation during the program and completion of case study projects after each module to demonstrate application of skills

> **TARGET AUDIENCE:**

Business owners, directors or officers of construction companies

> **DELIVERY MODE:**

Face-to-face & self-directed

> **PREREQUISITES:**

5 core units of BSB41415 Certificate IV in Work Health and Safety.

> **DURATION:**

This highly interactive program's face to face component is delivered over 3 x 3-day sessions. Preliminary research and reading to be completed prior to the program. We've designed this high impact training with activities created that contribute toward assessments. Our coaching team is available if post-program coaching is required.



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BSB42015 CERTIFICATE IN LEADERSHIP & MANAGEMENT



COURSE OUTLINE

Designed for emerging leaders, in the BSB42015 Certificate IV in Leadership and Management you'll learn how to provide leadership and guidance to others in the workplace and to manage effective, motivated, high performing teams in all types of organisations and industries.

Whether you're a nurse, in construction, or running your own business, the skills of leadership are the same, even though how you apply the skills vary. This highly practical program blends the latest techniques for managing yourself and others in the ever-changing workplace with proven approaches and strategies that help get the best from your people.

You'll learn how to communicate effectively as a leader and build relationships, set priorities, implement operational plans and continuous improvement. The techniques you learn in the program can then be applied to your particular situation and workplace to improve engagement, increase productivity and the delivery of exceptional results. The face to face sessions will incorporate case studies, facilitated discussions and activities where you will draw from your individual own experience.

OBJECTIVES

At the end of this course participants will have:

- > Skills in planning, problem solving, managing challenging situations, leading change, influencing, achieving and sustaining operational outcomes and culture shifts
- > Practical supervisory and leadership capability that can be applied everyday
- > Confidence in leading others, enhanced communication and feedback skills
- > Skills in delegation, planning and managing workflow to support quality and efficiency
- > The ability to deliver a healthier workplace culture, reduced absenteeism and increased productivity

- > **NATIONALLY ACCREDITED OUTCOMES:**
BSB42015 Certificate IV in Leadership and Management
- > **ASSESSMENT:**
Assessment and observation during the program and completion of case study projects after each module to demonstrate application of skills
- > **TARGET AUDIENCE:**
Emerging leaders, employees, business owners.
- > **DELIVERY MODE:**
Face-to-face & self-directed
- > **PREREQUISITES:**
None
- > **DURATION:**
Safety Dimensions can **customise** this accredited program to the specific needs of your organisation and industry and deliver it on site to your team Australia-wide. We can even train your people to deliver the program.



COURSE OUTLINE

This program focuses on helping participants generate genuine two-way communication.

The skills developed in this program support the leader who conducts the meeting to leverage the knowledge, experience and skills of the whole team. It supports leaders to better focus on those doing the work during the meeting environment to make the right decisions and therefore ensure safe and productive work practices.

OBJECTIVES

At the end of this course participants will be able to:

- > Conduct effective and engaging Toolbox Talks, Pre-Start and safety meetings
- > Gain employees' and team members' attention and get them motivated about safety
- > Learn how to overcome potential barriers to achieve engaged participation
- > Ensure others don't just hear, but understand safety messages
- > Show confidence as a communicator and leader
- > Apply effective consultation skills to all meetings



> **NATIONALLY ACCREDITED OUTCOMES:**

BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS) – Construction

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face & self-directed

> **TARGET AUDIENCE:**

Project/Workplace Managers, Safety Professionals, Superintendent/Site Managers, Engineers - Field based, Supervisors/Foremen, Leading Hands

> **PREREQUISITES:**

Recommended that participants complete the Safety Leadership Foundation Program

> **DURATION:**

1 day

LOOKING OUT FOR YOUR M.A.T.E.S IN THE WORKPLACE



COURSE OUTLINE



This program challenges each employee and frontline team member to think about what they can do to support a safe organisation.

Its premise is that everyone is a leader of safety, and we can each make a difference if we speak up and get involved. The program reinforces your organisation's safety and wellbeing philosophy and provides tools for anyone to have peer-level conversations to reinforce safe practices and lift risk awareness, particularly in routine tasks.

OBJECTIVES

At the end of this course participants will be able to:

- > Take up an informal leadership role with mates (peers) at work everyday
- > Understand human behaviour, risky behaviour and choices of self and others to comply with procedure, and to help break down the barrier to communication
- > Debunk myths about the role of mates in the workplace by recognising that it's their responsibility to speak up and get involved
- > Move from operational 'telling' or 'dobbing' to influencing others to think for themselves
- > Have conversations that move people out of complacency and alert them to potential risks or hazards
- > Build greater overall risk awareness and preparedness
- > Be part of sustaining a culture where safety is the priority

> DELIVERY MODE:

Face-to-face

> TARGET AUDIENCE:

All frontline employees/
subcontractors

> PREREQUISITES:

Nil

> DURATION:

1 day



COURSE OUTLINE

This highly interactive program gives leaders with the responsibility of leading or overseeing incident investigations the opportunity to reflect upon and build skills in the effective planning and management of all levels of incident investigations, either solely, or through the leadership of a team.

This module reviews how the investigation leader can create a team culture that involves fair and just thinking, and analysis of systemic, behavioural and cultural factors. The aim is that those involved in an investigation will take part willingly and ensure that the true causal factors are identified and either eliminated or mitigated to ensure that a similar situation will not occur in the future.

OBJECTIVES

At the end of this course participants will be able to:

- > Determine the requirements, protocols and processes of managing a post incident response
- > Apply the critical steps in creating and leading an investigation team
- > Plan an incident investigation
- > Lead others to gather evidence effectively, recreate a sequence of events, and then identify the real causal factors of an incident
- > Collaboratively create sustainable corrective and preventative actions and oversee appropriate and effective reporting and monitoring and review processes
- > Effectively debrief, acknowledge the efforts of, and disband the investigation team



> **NATIONALLY ACCREDITED OUTCOMES:**

SLCLII408 Lead an incident investigation, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS) – Construction

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face

> **TARGET AUDIENCE:**

General Manager, Operations Manager, Project/Workplace Manager, Safety Professional, Superintendent/Site Manager, Engineer

> **PREREQUISITES:**

Recommended that participants complete the Safety Leadership Foundation Program

> **DURATION:**

1 day

PARTICIPATE IN HEALTH AND SAFETY COMMITTEES



COURSE OUTLINE

Participants will develop the skills and capabilities necessary to be successful in their role as a Health and Safety Committee (HSC) member.

They will learn strategies to improve the effectiveness of meetings, discuss how to represent others on safety matters and how to ensure actions are followed through.

OBJECTIVES

At the end of this course participants will be able to:

- > Articulate the purpose and role of HSCs
- > Determine the role and responsibilities, rights and desired outcomes of the HSC member
- > Demonstrate effective methods for planning and preparing for HSC meetings
- > Run or participate effectively in timely and results-focused meetings
- > Develop techniques to ensure the engagement of all participants and genuine two-way communication both during the meeting and after
- > Follow through on actions within their responsibility and monitor effectiveness of the new solutions



> **NATIONALLY ACCREDITED OUTCOMES:**

BSBADM502 Manage meetings, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS) – Construction.

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face

> **TARGET AUDIENCE:**

Operations Managers, Project/Workplace Managers, Safety Professionals, Engineers - Field based, Supervisors/ Foremen, Leading Hands

> **PREREQUISITES:**

Nil

> **DURATION:**

1 day

PARTICIPATE IN INCIDENT INVESTIGATIONS



COURSE OUTLINE

This highly interactive program gives participants the mindset and skill set to undertake or assist in incident investigations. The program demonstrates how to undertake a rigorous investigation in a way that is not based on assumption or blame.

The objective of the course is to help individuals create engagement, build shared understanding and cooperative identification and agreement on how to manage or eliminate the causal factors in order to reduce or nullify the likelihood of a similar occurrence in the future.

Leaders of all levels will enhance their ability to be involved and to ensure the reports they are sighting match what a 'good' investigation process finding will show. The program also clarifies personal and organisational responsibilities of those leading or assisting in an incident investigation process.

OBJECTIVES

At the end of this course participants will be able to:

- > Demonstrate competence in participating in an investigation
- > Use the critical 7 steps to ensure the root cause and sustainable actions are identified and implemented
- > Identify and ensure all evidence and facts pertaining to an incident are understood, sequenced and analysed
- > Determine who and when others need to be involved in the investigative process
- > Identify and establish preventative actions and follow up on effective implementation of these actions
- > Develop and require effective reports
- > Coach others to use best practice safety thinking when investigating near misses, high potential incidents and other critical events



> **NATIONALLY ACCREDITED OUTCOMES:**

SLCPII403 Participate in incident investigations, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS) – Construction.

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face

> **TARGET AUDIENCE:**

General Managers, Operations Managers, Project Managers, Safety Professionals, Superintendent/Site Managers, Engineers – Field based, Supervisors/Foremen, Leading Hands

> **PREREQUISITES:**

Recommended that participants complete the Safety Leadership Foundation Program

> **DURATION:**

1 day

THE ART OF TRAINING AND FACILITATION



COURSE OUTLINE

This engaging 2-day program is designed to provide you with the distilled messages and methodologies used to master your training or facilitation style.

The Art of Training and Facilitation is perfect for trainers, facilitators, managers, sales people or anyone required to present, lead meetings or facilitate discussions. Brimming with techniques to ensure your message achieves its desired outcome. This program has been designed to support individuals to create and run engaging, effective and results focused presentations and training, improve confidence, build interest and help individuals leverage their natural style to bring authenticity to their message.

On completion of this training – and assessment activities – participants will be eligible for the following 2 units of competency from the BSB42015 Certificate IV in Leadership and Management:

- BSBCMM401 Make a presentation – elective
- BSBCRT401 Articulate, present and debate ideas – elective

OUTCOMES

By the end of the program, participants will be able to:

- > See their own development using 'before' and 'after' presentation footage
- > Manage their nerves and demonstrate confidence and credibility when on their feet
- > Open with impact and create curiosity
- > Use a presentation structure and memory tools to aid in flow
- > Ask quality questions to encourage engagement and ideas generation
- > Respond to difficult questions
- > Meet the needs of a diverse audience
- > 'Pull through' learning by facilitating insights from the group
- > Artfully navigate challenging groups or resistant learners
- > Elegantly close out presentations and encourage action

> DELIVERY MODE:

Face-to-face

> TARGET AUDIENCE:

Trainers, facilitators, managers, sales people or anyone required to present, lead meetings or facilitate discussions

> PREREQUISITES:

There are no prerequisites for this course, however learners must have sound English language proficiency, literacy and numeracy skills to complete the course and associated activities and assessments.

> DURATION:

2 consecutive days (excluding pre-work and assessment tasks)



COURSE OUTLINE

The effectiveness of rehabilitation processes of an injured worker is commonly correlated with the level of support and intervention given by line managers and their interaction with those injured in the workplace.

This thought-provoking program gives leaders the skills needed to assist with return to work and rehabilitation processes. Participants will learn about their role in creating and maintaining a culture where all injuries are readily and easily reported and where people that are injured experience the genuine and ongoing support they require to return to work as quickly as possible.

OBJECTIVES

At the end of this course participants will be able to:

- > Engage and support injured workers and other affected personnel through the organisation's early intervention and rehabilitation processes
- > Determine how and when to create individualised and appropriate rehabilitation plans in conjunction with the injured person, health professionals and other internal stakeholders
- > Identify ways to proactively, appropriately and sustainably support those that are injured through their rehabilitation
- > Regularly monitor and review compliance with and success of an injured person's rehabilitation/return to work plan, with the aim of graduating the injured person back to their pre-injury duties
- > Complete and retain details of the person's rehabilitation process in accordance with organisational and legislative requirements



> **NATIONALLY ACCREDITED OUTCOMES:**

SLCRTW409 Coordinate rehabilitation activities, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS) – Construction

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face

> **TARGET AUDIENCE:**

General Managers, Operations Managers, Project/ Workplace Managers, Safety Professionals, Superintendent/ Site Managers, Engineers – Field based, Supervisors/Foremen, Leading Hands

> **PREREQUISITES:**

Recommended that participants complete the Safety Leadership Foundation Program

> **DURATION:**

1 day



COURSE OUTLINE

This module refines and enhances the skills and capabilities of leaders in the areas of hazard identification, risk analysis, and identification and implementation of appropriate risk controls.

This focus will ensure that your leaders all understand the vital role those doing the work have, in ensuring risk assessments are completed in a manner that meets your required standards, and with regard to the real risks and hazards in the workplace.

It introduces a way of thinking about hazard identification and risk management as an everyday activity. This program is applicable to all areas of safety risk management.

The program has a heavy emphasis on understanding the whole of the safety management system and what is required from each role.

OBJECTIVES

At the end of this course participants will be able to:

- > Identify and describe the difference between a hazard and a risk
- > Improve on-the-job risk assessment by involving others
- > Effectively engage in the implementation and appropriate monitoring, review and enhancement of controls with the key people undertaking the workplace activity



> **NATIONALLY ACCREDITED OUTCOMES:**

CPCCBC4002A Manage Occupational Health and Safety in the building and construction workplace, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS – Construction) **or** can be non-accredited

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face

> **TARGET AUDIENCE:**

General Managers, Operations Managers, Project/Workplace Managers, Safety Professionals, Pre-contracts/ Commercial Managers, Estimators, Designers, Superintendents/Site Managers, Engineers – Office/Field based, Supervisors / Foremen, Leading Hands

> **PREREQUISITES:**

Recommended that participants complete the Safety Leadership Foundation Program

> **DURATION:**

1 day

SAFETY INTERACTIONS – OBSERVATION AND INSPECTION



COURSE OUTLINE

This program refines and enhances the skills and capabilities of leaders in conducting observations and inspections. Most importantly, this program develops skills to positively engage everyone in speaking out about what's working and what's not in a workplace so that the best possible data can be collected.

The focus of the program is to take the discomfort out of these interactions with a view to identifying and implementing ongoing safety-focused improvements in work areas. Where possible, a site visit is conducted during the program to align with your organisational procedures and KPIs, and help leaders to see the benefit of resolving safety issues at a local level.

OBJECTIVES

At the end of this course participants will be able to:

- > Articulate their roles and responsibilities as a leader in relation to Observation and Inspection interactions
- > Prepare for an effective observation and inspection
- > Use the WALK (Watch, Ask Questions, Listen and Keep Safe) template
- > Conduct genuine two-way safety conversations
- > Create an increased awareness in others to observe and influence safety



> **NATIONALLY ACCREDITED OUTCOMES:**

SLCOBI404 Perform work health and safety observations and inspections, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS) – Construction

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face

> **TARGET AUDIENCE:**

MD/Board/CEO, General Managers, Operations Manager, Project/ Workplace Managers, Safety Professionals, Superintendents/Site Managers, Engineers - Field based, Supervisors/Foremen, Leading Hands

> **PREREQUISITES:**

Recommended that participants complete the Safety Leadership Foundation Program

> **DURATION:**

1 day



COURSE OUTLINE

Working on the assumption that everyone in the workplace has a role to play in terms of safety, our flagship Safety Leadership Foundation Program is a fundamental building block in shifting an organisation's safety culture.

This practical and interactive behavioural safety program is based on the research of the Cooperative Research Centre for Construction and Innovation, which determined what every safety leader needs to demonstrate competence in.

Focusing on shifting individual attitudes and mindsets regarding how safety is viewed in the workplace, this program also teaches new skills and knowledge to embed behaviour change at an individual and organisational level.

OBJECTIVES

- > Engage the hearts and minds moving beyond compliance to personal ownership and accountability of safety at work
- > Clarity of what is expected of a leader of safety in your organisation and how to role model, confront risk and take action
- > Challenge beliefs and values regarding safety, risk tolerance and how to influence others to make safer choices
- > Understand the legal requirements and framework in which we all operate and each person's individual roles and responsibilities
- > Provide tangible skills to effectively undertake safety conversations, improve engagement skills and safety performance
- > Build consultative behaviours
- > Develop effective ways to resolve workplace difficulties and challenges
- > Develop ways for others to perceive managing safety can be easier yet more effective
- > Demonstrate improved skills in conducting effective safety conversations
- > Understand and more effectively manage the drivers of at risk behaviours
- > Demonstrated increased capability in identifying and managing hazards and risks in the workplace



> **NATIONALLY ACCREDITED OUTCOMES:**

Units toward 10604NAT Certificate IV in Safety Leadership (WHS) – Construction; **or**

Units toward BSB41415 Certificate IV in Work Health and Safety; **or**

Units toward BSB42015 Certificate IV in Leadership and Management

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face

> **TARGET AUDIENCE:**

Any supervisor or leader responsible for their team or workplace safety and wellbeing

> **PREREQUISITES:**

Nil

> **DURATION:**

1–3 days



COURSE OUTLINE

Ensure effective management of WHS site risks and performance through learning how to effectively select, manage and monitor the complex and difficult world of Subcontractors.

An organisation's safety culture is at its strongest when it aligns its approach to subcontractors and its permanent workforce. This program covers the WHS obligations regarding subcontractors and has been designed to step through the various stages of effective subcontractor management including assessing, evaluating safety history, attitude and managing expectations of performance and reporting. Blending these concrete steps with the skills required to effectively manage others not directly in your employment, Subcontractor Management is one of our most popular and requested programs.

OBJECTIVES

- > Incorporate safety thinking in the procurement process allowing:
 - > Review and evaluation of contractors and their subcontractors where applicable
 - > Management of subcontractors
 - > Monitoring of subcontractors
- > Role and responsibilities of key site personnel in managing contractors
- > Ensuring obligations are met under the WHS legislation and that contractors are treated fairly, have clarity on expectations and have full understanding of their own obligations
- > Understand why effective contractor management is critical for the 'success', who needs to be involved and whose responsibility it is, how to engage subcontractors, what to do on a routine basis to maintain oversight and when to do a contract review
- > Ensuring clarity of contract scope and requirements in regard to WHS throughout the procurement process to reduce the need for renegotiation
- > Providing feedback that encourages continuous improvement and strengthens and sustains relationships



- > **NATIONALLY ACCREDITED OUTCOMES:**
SLCSCM406 Implement and monitor subcontractor work health and safety requirements, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS) – Construction
- > **ASSESSMENT:**
Assessment and observation during the program and completion of workplace task to demonstrate application of skills
- > **DELIVERY MODE:**
Face-to-face
- > **TARGET AUDIENCE:**
Operations Managers, Project/Workplace Managers, Safety Professionals, Pre-contracts/ Commercial Managers, Estimators, Superintendents/ Site Managers, Engineers - Field based, Supervisors/ Foremen
- > **PREREQUISITES:**
No prerequisite required
- > **DURATION:**
1 day



COURSE OUTLINE

The best trainers and facilitators are those who understand how learners learn and can take full responsibility for their role in structuring logical, practical and engaging training as a result.

The skills and knowledge learnt within this program will support the participant to develop more effective communication, and deliver effective training in forums such as classroom, one-on-one or on-the-job training.

OBJECTIVES

At the end of this course participants will be able to:

- > Demonstrate application of adult learning principles in both the design and delivery of content so that learners engage fully
- > Develop highly impactful messaging when delivering any form of communication
- > Build stories and examples that simplify concepts and create memory prompts for learners
- > Respond to questions and answers so that learners are more willing to speak up and more open to group discussion and peer feedback



- > **DELIVERY MODE:**
Face-to-face
- > **TARGET AUDIENCE:**
Anyone providing internal training in the workplace
- > **PREREQUISITES:**
Some experience delivering internal training and using training resources
- > **DURATION:**
2 days



COURSE OUTLINE

This program equips learners with best practice safety leadership behaviours designed to enable local ownership of safety outcomes.

These leadership principles include shifting the mindset that work health and safety (WHS) is about compliance, legislation or rules and regulations to one where the WHS leader is a valued member of the work group who positively influences and transfers health and safety expertise to those doing the work.

This shift from 'inspector' to 'coach' encompasses skills that enable WHS professionals to empower others to be part of the solution rather than being perceived as the primary problem.

OBJECTIVES

At the end of this course participants will be able to:

- > Determine what behaviours are needed to add to their own portfolio of skills (via a gap analysis)
- > Influence others at all levels
- > Create rapport in two-minute conversations that build trust and the desire to discuss early warning signs
- > Develop strategies to empower each work group and their leader to identify and solve their own issues, and to use safety professionals as a guide only
- > Build incident investigation processes that do not seek blame or fault, but rather uncover what normally goes right and what deviated from usual practice
- > Create documents that are simpler to apply in the field
- > Determine how decisions and planning is undertaken to uncover what critical points need further discussion
- > Move from old views on safety to new world views to see the benefit in embracing complex problem solving and implement broader strategies to solve with each work group



- > **NATIONALLY ACCREDITED OUTCOMES:**
BSB41415 Certificate IV in Work Health and Safety
- > **ASSESSMENT:**
Optional workplace project to demonstrate new skill set
- > **DELIVERY MODE:**
Face-to-face with blended learning module pre and post program
- > **TARGET AUDIENCE:**
Safety Advisors, WHS Professionals and Managers
- > **PREREQUISITES:**
Ideally would currently hold a role in safety or have led a group of people toward safety outcomes
- > **DURATION:**
5 days



This program is designed to give participants a full understanding of the purpose and benefits of a Workplace Health and Safety Assessment or Audit, as well as the steps involved in carrying out a successful assessment.

This includes how to communicate with and consult with key stakeholders so that an audit is seen as a positive step toward prevention of harm rather than either a 'tick and flick' activity or a 'name and shame'. This program develops deeper knowledge about how to assess what's currently happening and looks beyond system compliance to sustainably change behaviour.

OBJECTIVES

At the end of this course participants will be able to:

- > Prepare a project or workplace for a formal audit
- > Select and use a suitable internal assessment tool or be able to identify or consult to create one appropriate to their environment/workplace
- > Find out what can be enhanced and what is working in areas of the leader's accountability
- > Communicate a positive message and help to shift attitudes toward Audits and Assessments
- > Build their own action plan for improvement rather than defend or deny the problems identified by an external person

> **NATIONALLY ACCREDITED OUTCOMES:**

SLCAUD407 Conduct work health and safety system, element and compliance audits, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS) – Construction

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face

> **TARGET AUDIENCE:**

Safety Teams, Operations Managers, Project/ Workplace Managers, Safety Professionals

> **PREREQUISITES:**

CPCBC4002A - Manage occupational health and safety in the building and construction workplace. Also recommended that participants complete the Safety Leadership Foundation Program

> **DURATION:**

1 day

WORKERS COMPENSATION CLAIM MANAGEMENT



COURSE OUTLINE

This specialist program covers the skills and knowledge required to understand and explain to workgroups the benefits of compliance with workers compensation legislation, and apply the requirements of relevant legislation and organisational procedures within their area of responsibility.

Participants build their skills in the effective planning, management and ongoing administration of the workers compensation claims management process.

The highly interactive delivery of the program gives participants the opportunity to review their approach to the process and the way they interact and manage key stakeholders to encourage voluntary compliance and understanding.

OBJECTIVES

At the end of this course participants will be able to:

- > State clearly why it is important to manage each workers compensation claim effectively
- > Determine the information required to determine liability
- > Develop a workers compensation claim management plan
- > Manage a straight forward workers compensation claim
- > Determine who to liaise with in relation to a workers compensation claim
- > Know when and whom to involve in managing a complex workers compensation claim
- > Find the appropriate documentation to use across the workers compensation claim management process



> **NATIONALLY ACCREDITED OUTCOMES:**

SLCWCC410 Manage a worker compensation claim, which forms part of 10604NAT Certificate IV in Safety Leadership (WHS) – Construction

> **ASSESSMENT:**

Assessment and observation during the program and completion of workplace task to demonstrate application of skills

> **DELIVERY MODE:**

Face-to-face

> **TARGET AUDIENCE:**

Safety professionals, people that administer, undertake or manage workers compensation claims

> **PREREQUISITES:**

Nil

> **DURATION:**

1 day