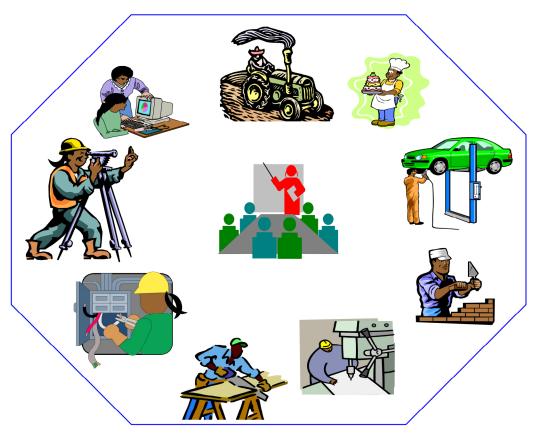**Federal Democratic Republic of Ethiopia**

OCCUPATIONAL STANDARD

OCCUPATIONAL HEALTH AND SAFETY SERVICE

NTQF Level III-V

Ministry of Education
May 2018

Introduction

Ethiopia has embarked on a process of reforming its Technical and Vocational Education and Training (TVET) System. Within the policies and strategies of the Ethiopian Government, technology transformation by using current international standards and international best practices as the basis, and, adopting, adapting and verifying them in the Ethiopian context – is a pivotal element. TVET is given an important role with regard to technology transfer. The new paradigm in the outcome-based TVET system is the orientation at the current and anticipated future demand of the economy and the labor market.

The Ethiopian Occupational Standard (EOS) is the core element of the Ethiopian National TVET Strategy and an important factor within the context of the National TVET Qualification Framework (NTQF). They are national Ethiopian standards, which define the current and future occupational requirements and expected outcome related to a specific occupation using distinct Unit of Competences without taking TVET delivery into account.

The whole package EOS document for an occupation is an integrated set of nationally endorsed core generic Unit of Competences organized in to different qualification levels built one upon the other below or side wise to make full occupational profile.

This document details the mandatory format, sequencing, wording and layout for the Ethiopia Occupational Standard which comprised of Units of Competence.

A Unit of Competence describes a distinct work activity. It is documented in a standard format that comprises:

- Occupational title and NTQF level
- Unit title
- Unit code
- Unit descriptor
- Element and Performance criteria
- Range and Variables
- Evidence guide

Together all the parts of a Unit of Competence guide the assessor/curriculum developer in determining the candidate training and assessment.

The ensuing sections of this EOS document comprise a description of the occupation with all the key components of a Unit of Competence:

- Chart with an overview of all Units of Competence with their Unit Codes and Titles
- Detail contents of each Unit of Competence
- Occupational map providing the TVET providers with information and important requirements to consider when designing training programs using this standards and show a career path

UNIT OF COMPETENCE CHART

Occupational Standard: Occupational Health and Safety Service
Occupational Code: LSA OHS3

NTQF Level III

LSA OHS3 01 0518 Follow Occupational Health and Safety (OHS) Procedures	LSA OHS3 02 0518 Work Effectively in the Industry	LSA OHS3 03 0518 Contribute to Workplace Safety
LSA OHS3 04 0518 Apply knowledge of OHS Legislation in the Workplace	LSA OHS3 05 0518 Participate in Workplace OHS Consultative Processes	LSA OHS3 06 0518 Contribute to OHS Hazard Identification and Risk Assessment
LSA OHS3 07 0518 Contribute to OHS Hazard Control	LSA OHS3 08 0518 Contribute to OHS Issue Resolution	LSA OHS3 09 0518 Contribute to the Implementation of Emergency Prevention and Response Procedures
LSA OHS3 10 0518 Participate in OHS Investigations	LSA OHS3 11 0518 Provide On-job Training Support	LSA OHS3 12 0518 Apply an Understanding of the Legal and Regulatory Framework of OHS
LSA OHS3 13 0518 Implement and Monitor Environmentally Sustainable Work Practices	LSA OHS3 14 0518 Monitor Implementation of Work Plan/Activities	LSA OHS3 15 0518 Lead Small Teams
LSA OHS3 16 0518 Improve Business Practice	LSA OHS3 17 0518 Lead Workplace Communication	LSA OHS3 18 0518 Apply Quality Control
LSA OHS3 19 0518 Prevent and Eliminate MUDA		

NTQF Level IV

LSA OHS4 01 0518 Maintain OHS Processes with a Standard	LSA OHS4 02 0518 Apply Risk Management Processes	LSA OHS4 03 0518 Contribute to the Application of a Systematic Approach to Manage OHS
LSA OHS4 04 0518 Contribute to the Implementation of OHS Consultation Arrangements	LSA OHS4 05 0518 Identify Hazards and Assess OHS Risks	LSA OHS4 06 0518 Contribute to the Implementation of Strategies to Control OHS Risks
LSA OHS4 07 0518 Implement Emergency Procedures	LSA OHS4 08 0518 Implement and Monitor the Organization's OHS Policies and Programs	LSA OHS4 09 0518 Provide Information on OHS Issues and Policies
LSA OHS4 10 0518 Use Equipment to Contribute Workplace Monitoring	LSA OHS4 11 0518 Maintain Safety at an Incident Scene	LSA OHS4 12 0518 Establish and Maintain an OHS System
LSA OHS4 13 0518 Plan and Organize Work	LSA OHS4 14 0518 Migrate to New Technology	LSA OHS4 15 0518 Establish Quality Standards
LSA OHS4 16 0518 Develop Individuals and Team	LSA OHS4 17 0518 Utilize Specialized Communication Skills	LSA OHS4 18 0518 Manage Micro, Small and Medium Enterprises (MSMEs)
LSA OHS4 19 0518 Apply Problem Solving Techniques and Tools		

Occupational Health and Safety Service
Ethiopian Occupational Standard

Version 1
May 2018

NTQF Level V

LSA OHS5 01 0518 Monitor and Evaluate OHS Process	LSA OHS5 02 0518 Analyze and Evaluate OHS Risk Management Principles	LSA OHS5 03 0518 Monitor and facilitate the Management of Hazards Associated with Plant
LSA OHS5 04 0518 Manage OHS Processes	LSA OHS5 05 0518 Participate in the Investigation of Incidents	LSA OHS5 06 0518 Undertake Research and Prepare Reports
LSA OHS5 07 0518 Manage OHS Hazards Associated with Plant	LSA OHS5 08 0518 Assist in the Design and Development of OHS Participative Arrangements	LSA OHS5 09 0518 Investigate Possible Breaches of Workplace Legislation and Performance
LSA OHS5 10 0518 Develop a Systematic Approach to Manage OHS	LSA OHS5 11 0518 Develop OHS Data Analysis and Reporting Processes	LSA OHS5 12 0518 Apply Occupational Hygiene and Ergonomic Principles
LSA OHS5 13 0518 Advise on the Application of Safety Design to Risk	LSA OHS5 14 0518 Evaluate an Organization's OHS Performance	LSA OHS5 15 0518 Manage Project Quality
LSA OHS5 16 0518 Capitalize Change and Creativity	LSA OHS5 17 0518 Manage Continuous Improvement Process (Kaizen)	

NTQF Level III

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Follow Occupational Health and Safety (OHS) Procedures**
Unit Code	**LSA OHS3 01 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required to follow OHS procedures in order to ensure a safe workplace. It includes participating in workplace safety arrangements and following workplace safety procedures.

Element	Performance Criteria
1**.** Participate in workplace safety arrangements	1.1. **OHS issues** are raised with **designated personnel** in accordance with workplace procedures and **OHS legislation**.
	1.2. **Involvement** in **workplace safety arrangements** is undertaken within organizational procedures and scope of responsibilities and competencies.
2**.** Follow workplace safety procedures	2.1. **Hazards** in the work area are recognized and reported to designated personnel according to workplace procedures.
	2.2. **Workplace procedures** and work instructions are followed for ensuring safety.
	2.3. Workplace procedures for dealing with accidents and **other hazardous events** are followed whenever necessary within scope of responsibilities and competencies.
3. Contribute to a productive working environment	3.1. Work practices have been contributed positively to quality, productivity and conditions, and promote co-operation and good relationships.
	3.2. Industry expectations of conduct and presentation are determined and observed.
	3.3. Information on working in the industry including employment terms and conditions are collected.
	3.4. Work is made consistent with workplace standards relating to anti-discrimination and workplace harassment.

Variable	Range
OHS issues	May include, but not limited to: • Hazards relating to the physical environment

	• Workplace stress • PPE • Workplace accidents • Conflict • Harassment

Designated personnel	May include, but not limited to:
	• Supervisors
	• Managers
	• Team leaders
	• Designated OHS officers
	• Health and safety representatives
	• Health and safety committee
	• Other persons authorized or nominated by the enterprise or industry to:
	   ➢ Perform specified work
	   ➢ Approve specified work
	   ➢ Inspect specified work
	   ➢ Direct specified work

OHS legislation	May include, but not limited to: • Ethiopian labour proclamation, OHS policy, regulations, directives and codes of practice • Regulations and codes of practice relating to hazards present in the workplace or industry • General duty of care under OHS legislation and labor law • Provisions relating to roles and responsibilities of health and safety representatives and/or OHS committees • Provisions relating to OHS issue resolution
Involvement	May include, but not limited to: • Recognizing and reporting hazards • Using workplace equipment according to guidelines • Listening to the ideas and opinions of others in the workplace • Sharing opinions, views, knowledge and skills
Workplace safety arrangements	May include, but not limited to: • Consultation processes • Formal and informal health and safety meetings • Health and safety committees • Other committees, for example, consultative, planning and purchasing • Meetings called by health and safety representatives • Suggestions, requests, reports and concerns put forward to management • Application of the hierarchy of control, namely:

	➤ Elimination ➤ Substitution ➤ Isolation ➤ Engineering controls ➤ Administrative controls ➤ PPE
Hazards	May include, but not limited to: • Checking equipment or the work station and work area before work commences and during work • On-the-job housekeeping checks (spills, furniture out of place, loose hand rails, curling mats, frayed cords, etc.)
Workplace procedures	May include, but not limited to: • Workplace OHS symbols and signs • Hazard reporting procedures • Job procedures and safe work instructions • Emergency procedures • Incident, near miss and accident reporting and recording procedures • Input on OHS issues • Correct selection, use, storage and maintenance procedures for PPE • Risk control procedures
Other hazardous events	May include, but not limited to: • Fires • Bomb threats • Chemical spills • Occupational violence • Natural disasters/events

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Participate in workplace safety arrangements • Follow workplace safety procedures in a range of (3 or more) contexts (or occasions, over time) • Contribute to a productive working environment workplace
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Legal rights and responsibilities of the workplace parties • The ways in which OHS is managed in the workplace, and legal requirements • Workplace hazards • OHS procedures • The meaning of workplace OHS symbols and signs • Designated workplace personnel responsible for OHS

	• Use of PPE
Underpinning Skills	Demonstrate skills in: • Documenting hazards in clear language according to organizational guidelines • Accessing workplace safety policies and procedures electronically or in hard copy • Reading workplace documentation such as policies and procedures and applying them to work practices • Communicating issues to different audiences, such as colleagues, management, safety representatives, inspectors • Responding to diversity, including gender and disability
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Work Effectively in the Industry**
Unit Code	**LSA OHS3 02 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude of working effectively on an individual basis and with others and defines the standard required to meet the standards required in the industry for dress and work practices; implement the quality standards for workplace products or services; interpret instructions and establish work tasks and priorities; demonstrate communication skills with supervisors and coworkers. It applies to working on an individual basis, and also includes the ability to work within a hierarchy of management and with others.

Element	Performance Criteria
1. Obtain information about the industry	1.1. Sources of information about the industry are correctly identified and accessed. 1.2. Information to assist effective and safe work performance within the industry is collected. 1.3. Specific information on sector of **work** is obtained and updated. 1.4. Industry and OHS information is correctly applied to day-to-day work activities. 1.5. Employment terms and conditions are defined. 1.6. Career pathways within the industry are identified.
2. Observe employment requirements	2.1. Industry developments are-used in workplace context to improve quality, productivity and conditions. 2.2. Work practices have been complied with Codes of Practice and workplace expectations. 2.3. **Faults** and abnormalities in workplace practices are recognized and remedial action is taken to enterprise requirements. 2.4. Dress and personal requirements have been complied with workplace standards. 2.5. Punctuality in work attendance is observed. 2.6. Employer's expectations are met through completion of workplace routines and specific instructions within enterprise policies and procedures.

3. Accept responsibility for quality of own work	3.1. Personal work space is kept in a well-organized and safe condition, and in accordance with relevant standards and policies.
	3.2. Workplace code of conduct is adhered to.
	3.3. Variations in the quality of service and/or products are detected from required standards and reported in accordance with workplace procedures.
4. Plan and conduct own work	4.1. Instructions are interpreted correctly and observed.
	4.2. Factors affecting work requirements are identified and appropriate action is taken.
	4.3. Work load is assessed and prioritized within allocated timeframes.
	4.4. The need for assistance to improve performance is communicated clearly to the appropriate person.
5. Promote workplace cooperation	5.1. Responsibilities and duties are undertaken in a positive manner to promote co-operation and good relationships.
	5.2. Co-operation with others is conducted in a courteous manner and is appropriate to culture, special needs and linguistic background and position in the organization.
	5.3. Problems and conflict are recognized and resolved, where possible, through personal communication and/or are referred to a supervisor, manager or employer for resolution.
6. Contribute to a productive work environment	6.1. Commitments are fulfilled to undertake work or assist colleagues/co-workers.
	6.2. Information relevant to work is shared with colleagues/co-workers to ensure designated work goals are met.
	6.3. Knowledge and skills are shared with colleagues/co-workers through conversations and meetings.
	6.4. Contribution of individuals of different gender and social and cultural backgrounds is recognized and sought.
	6.5. The principles of equal employment opportunity are observed and implemented.
	6.6. Work is made consistent with workplace standards relating to anti-discrimination and workplace

	harassment.
7. Undertake an activity to workplace requirements	7.1. Interpretation of work schedules is made consistent with the schedule and tasks defined.
	7.2. Knowledge and skills required for task are discussed with **supervisors** and co-workers.
	7.3. Availability of materials and equipment are checked to ensure they are consistent with work schedules and the requirements of the tasks.
	7.4. A daily schedule for completing workplace activities and allocated tasks including priorities, allocated start times, estimation of completion times and materials, equipment and assistance required for completion is decided upon.

Variable	Range
Work	Are all aspects of individual performance in the workplace?
Faults	May include, but not limited to: • Incorrect procedures • Lack of commitment • Don't work to the standard • Improper use of PPE
Supervisors	May include, but not limited to: • Department heads • Committees • Relevant personnel • Managers • Officers

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Meet the standards required in the industry for dress and work practices • Implement the quality standards for workplace products or services • Interpret instructions and establish work tasks and priorities • Demonstrate communication skills with supervisors and coworkers.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Industry/workplace awards and conditions • Employer's expectations • Relevant legislation and codes of practice applying to the industry

	• OHS policies and procedures • Workplace policies and procedures including those relating to quality systems • Emergency procedures • Organizational structure • Workplace communication channels.
Underpinning Skills	Demonstrate skills to: • Collate information on the industry • Observe employment requirements • Accept responsibility for quality of own work • Manage own work • Maintain safety of others • Contribute to a productive work environment • Use literacy skills to follow sequenced written instructions and record information accurately and legibly • Use oral communication skills/language competence to fulfill the job role as specified by the organization including questioning, active listening, asking for clarification and seeking advice from supervisor • Use numeracy skills to estimate, calculate and record routine workplace measures • Use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Contribute to Workplace Safety**
Unit Code	**LSA OHS3 03 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required to contribute to a safe workplace for self and others. It includes contributing to workplace safety arrangements, identifying hazards and controlling risks.

Element	Performance Criteria
1. Contribute to participative workplace safety arrangements	1.1. **OHS *issues*** are addressed/reported to ***designated personnel*** in accordance with workplace procedures and ***OHS legislation***. 1.2. ***Contributions*** are made to participative ***workplace safety arrangements*** within organizational procedures and scope of responsibilities and competencies.
2. Identify hazards and control risks	2.1. Existing and potential ***hazards*** in the work area are identified, dealt with and/or reported to designated personnel according to workplace procedures. 2.2. ***Workplace procedures*** and work instructions for ***controlling risks*** are identified and implemented. 2.3. Workplace procedures for dealing with accidents and other hazardous events are followed whenever necessary within scope of responsibilities and competencies. 2.4. Feedback on the effectiveness of safety procedures and risk control measures is provided to enable improvements to be made where necessary.

Variable	Range
OHS issues	May include, but not limited to: • Hazards relating to the physical environment • Workplace stress • PPE • Workplace accidents • Conflict • Harassment
Designated personnel	May include, but not limited to: • Supervisors • Managers

	• Team leaders
	• Designated OHS officers
	• Health and safety representatives
	• Health and safety committee
	• Other persons authorized or nominated by the enterprise or industry to:
	  ➢ Perform specified work
	  ➢ Approve specified work
	  ➢ Inspect specified work and Direct specified work

OHS legislation	May include, but not limited to: • Ethiopian labour proclamation, OHS policy, regulations, directives and codes of practice • Regulations and codes of practice relating to hazards present in the workplace or industry • General duty of care under OHS legislation and labour law • Provisions relating to roles and responsibilities of health and safety representatives and/or OHS committees • Provisions relating to OHS issue resolution
Contributions	May include, but not limited to: • Identifying and reporting hazards and their associated risks • Identifying safety issues and hazards that can be addressed immediately and taking action in accordance with safety procedures • Reporting on accidents, effectiveness of safety procedures and risk controls • Suggesting improvements to procedures and hazards controls • Listening to the ideas and opinions of others in the workplace • Sharing opinions, views, knowledge and skills
Workplace safety arrangements	May include, but not limited to: • Formal and informal health and safety meetings • Health and safety committees • Other committees, for example, consultative, planning, evaluation and purchasing • Meetings called by health and safety representatives, officers, committee • Suggestions, requests, reports and concerns put forward to management
Hazards	May include, but not limited to: • Checking equipment or the work station and work area

	before work commences and during work • Workplace inspections • Responding to physical cues that ergonomics are ineffective and need adjustment • On-the-job housekeeping checks (spills, electric lines and switches, furniture out of place, loose hand rails, curling mats, frayed cords, etc.) • Anticipation of potential hazards
Workplace procedures	May include, but not limited: • Complying with workplace OHS symbols and signs • Hazard reporting procedures • Job procedures, safe work instructions and allocation of responsibilities • Emergency procedures • Incident, near miss and accident reporting and recording procedures • Consultation on OHS issues • Correct selection, use, storage and maintenance procedures for use of PPE • Risk control procedures

Controlling risks	May include, but not limited:
	• Consultation with others
	• Measures to remove the cause of the risk at its source
	• Application of the hierarchy of control, namely:
	  ➢ Elimination
	  ➢ Substitution
	  ➢ Engineering controls
	  ➢ Administrative controls
	  ➢ PPE

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Contribute to participative workplace safety arrangements in a range of (3 or more) contexts (or occasions, over time) • Identify hazards and control risks
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Legal rights and responsibilities of the workplace parties • The ways in which OHS is managed in the workplace, and legal requirements • Participative arrangements for workplace safety • Workplace hazards and associated risks • Preferred order of ways to control risks

	• OHS procedures • The meaning of workplace OHS symbols and signs • Designated workplace personnel responsible for occupational health and safety
Underpinning Skills	Demonstrate skills to: • Applying objective identification of workplace safety issues • Documenting hazards in clear language according to organizational guidelines • Accessing workplace safety legislation, policies and procedures electronically or in hard copy • Reading documentation such as workplace safety legislation, policies and procedures and applying them to work practices • Tailoring communication to suit different audiences, such as colleagues, management, safety representatives, inspectors, • Responding to diversity, including gender and disability
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	ompetence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Apply knowledge of OHS Legislation in the Workplace**
Unit Code	**LSA OHS3 04 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to apply knowledge of the 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. It applies to individuals who assist OHS specialists and contribute to compliance with the legislation in the workplace.

Element	Performance Criteria
1. Determine the legal framework of OHS in the workplace	1.1. Current **OHS legislation**, **codes**, **standards**, policies, directives and procedures impacting on the workplace, occupation and industry are identified and accessed
	1.2. Knowledge of the relationship between OHS legislation, directives, codes, and standards is applied to assist in identifying OHS legal requirements in the workplace
	1.3. Duty of care arrangements is identified
	1.4. Legal obligations and duties are identified for consultation with and training of employees, safety representatives, committees and others
	1.5. Consequences of **non-compliance with OHS legislation, policy, directives, codes, standards** and workplace policies and procedures are identified
2. Apply knowledge of OHS legislation, policies and procedures in the workplace	2.1. Contribution is undertaken to monitor compliance with OHS legislation
	2.2. Contribute to ensuring that work is undertaken in a safe manner in accordance with relevant OHS legislation, policy, directives, codes, standards and workplace policies and procedures
	2.3. **Appropriate actions** on non-compliance with OHS legislation, codes, standards, policies and procedures are identified and taken to contribute to achieving compliance
	2.4. Limits of own expertise and legal responsibilities are recognized, and appropriate sources of expertise accessed as required

3. Maintain knowledge of OHS legislation, industry and organizational requirements	3.1. **Sources** are utilized to access current information covering applicable legislation and guidelines relating to workplace OHS requirements
	3.2. Information on workplace OHS legislation, codes, standards, policies and procedures relevant to self and other employees is regularly updated and communicated

Variable	Range

OHS legislation	May include, but not limited to:
	• Legislation relevant to the workplace, occupation and industry, for example, mining safety, construction safety, electrical legislation
	• Relevant Ethiopian OHS specific laws, policies, regulations and directives such as:
	  ➢ OHS policy,
	  ➢ Labor law
	  ➢ Civil law
	  ➢ OHS directives
	  ➢ Criminal law
	  ➢ Dangerous goods
	  ➢ Environmental protection
	  ➢ Equal opportunity and anti-discrimination law
	  ➢ Workers compensation

OHS codes	Are codes of practice, developed by legislators or industries that give practical advice on how to comply with legal obligations
OHS standards	May include, but not limited to: • Ethiopian standards • Codes of practice • Exposure standards • Guidance notes • Industry standards • International standards • Regulations and standards developed by OHS regulators
Non-compliance with OHS legislation, policy, directives, codes, standards	May include, but not limited to: • Inadequate systems of information, instruction training or supervision • Plant equipment or substances not maintained, or used or stored in an unsafe condition • Poor consultative practices • Poor design • Workplace hazards not identified or controlled

	• Workplace systems not in place or inadequate
	• Uncompetitive of safety representatives
Appropriate actions	May include, but not limited to:
	• Contributing to an OHS audit
	• Contributing to an OHS inspection
	• Contributing to engaging external specialists and consultants
	• Contributing to the identification of non-compliance with OHS legislation in the workplace
	• Contributing to the implementation, monitoring and evaluation of actions to ensure OHS compliance
	• Making recommendations about how compliance with OHS legislation could be achieved
	• Reporting breaches of compliance to responsible persons or authorities
	• Taking administrative measures in compliance with appropriate the legislation
	• Where required, carrying out notes or functions specified in legislation or workplace policies and procedures
Sources	May include, but not limited to:
	• Audits
	• Employer groups
	• Employees
	• Hazard, incident and accident investigation reports
	• Industry bodies
	• Manufacturers' manuals and specifications
	• Material Safety Data Sheets (MSDSs)
	• OHS professional bodies
	• OHS specialists
	• Regulatory authorities
	• ILO standards (Ratified)
	• Training, information sessions and forums
	• Unions
	• Websites, journals and newsletters

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in:
	• Identification and application of the OHS legal and regulatory framework applicable to the candidate's workplace, occupation and industry
	• Knowledge of relevant Ethiopian OHS legislation, policy, directives, codes of practice and standards.

	• Access to relevant information and documentation on compliance requirements such as: ➤ organizational policies, standard operating procedures, procedures and plans ➤ relevant legislation, directives, policy, regulations, licensing requirements, codes of practice, standards • Access to relevant internal and external data files • Access to appropriate office equipment and resources used in the identification and rectification of OHS compliance breaches.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Obligations, rights and requirements under relevant OHS legislation, policy, directives, criminal and civil law as it applies to those involved in OHS • Relevant Ethiopian OHS legislation, policy, directives, codes of practice and standards • Research and data collection methods to obtain evidence of compliance with OHS legislation.
Underpinning Skills	Demonstrate skills in: • Communication and interpersonal skills to contribute effectively to formal and informal OHS meetings • Literacy skills to prepare simple documents such as summary reports and memos for a range of target groups including OHS committee, OHS representatives, managers, supervisors, regulatory authorities.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	ompetence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Participate in Workplace OHS Consultative Processes**
Unit Code	**LSA OHS3 05 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to participate in workplace 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.

Element	Performance Criteria
1. Contribute to establishing consultative processes within the workplace	1.1 Knowledge of relevant OHS legislation, policies, directives and procedures is applied to contribute to the development of **consultative** and **participative OHS arrangements** in the workplace
	1.2. **Barriers** are identified, recorded and addressed to the successful functioning of OHS consultative processes
	1.3. Contribute recommendations for those involved in OHS
	1.4. Responsibilities of **relevant personnel** are identified and recorded in the consultation process
2. Contribute to obtaining and providing information about OHS issues	2.1. Contribute to establishing a systematic approach to manage OHS by using **systems and procedures** to gather information on OHS issues
	2.2. **Tools and techniques** are utilized to source information from others about OHS issues and hazards
	2.3. **Sources of OHS information** and data are identified and accessed
	2.4. Relevant issues are communicated to others using appropriate **communication methods**
3. Raise OHS issues with others	3.1. Relevant OHS issues are raised in meetings and relevant aspects of discussion recorded in accordance with workplace procedures
	3.2. Outstanding issues from meetings are followed-up in a timely manner
	3.3. Outcomes are communicated to others

Variable	Range
Consultative	May include, but not limited to: • Arrangements to meet workplace consultation

	obligations specified in relevant Ethiopian OHS legislation, including: ➢ OHS and other consultative and planning committees ➢ Health and safety and other employee representatives such as deputy OHS representatives ➢ Employee and supervisor involvement in OHS activities such as inspections and audits ➢ Procedures for reporting hazards, raising awareness and addressing OHS issues ➢ Employee and workgroup meetings • The formal and informal processes in place for the exchange of information and views on OHS hazards, risks and risk controls
Participative OHS arrangements	May include, but not limited to: • Inform employees and other stakeholders on OHS matters • Seek input and offer the opportunity for stakeholders to participate in decisions that may impact on the OHS of the workplace
Barriers	May include, but not limited to: • Access to technology or information • An unsupportive workplace culture • Cultural differences arising from ethnic diversity • Geographic dispersal of employees • Issues arising around the workplace and specific disabilities • Lack of a systematic approach to manage OHS in the workplace • Lack of support from key management • Language and literacy levels of the workforce • Remote locations or worksites • Shift work • Unrealistic timeframes
Relevant personnel	May include, but not limited to: • Managers and supervisors • Employers • OHS representatives and committee members • OHS professional • OHS specialists such as: ➢ Ergonomists ➢ Health professionals ➢ Injury management advisors

	➢ Occupational hygienists
	• OHS technical advisors such as:
	  ➢ Engineers (design, acoustic, safety, mechanical, electrical, chemical and civil)
	  ➢ Maintenance and trades people
	  ➢ Safety representatives
	• Self-employees
	• Unions

Systems and procedures	May include, but not limited to:
	• Methods of information collection and reporting, including:
	  ➢ Surveys
	  ➢ Checklists
	  ➢ Audits
	  ➢ Interviews
	  ➢ Group discussion
	  ➢ Inspections
	  ➢ Registers and Record keeping
	• Planning and consultation systems including:
	  ➢ OHS committee
	  ➢ Meetings with health and safety representatives
	• Written communication systems, such as use of intranet, emails, memos, reports, newsletters

Tools and techniques	May include, but not limited to:
	• Body or risk mapping
	• Employee concerns identified through a hazard reporting system
	• Examination of relevant information and data
	• Formal or informal meetings
	• Hazard, accident identification checklists
	• Interviews with workers
	• Job and systems analysis
	• Material Safety Data Sheets (MSDSs)
	• Plant and equipment maintenance records
	• Reviews of:
	  ➢ Complains (claim statistics)
	  ➢ Workplace inspection report
	  ➢ Investigation reports and OHS records
	  ➢ Registers of hazardous substances and dangerous goods
	  ➢ Reported hazards and incidents
	• Surveys and suggestion boxes
	• Workplace processes such as 'walk through' surveys and inspections

Sources of OHS information	May include, but not limited to: • Audits • Employer groups or associations • Employees • First aid records • Hazard, incident, accident and investigation reports • Industry bodies • Legislation, directives, standards, manufacturers' manuals and specifications available at the workplace • Minutes of meetings from incident investigations • MSDSs and registers • OHS professional bodies • OHS specialists • Other manufacturers' manuals and specifications • Regulatory authorities (for codes of practice, legislation) • Reports • Standards, from overseas • Unions • Websites, journals and newsletters • Workplace inspections
Communication methods	May include, but not limited to: • Audit and inspection records • Emails, memos and other agreed forms of communication • Group and individual meetings • Presentations • Risk registers • Using interpreters and translators

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Contribution to consultative arrangements to manage OHS in a workplace • Knowledge of relevant OHS legislation, directives, codes of practice, agreements, industry standards, workplace policies and procedures.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Roles and responsibilities of OHS personnel, safety committees • Relevant OHS legislation, directives, codes of practice, agreements, industry standards, workplace policies and procedures

	• Organizational procedures for information sourcing and dissemination, and available communication channels and methods • Organizational procedures and protocols for record keeping, and information retrieval and management.
Underpinning Skills	Demonstrate skills in: • Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities • Literacy skills to speak, listen, read and write effectively to consult on and present OHS issues • Interpersonal skills to support others to raise OHS issues • Information management skills to store and retrieve relevant documents.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	ompetence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Contribute to OHS Hazard Identification and Risk Assessment**
Unit Code	**LSA OHS3 06 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to contribute to 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, policies, directives, codes and standards. This unit applies to individuals who assist OHS specialists in relation to the identification of workplace hazards and assessment of OHS risks in the workplace.

Element	Performance Criteria
1. Contribute to workplace hazard identification	1.1. Contribute to the selection of **hazard identification tools**, **techniques**, **processes and methods** suitable for the workplace
	1.2. Hazard identification tools, techniques processes and methods are accessed to identify hazards in the workplace
	1.3. **Hazards** in the workplace are recognized, the hazards reported to designated personnel and recorded in accordance with workplace procedures
	1.4. Information and assistance are provided to **persons conducting workplace inspections or testing**
2. Gather information about workplace hazards	2.1. Information about OHS hazards and their associated **risks** are researched, collected and recorded
	2.2. Additional information, expertise or specialist advice are sought from within or external to the workplace when limit of own skills and knowledge is reached
	2.3. A workplace inspection is conducted to collect further information about OHS hazards and associated risks if required
	2.4. Contribute to the support of OHS practitioners and employees in accessing workplace **sources of information** and data regarding hazard identification
	2.5. Contribute to the support of OHS practitioners and employees accessing external sources of information and data related to hazard identification, where

	required
3. Contribute to OHS risk assessment	3.1. Appropriate *risk assessment tools* are-used to contribute to risk assessment
	3.2. Categories are identified and risk factors assessed as a contribution to overall risk assessment
	3.3. Additional information, expertise, or specialist advice are sought to investigate the likelihood and consequence of identified risks
	3.4. Outcomes of the risk assessment process are documented in a *risk register*

Variable	Range
Hazard identification tools techniques, processes and methods	May include, but not limited to: • Analysis of injury and claims statistics • Audits • Body or risk mapping • Checklists for hazard identification • Consultation with workers, clients or other users • Identification of employee concerns, such as through a hazard reporting system • Input of managers, OHS representatives, OHS committee and others through consultative processes • Interviews • Investigations • Job safety analyses • Material Safety Data Sheets (MSDSs) • Monitoring and measurement • Observation • Review of past incidents, incident, accident and hazard reports, hazardous substances and dangerous goods registers, plant and maintenance records • Review of research and industry literature • Review of technical standards and other information sources • Simulations • Timelines of actions and events • Use of incident models • Workplace processes such as 'walk through', surveys and inspections
Hazards	May include, but not limited to: • Sources of potential harm in terms of human injury, ill health, damage to property, damage to the

	environment, or a combination of these, including:
	➢ Biological
	➢ Chemical
	➢ Environment
	➢ Mechanical and/or electrical
	➢ Nuclear
	➢ Physical
	➢ Physiological
	➢ Psychosocial
	➢ Radiological

Persons conducting workplace inspections or testing	May include, but not limited to:
	• Employers
	• Employees
	• Internal or external consultants
	• OHS specialists and testers such as:
	  ➢ Audiologists
	  ➢ Ergonomists
	  ➢ Health professionals
	  ➢ Occupational health professionals
	  ➢ Occupational hygienists
	  ➢ Safety engineers
	  ➢ Safety professionals
	  ➢ Toxicologists
	• OHS technical advisors such as:
	  ➢ Engineers (design, acoustic, safety, chemical, electrical, mechanical and civil)
	  ➢ Maintenance and trades people
	  ➢ Safety representatives

Risks	May include, but not limited to: • The chance of something happening that will result in injury or damage • Measured in terms of consequences (injury or damage) and likelihood of the consequence
Sources of information	May include, but not limited to: • Audits • Employer groups • Employees • Hazard, incident, accident and investigation reports • Industry bodies • Legislation, standards, manufacturers' manuals and specifications available at the workplace • Minutes of meetings from incident investigations • MSDSs and registers • OHS professional bodies

	• OHS specialists • Other manufacturers' manuals and specifications • Regulatory authorities (for codes of practice, legislation) • Reports • Standards, from Ethiopia or overseas • Unions • Websites, journals and newsletters • Workplace inspections

Risk assessment tools	May include, but not limited to:
	• Aids that may be included in:
	   ➢ Legislation
	   ➢ Directives
	   ➢ Codes of practice
	   ➢ Standards
	   ➢ Guidelines
	   ➢ Or other relevant documentation
	• Checklists

Risk register	May include, but not limited to: • A list of hazards, their location and the people exposed to them • A range of possible scenarios or circumstances under which these hazards may cause injury or damage • Nature of injury or damage that could be caused • Results of a risk assessment • Possible control measures for implementation

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Collection of information about workplace hazards and contribution to the identification of hazards in a workplace • Contribution to a risk assessment for hazards identified in the workplace • Knowledge of relevant Ethiopian OHS legislation, directives, codes of practice, standards and guidance material
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Appropriate methods for data collection • Basic principles of incident causation and injury processes • Concepts of risks, factors that affect risk and difference between a hazard and a risk • Consequences and likelihood of risks associated with

	hazards in the workplace
	• Formal and informal communication processes
	• Internal and external sources for OHS information and data
	• Key personnel in the workplace
	• Legislative requirements for:
	   ➢ Consultation and communication
	   ➢ Information and data collection
	   ➢ Notification of incidents
	   ➢ Record keeping
	   ➢ Reporting of incidents
	   ➢ Specific hazards
	• Limitations and subjectivity of generic hazard and risk checklists, and risk ranking processes
	• Nature of workplace processes and hazards relevant to the workplace
	• Organizational culture as it impacts on the workgroup
	• Organizational design and structure
	• Organizational policies and procedures regarding OHS
	• Relevant Ethiopian OHS legislation, directives, codes of practice, standards and guidance material
	• Types and characteristics of major physical, chemical, biological, radiological, nuclear, mechanical, physiological, psychosocial and environmental hazards which may be present in the workplace
	• Types of hazard registers.

Underpinning Skills	Demonstrate skills to:
	• Research skills to investigate the effectiveness of workplace practices and processes, to review workplace practices, processes and data, and to draw relevant inferences
	• Literacy skills to prepare summary reports and memos for a range of target groups including:
	   ➢ Employees
	   ➢ OHS committees
	   ➢ OHS representatives
	   ➢ Managers
	   ➢ Supervisors
	   ➢ Regulatory authorities
	• Organizational and time management skills to sequence tasks and meet timelines
	• Communication skills to contribute effectively on hazard identification risk assessment processes.

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	ompetence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Contribute to OHS Hazard Control**
Unit Code	**LSA OHS3 07 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to contribute to controlling 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, directives, codes and standards. This unit applies to individuals who assist OHS specialists in relation to controlling OHS hazards in the workplace.

Element	Performance Criteria
1. Contribute to the development of OHS hazard control options	1.1. Knowledge of OHS legislation, directives, codes of practice, standards, regulations and workplace policies and procedures is applied to contribute to the development of **hazard controls**
	1.2. **Principles of the hierarchy of control** to identified **hazards** are applied
	1.3. the use of **OHS specialists and technical advisors** is initiated, where required, to assist in hazard identification and development of hazard controls for areas outside own expertise
2. Contribute to the selection of hazard control options	2.1. The selection of hazard controls is determined with relevant others
	2.2. The prioritization of hazard controls are determined with relevant others
	2.3. Opportunities are provided for employees to become involved in hazard control options
	2.4. **Factors impeding successful implementation of selected hazard controls** are identified and reported
	2.5. Information about selected hazard controls are provided to stakeholders
3. Contribute to the implementation of hazard controls	3.1. Contribute to obtaining resources required to implement selected hazard controls
	3.2. Contribute to the development and documentation of actions required to implement hazard controls
	3.3. Stakeholders affected by hazard controls are **communicated** with in a timely and clear manner

Variable	Range

Hazard controls	May include, but not limited to:
	• Actions taken to eliminate hazards entirely
	• Actions taken to minimize the risks associated with the hazard by:
	  ➢ Substituting another product or process to replace the hazard
	  ➢ Isolating the hazard
	  ➢ Using engineering controls
	  ➢ Improving administrative controls such as changing policies, procedures or providing training
	• Using PPE such as:
	  ➢ Head protection
	  ➢ Face and eye protection
	  ➢ Respiratory protection
	  ➢ Hearing protection
	  ➢ Hand protection
	  ➢ Clothing and footwear

Principles of the hierarchy of control	May include, but not limited to:
	• Eliminating hazards
	• And where this is not practicable, minimizing risk by:
	  ➢ Isolating hazard from personnel
	  ➢ Substitution
	  ➢ Using administrative controls (e.g. Procedures, training)
	  ➢ Using engineering controls
	  ➢ Using PPE

Hazards	May include, but not limited to:
	• Sources of potential harm in terms of human injury or ill health, damage to property, damage to the environment, or a combination of these, including:
	  ➢ Physical
	  ➢ Mechanical and/or electrical
	  ➢ Chemical
	  ➢ Biological
	  ➢ Psychosocial
	  ➢ Radiological
	  ➢ Nuclear
	  ➢ Environmental

OHS specialists and technical advisors	May include, but not limited to:
	• Employees who have an OHS role and responsibilities
	• OHS specialists and testers such as:
	  ➢ Audiologists
	  ➢ Ergonomists

	➤ Health professionals ➤ Occupational health professionals ➤ Occupational hygienists ➤ Safety engineers ➤ Safety professionals ➤ Toxicologists • OHS technical advisors such as: ➤ Engineers (design, acoustic, safety, chemical, electrical, mechanical and civil) ➤ Maintenance and trades people ➤ Safety representatives, inspectors and officers
Factors impeding successful implementation of selected hazard controls	May include, but not limited to: • Less access to technology or information • An unsupportive workplace culture • Cultural differences arising from ethnic diversity • Geographic dispersal of employees • Issues arising around the workplace and specific disabilities • Lack of a systematic approach to manage OHS in the workplace • Lack of support from key management • Language and literacy • Language, literacy and numeracy levels • Remote locations or worksites • Shift work • Shift work and roistering arrangements • Unrealistic timeframes • Workplace organizational structures
Communication with stakeholders	May include, but not limited to: • Contribution to development of policies and procedures • Employee meetings • Interviews and discussions • Issue resolution meetings • Memos • Presentations to: ➤ External investigators ➤ Inspectors ➤ Consultants ➤ OHS specialists ➤ Technical advisors • Presentations to OHS committees • Summary reports • Use of participative or consultative processes implemented in the workplace

	• Written and electronic communication

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Skill of contribution to the development, selection and implementation of OHS hazard control options in a workplace • Knowledge of relevant Ethiopian OHS legislation, directives, codes of practice, standards and guidance material.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Codes of practice and standard industry controls for a range of hazards • Concept of risk and factors that affect risk • Difference between a hazard and a risk • Formal and informal communication processes and key personnel related to communication • Hazard control options • Hierarchy of control and considerations for choosing between different control measures such as possible inadequacies of particular control measures • How the characteristics and composition of the workforce impact on risk • Incident and accident investigation procedures • Internal and external sources of information about OHS information and data • Key personnel in the workplace • Limitations of generic hazard and risk checklists and risk ranking processes • Nature of workplace processes and hazards relevant to the workplace • Organizational design and structure • Organizational policies and procedures regarding OHS • Potential effects and likely consequences to people, materials, equipment, work practices and environment if risks associated with OHS hazards in the workplace are realized • Principles of incident causation and injury processes • Relevant Ethiopian OHS legislation, directives, codes of practice, standards and guidance material • Requirements for individual fitting, use, maintenance and storage of PPE • Types and characteristics of major physical, chemical, biological, radiological, nuclear, mechanical, psychosocial and environmental hazards which may be

	present in the workplace.

Underpinning Skills	Demonstrate skills in:
	• Communication skills to contribute effectively on the selection of hazard controls and the selection of hazard controls
	• Culturally appropriate communication skills to relate to people with diverse backgrounds and people with diverse abilities and OHS roles in the workplace
	• Organizational and time management skills to sequence tasks and meet timelines
	• Literacy skills to prepare summary reports and memos for a range of target groups including:
	  ➢ Employees
	  ➢ OHS committees
	  ➢ OHS representatives
	  ➢ Managers
	  ➢ Supervisors.

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	ompetence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Contribute to OHS Issue Resolution**
Unit Code	**LSA OHS3 08 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to contribute to the resolution of OHS issues in the workplace. It includes determining relevant legislation, policy, directives, standards and contributing to any actions to ensure compliance with OHS legislation, policy, directives codes and standards. This unit applies to individuals who assist OHS specialists in relation to resolving OHS issues and effectively communicating the outcomes of the issue resolution process to employees.

Element	Performance Criteria
1. Prepare for resolution about OHS issues	1.1. Knowledge of relevant OHS legislation, policy, directives, standards and workplace policies and procedures is applied to the OHS resolution process in the workplace
	1.2. OHS issues are identified, clarified and recorded prior to commencement of issue resolution meetings
	1.3. **Preparations** are undertaken to plan how OHS issues will be resolved
	1.4. Any obstacles that prevent OHS issue discussion in the workplace are identified and removed
2. Contribute to the resolution of OHS issues	2.1. **Support and advice** are provided to employees and employers about **issue resolution tools**, **techniques and strategies** that can be used to resolve OHS issues
	2.2. The issue resolution process are made participatory
	2.3. Support and advice are provided where appropriate to resolve any conflict or disagreement arising from the issue resolution process according to workplace procedures
	2.4. **External bodies** are contacted to initiate OHS dispute resolution processes where appropriate
3. Effectively communicate outcomes of OHS issue resolution process	3.1. The communication needs of stakeholders are researched
	3.2. Issue resolution findings are communicated to stakeholders through a variety of **formal and informal methods**

	3.3. **_Records of OHS issue resolution actions_** and outcomes are established and maintained

Variable	Range
Preparations	May include, but not limited to: • Considering the expected response of other parties to proposals • Contributing to the development of an alternative proposal • Contributing to the selection of tactics, tools and approaches to be used in issue resolution • Determining desired outcomes of the issue resolution process • Determining with whom the issues should be raised • Following policy processes • Formulating a proposal to achieve a desired outcome • Gathering information on OHS issues • Preparing the physical environment in which issue resolution meetings will take place • Reading any supporting documentation associated with the OHS issues

Support and advice	May include, but not limited to:
	• Accompanying employees when investigations are being conducted by employers/external investigators
	• Engaging the advice of:
	  ➢ External consultants
	  ➢ OHS specialists
	  ➢ Other health and safety representatives
	  ➢ Unions
	• Explaining the results of inspections to employees, safety representatives or OHS committee members and/or employers
	• Holding formal meetings with relevant others
	• Holding informal discussions with relevant others
	• Interpreting information about OHS inspections to relevant others
	• Providing written summaries, letters, emails, minutes and reports on issue resolution action plans and outcomes

Issue resolution tools, techniques, and strategies	May include, but not limited to: • Anticipating possible outcomes of issue resolution meetings • Considering what other parties perceive to be the issues, problems and goals requiring resolution

	• Contributing to identifying appropriate mediation processes and personnel if required • Establishing wants and needs from the issue resolution process • Gathering information about the decision making authority of people involved in the issue resolution process • Gathering knowledge and conducting research to clearly define the issues, problems and goals of issue resolution meetings • Recording facts about issues • Tabling proposals and solutions at issue resolution meetings • Using active listening and responding techniques during issue resolution meetings • Working out areas of agreement with parties participating in the issue resolution process
External bodies	May include, but not limited to: • Dispute resolution commissions • Statutory OHS investigative bodies within the relevant jurisdiction • Unions and Regulatory authorities
Formal and informal methods	May include, but not limited to: • Giving presentations • Participating in group and individual meetings • Presenting issue resolution findings to the OHS committee • Providing written summaries, letters, emails, memos, minutes and reports • Using interpreters and translators
Records of OHS issue resolution actions	May include, but not limited to: • Audit and inspection records • Meeting minutes • Risk registers • Written summaries, letters, emails, minutes and reports on issue resolution action plans

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Skill of contribution to the resolution of workplace OHS issues in accordance with OHS legislation, and workplace policies and procedures • Knowledge of relevant Ethiopian OHS legislation, directives, policy, codes of practice, standards and guidance material.

Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities • Internal and external sources of OHS information and data • Legislative requirements for OHS information provision, data collection, consultation and reporting • Organizational culture as it impacts on the workgroup • Organizational policies and procedures for OHS agreements • Relevant Ethiopian OHS legislation, directives, policy, codes of practice, standards and guidance material • Roles and responsibilities of personnel under OHS legislation • Types of issue resolution tools, techniques and strategies.
Underpinning Skills	Demonstrate skills to: • Culturally appropriate communication skills to consult and present OHS issues to people from diverse backgrounds and people with diverse abilities • Presentation and facilitation skills to represent employees' views on OHS issues • Information management skills to store and retrieve relevant documents. • Organizational skills to run meetings effectively
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	ompetence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Contribute to the Implementation of Emergency Prevention and Response Procedures**
Unit Code	**LSA OHS3 09 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude 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 OHS legislation, directives, codes and standards. This unit applies to individuals who assist OHS specialists in relation to the implementation of emergency prevention and response procedures.

Element	Performance Criteria
1. Contribute to the implementation emergency prevention activities	1.1. Situations that could lead to **workplace emergencies** are identified, recorded and reported to the appropriate person
	1.2. Contribute to the implementation of **actions**, **controls or treatments** to prevent potential emergency situations from occurring
	1.3. Information about what an emergency control organization is and how it operates in the workplace are provided to relevant others
	1.4. **Information about emergency prevention and response plans** are communicated effectively to relevant others.
2. Contribute to implementing emergency responses	2.1. Emergencies are identified and reported to relevant persons according to workplace emergency procedures
	2.2. **Emergency warnings** are given response and advice gained according to workplace emergency procedures
	2.3. **Instructions** from **emergency control response personnel** are followed
	2.4. Allocated tasks in emergency situations are performed as outlined in workplace emergency procedures
	2.5. Relevant others are informed that an emergency is occurring and their role in the emergency response process reminded

Variable	Range
Workplace emergencies	May include, but not limited to: • Civil disorder or criminal acts such as robberies and shootings • Contamination • Emergencies requiring evacuation • Explosions and bomb alerts • External emergencies such as flood, cyclone, earthquake, storm and traffic accident impacting on the organisation • Fires and explosions • Hazardous substances and chemical spills • Hostage situations or terrorism • Internal emergencies such as loss of power or water supply and structural collapse • Security emergencies such as armed robberies, intruders or disturbed persons • Serious injury events or medical emergencies
Actions, controls or treatments	May include, but not limited to: • Audits • Cessation of work where there is an immediate risk to health and safety • Drills for emergency situations • Fire or smoke alarms • Initiation of responses set out in legislation, workplace policies and procedures • Inspections • Records of equipment and systems compliance with safety standards • Security alarms • Training logs and records • Visual checks
Information about emergency prevention and response plans	May include, but not limited to: • Articles in newsletters • Holding informal discussions and meetings • Multimedia aids such as videos and Digital Video Discs (DVDs) • Posters, leaflets and flyers • Raising OHS issues at committee meetings • Speaking to individuals and groups
Emergency warnings	May include, but not limited to: • Advice from designated personnel • Alarms triggered by automatic fire, leak spill or movement detectors

	• Automatic sprinkler systems • Closed Circuit Television (CCTV) • Communications equipment • Electronic warning devices
Instructions	May include, but not limited to: • Ordering the cessation of work • Ordering to evacuate the premises or to meet at designated meeting points
Emergency control response personnel	May include, but not limited to: • Ambulance • Emergency services • Fire brigade • Hazardous materials response teams (hazmat) • Internal emergency response control personnel • Internal or external advisors in safety, chemicals, engineering, security and emergency response • OHS personnel or authorities • Police • Labour inspectors • Representatives from government departments

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Skill of effective contribution to the implementation of workplace emergency prevention response procedures • Knowledge of relevant Ethiopian OHS legislation, policy, directives, codes of practice, standards and guidance material.

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Basic emergency prevention controls typically installed in a workplace, such as:
	   ➢ Emergency alerting systems
	   ➢ Emergency protection systems
	   ➢ Fire and smoke alarms, and fire extinguishers
	   ➢ Required safety wear
	   ➢ Security systems
	• Enterprise physical site and work areas
	• Enterprise reporting procedures in an emergency
	• Essential actions of self and others in an emergency
	• Hazards and precautions to be taken during an emergency
	• Internal and external sources of OHS information
	• Organizational policies and procedures for acting in an emergency situation

	• Powers of safety representatives and other authorized OHS personnel to cease work immediately if an immediate danger to OHS exists • Relevant Ethiopian OHS legislation, policy, directives, codes of practice, standards and guidance material • Roles, responsibilities and authority of OHS personnel • Information needs of work unit or work team.
Underpinning Skills	Demonstrate skills in: • Communication skills to communicate effectively about prevention of hazardous circumstances which may lead to emergencies • Organizational skills to act in accordance with organizational policies and procedures in emergency situations.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	ompetence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Participate in OHS Investigations**
Unit Code	**LSA OHS3 10 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to participate in OHS investigations. It includes determining relevant legislation and contributing to any actions to ensure compliance with OHS legislation, policy, directives, codes and standards. This unit applies to individuals who assist OHS specialists in relation to an investigation of an OHS incident in the workplace.

Element	Performance Criteria
1.Contribute to OHS data collection relevant to an investigation	1.1. Information is obtained from those involved using *appropriate data collection techniques* regarding *actions and events* leading up to, occurring during or after an incident
	1.2. *Sources of additional information* related to an incident are identified and accessed
	1.3. Advice from external sources is engaged, if required
	1.4. *Investigators* are accompanied and relevant information provided during investigations
	1.5. Meetings about OHS investigations are attended
	1.6. Investigative testing is observed and copies of the results provided to relevant others
2.Participate in workplace investigations	2.1. *Appropriate techniques* are-used when participating in workplace investigations
	2.2. Reports on safety incidents, injuries and illnesses are reviewed
	2.3. Responsible persons and relevant authorities are contacted, when required
	2.4. Recommendations arising from investigations are communicated to relevant others

Variable	Range
Appropriate data collection techniques	May include, but not limited to: • Accessing information and statistics on accidents and dangerous occurrences • Conducting regular, accident or special workplace OHS inspections • Engaging the services of an internal or external consultant or specialist OHS practitioner

	• Facilitating the engagement of personnel to conduct specialized testing on hazards in the workplace • Investigating workgroup members' complaints thoroughly before presenting them to management or supervisors

Actions and events	May include, but not limited to:
	• Anything that may have contributed to the occurrence or severity of the incident, including design decisions
	• Facts about the incident such as:
	  ➢ Systems
	  ➢ People
	  ➢ Tools
	  ➢ Equipment
	  ➢ Materials
	  ➢ Fixtures
	  ➢ Time and nature of any injuries sustained

Sources of additional information	May include, but not limited to: • Booklets and publications from statutory authorities • Manufacturers' manuals, specifications and instructions • Material Safety Data Sheets (MSDSs) • OHS consultation and participation processes • OHS legislation, codes of practice, industry standards and guidelines • OHS related websites • Records about hazards identified in the workplace • Records about previous actions taken to control hazards • Records of risk assessments • Rights and responsibilities of those involved in OHS in the workplace • Safe work procedures • Workplace OHS policies, procedures and agreements
Investigators	May include, but not limited to: • Employer representatives, managers and supervisors • External consultants • Inspectors from statutory OHS investigative bodies or authorities • Internal OHS specialists • OHS representatives conducting workplace investigations for issues raised in the workplace
Appropriate techniques	May include, but not limited to: • Examination of relevant information and data • Inspections • Interviews • Simulations • Timelines of actions and events

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Skill of effective contribution to investigations of OHS issues relating to workplace incidents • Knowledge of relevant Ethiopian OHS legislation, policy, directives, codes of practice, standards and guidance material.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Basic principles of incident causation • Characteristics, mode of action and units of measurement of major hazard types • Formal and informal communication processes and the key personnel related to communication • Hierarchy of control and considerations for choosing between different hazard control measures • Internal and external sources of OHS information and data • Nature of the workplace processes such as work flow, planning and control, and hazards specific to the workplace • Organizational culture as it impacts on the workgroup • Organizational policies and procedures for OHS • Principles and practices of systemic approaches to the management of OHS • Principles of ethics related to professional practice • Relevant Ethiopian OHS legislation, policy, directives, OHS legislation, codes of practice, standards and guidance material • Roles and responsibilities under OHS legislation of employees, supervisors, contractors, designers.
Underpinning Skills	Demonstrate skills in: • Information management skills to store and retrieve relevant OHS documents • Presentation and consultation skills to communicate OHS issues arising in the workplace • Presentation skills to provide information to a wide range of forums.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	ompetence may be assessed through: • Interview/Written Test

	• Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Provide On-job Training Support**
Unit Code	**LSA OHS3 11 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the process of providing on-job training support within an enterprise and defines the standard required to: identify needs for on-the-job training support; set up on-job training support; provide follow-up and support to learner; apply a range of approaches to on-job training support; support has been successfully and appropriately provided in an enterprise.

Element	Performance Criteria
1. Identify needs for on-the-job training support	1.1. ***Training techniques*** needs are determined in consultation with supervisor and employee/trainee.
	1.2. Extent and scope of training support to be provided are agreed with the supervisor.
	1.3. Outcomes from training are defined prior to commencement.
	1.4. Methods of providing on-job training support are clarified and agreed with supervisor.
2. Support on-the-job training	2.1. Training outcomes are clearly indicated to the learner.
	2.2. Training is delivered as directed and in accordance with workplace procedures and relevant legislation.
	2.3. Practice opportunities are provided to re-enforce the training.
3. Provide follow-up and support to learner	3.1. Opportunities to apply competencies on-the-job are provided.
	3.2. Constructive feedback and coaching are provided to assist learning.
	3.3. Feedback of employee's progress is given to the supervisor in the workplace.

Variable	Range
Training techniques	May include, but not limited to: • Demonstrations, • Explanations, • Problem-solving, • Mentoring, • Experiential learning,

	• Group work,
	• On-the-job coaching,
	• Job rotation or a combination of the above.

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Identify needs for on-the-job training support • Set up on-job training support • Provide follow-up and support to learner • Apply a range of approaches to on-job training support • Provide support in an enterprise successfully and appropriately.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Adult learning principles • Setting up on-job training support • Approaches to on-job training support • Resources required for on-job training support • Reviewing and reporting on on-job training support • OHS issues related to on-job training support.
Underpinning Skills	Demonstrate skills to: • Identify hazards and provide a safe learning environment • Determine training needs and required outcomes • Deliver training in work skills • Identify needs for on-the-job training support • Provide follow-up and support to learner • Use literacy skills to read, interpret and follow organizational policies and procedures, follow sequenced written instructions, record accurately and legible information collected and select and apply procedures for a range of tasks • Use oral communication skills/language competence to fulfill the job role as specified by the organization, including questioning techniques, active listening, clarifying information and consulting with supervisors as required • Use numeracy skills to estimate, calculate and record routine workplace measures • Use interpersonal skills to work with and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Apply an Understanding of the Legal and Regulatory Framework of OHS**
Unit Code	**LSA OHS3 12 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude 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.

Element	Performance Criteria
1. Determine the legal framework of OHS in the workplace	1.1. ***Current legislation and related documentation relevant to OHS*** and the organization's operations are sought
	1.2. Knowledge of the relationship between OHS legislation, policy, directives, codes of practice, associated standards and guidance material are-used to determine legal requirements in the workplace
	1.3. ***Responsibilities and requirements*** are identified and confirmed as specified in legislation
	1.4. Responsibilities and requirements are clarified and advice sought from ***legal advisors*** where necessary
2. Provide advice on OHS compliance	2.1. Advice is provided to ***appropriate personnel*** about the specific legal responsibilities of employers including duty of care and how it is codified in relevant OHS legislation
	2.2. Advice is provided to appropriate personnel about administration of ***enforcement processes and instruments*** including penalties that apply to organizations prosecuted under relevant OHS legislation
	2.3. Advice is provided to appropriate personnel on how negligence is determined at statutory and labour law
3. Comply with legal requirements	3.1. Action is taken to ensure that the workplace, including systems of work and work organization, is appraised against and complied with relevant legislation
	3.2. Training needs of ***those with OHS responsibilities*** are identified and provided as required according to legal requirements

	3.3. Requirements for other training are identified under OHS legislation and training arranged as required
	3.4. Limits of own professional expertise are recognized and legal advisors consulted as required
4. Report incidents of non-compliance	4.1. **Responsible persons** possible breaches are raised promptly as required
	4.2. Advice is provided on arrangements for incident reporting to government authorities in accordance with relevant OHS legislation and organizational procedures
	4.3. Non-compliance in systematic approaches are raised to manage OHS procedures and/or practices in accordance with OHS procedures inadequacies
5. Contribute to ongoing monitoring of compliance with OHS legislation	5.1. Compliance with OHS legislative requirements is monitored
	5.2. Compliance issues are resolved or referred in accordance with OHS policies and procedures, and relevant OHS legislation

Variable	Range
Current Legislation and related documentation relevant to OHS	May include, but not limited to: • Current Ethiopian OHS legislation, policy, directive, codes of practice, associated standards and guidance material • Labour law • Workers compensation • Trade practices • Criminal law • Civil law • Industrial relations law • Equal employment opportunity and anti- discrimination law • Ethiopian and international standards
Responsibilities and requirements	May include, but not limited to: • Employers • Self-employed persons • Persons in control of workplaces • Contractors • Designers, manufacturers, importers, suppliers of plant • Erectors and installers of certain plant • Manufacturers, importers and suppliers of substances • Employees

	• OHS committees • OHS representatives • Unions
Legal advisors	May include, but not limited to: • Legal practitioners, either internal or external • Government OHS inspectors
Appropriate personnel	May include, but not limited to: • Employers • Company directors • Managers • Supervisors • Employees • OHS representatives and committees • Contractors
Enforcement processes and instruments	May include, but not limited to: • Prohibition notices • Improvement notices • On-the-spot fines • Provisional improvement notices
Those with OHS responsibilities	May include, but not limited to: • Employer • Company director • Manager • Supervisors • OHS representatives
Responsible persons	May include, but not limited to: • OHS officer • OHS advisor • Manager • Supervisor • Other appropriate person(s) delegated authority to act or apply rectification controls within the organization

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Evidence of the application of advice regarding the legal and regulatory framework of OHS and other relevant legislation, either in an actual workplace, simulation exercise or scenario • Products developed for provision of advice on OHS legal compliance issues • Evidence of how these products were developed and used either in an actual workplace, simulation exercise or scenario.

Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Relevant Ethiopian OHS legislation, policy, directives, codes of practice and standards • Roles and responsibilities of personnel as specified in relevant OHS legislation • Structure and forms of legislation including regulations, codes of practice, associated standards and guidance material • Requirements for reporting under OHS and other relevant legislation including obligations for notification and reporting of incidents • Concept of labor and civil law duty of care • Systematic approaches to managing and complying with OHS legislation • Professional liability in relation to giving advice
Underpinning Skills	Demonstrate skills to: • Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities at all levels of the organization • Literacy skills to prepare reports for a range of target groups including OHS committee, OHS representatives, managers, supervisors • Interpersonal skills to communicate effectively with personnel at all levels of organization, and legal and OHS specialists • Facilitation skills to conduct effective formal and informal meetings • Research and data analysis skills to analyze relevant OHS information and data, and make observations of workplace tasks and interactions between people, their activities, equipment, environment and systems in order to meet requirements of OHS legislation
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	ompetence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Implement and Monitor Environmentally Sustainable Work Practices**
Unit Code	**LSA OHS3 13 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required to investigate current practices in relation to resource usage, to effectively analyze the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness. It requires the ability to access industry information, applicable legislative and OHS guidelines.

Element	Performance Criteria
1. Investigate current practices in relation to resource usage	1.1. Environmental regulations applying to the enterprise are identified.
	1.2. Procedures are analyzed for assessing **compliance** with environmental/sustainability regulations.
	1.3. Information on environmental and resource efficiency systems and procedures are collected, and provided to the work group where appropriate.
	1.4. Information is collected, analyzed and organized from a range of **sources** to provide information/advice and tools/resources for improvement opportunities.
	1.5. Current resource usage of members of the work group is measured and documented.
	1.6. Current **purchasing strategies** are analyzed and documented.
	1.7. Current work processes are analyzed to access information and data to assist in identifying areas for improvement.
2. Set targets for improvements	2.1. Input is sought from **stakeholders, key personnel and specialists**.
	2.2. External sources of information and data are accessed, as required.
	2.3. Alternative solutions to workplace environmental issues are evaluated.
	2.4. Efficiency targets are set.
3. Implement performance improvement strategies	3.1. Appropriate **techniques and tools** are sourced and

	used to assist in achieving efficiency targets.
	3.2. Continuous improvement strategies are applied to own work area of responsibility, including ideas and possible solutions to communicate to the work group and management.
	3.3. **Environmental and resource efficiency improvement plans** for own work group are implemented and integrated with other operational activities.
	3.4. Team members are supervised and supported to identify possible areas for improved practices and resource efficiency in work area.
	3.5. **Suggestions** and ideas about environmental and resource efficiency management are sought from stakeholders and acted upon where appropriate.
	3.6. Costing strategies are implemented to fully value environmental assets.
4. Monitor performance	4.1. Evaluation and monitoring, tools and technology are-used and/or developed.
	4.2. Outcomes are documented and communicated to report on efficiency targets to key personnel and stakeholders.
	4.3. Strategies and improvement plans are evaluated.
	4.4. New efficiency targets are set, and new tools and strategies investigated and applied.
	4.5. Successful strategies are promoted and participants rewarded, where possible.

Variable	Range

Compliance	May include, but not limited to:
	 • Meeting relevant laws, by laws, regulations, directives or best practice or codes of practice to support compliance in environmental performance and sustainability at each level as required (such as Environmental Protection or Biodiversity Conservation Law):
	   ➢ International
	   ➢ National
	   ➢ Organization.

Sources	May include, but not limited to: • Organization specifications • Regulatory sources

	• Relevant stakeholders and Resource use.
Purchasing strategies	May include, but not limited to: • Influencing suppliers to take up environmental sustainability approaches • Researching and participating in programs such as a supply chain program to purchase sustainable products.

Stakeholders, key personnel and specialists	May include, but not limited to:
	• Individuals and groups both inside and outside the organization who have direct or indirect interest in the organization's conduct, actions, products and services, including:
	    ➢ Customers
	    ➢ Employees at all levels of the organization
	    ➢ Government
	    ➢ Investors
	    ➢ Local community
	    ➢ Other organizations and Suppliers
	• Key personnel within the organization, and specialists outside the organization who may have particular technical expertise.

Techniques and tools	May include, but not limited to: • Examination of invoices from suppliers • Examination of relevant information and data • Measurements made under different conditions • Others as appropriate to the specific industry context.

Environmental and resource efficiency improvement plans	May include, but not limited to:
	• Addressing environmental and resource sustainability initiatives such as: environmental management systems, action plans, green office programs, surveys and audits
	• Applying the waste management hierarchy in the workplace
	• Determining organization's most appropriate waste treatment including waste to landfill, recycling, re-use, recoverable resources and wastewater treatment
	• Initiating and/or maintaining appropriate organizational procedures for operational energy consumption, including stationary energy and non-stationary (transport)
	• Preventing and minimizing risks, and maximizing opportunities such as:
	    ➢ Improving resource/energy efficiency
	    ➢ Reducing emissions of greenhouse gases
	    ➢ Reducing use of non-renewable resources
	• Referencing standards, guidelines and approaches such as:

	➢ Ecological foot printing ➢ Energy Efficiency Opportunities Bill 2005 ➢ Global Reporting Initiative ➢ Green office program - a cultural change program ➢ Green purchasing ➢ Greenhouse Challenge Plus (Ethiopian government initiative) ➢ ISO 14001:1996 Environmental management systems life cycle analyses • Product stewardship • Supply chain management • Sustainability covenants/compacts • Triple bottom line reporting.

Suggestions	May include, but not limited to:
	• Prevent and minimize risks and maximize opportunities such as:
	  ➢ Usage of solar or renewable energies where appropriate
	  ➢ Reducing emissions of greenhouse gases
	  ➢ Reducing use of non-renewable resources
	  ➢ Making more efficient use of resources, energy and water
	• Maximizing opportunities to re-use, recycle and reclaim materials
	• Identifying strategies to offset or mitigate environmental impacts:
	  ➢ Purchasing carbon credits
	  ➢ Energy conservation
	  ➢ Reducing chemical use and material consumption
	• Expressing purchasing power through the selection of suppliers with improved environmental performance e.g. Purchasing renewable energy
	• Eliminating the use of hazardous and toxic materials.

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Knowledge of relevant compliance requirements within work area • Developing plans to make improvements • Planning and organizing work group activities in relation to measuring current use and devising strategies to improve usage • Monitoring resource use and improvements for environmental performance relative to work area and supervision

	• Ensuring appropriate action is taken within work area in relation to environmental/sustainability compliance and potential hazards • Implementing new approaches to work area in an effort to resolve and improve environmental and resource efficiency issues and reporting as required.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Best practice approaches relevant to own area of responsibility and industry • Compliance requirements within work area for all relevant environmental/sustainability legislation, regulations and codes of practice including resource hazards/risks associated with work area, job specifications and procedures • Environmental and energy efficiency issues, systems and procedures specific to industry practice • External benchmarks and support for particular benchmarks to be used within organization, including approaches to improving resource use for work area and expected outcomes • OHS issues and requirements • Organizational structure and reporting channels and procedures • Quality assurance systems relevant to own work area • Strategies to maximize opportunities and to minimize impact relevant to own work area • Supply chain procedures • Terms and conditions of employment including policies and procedures, such as daily tasks, work area responsibilities, employee, supervisor and employer rights, equal opportunity.
Underpinning Skills	Demonstrate skills in: • Analytical skills to analyze problems, to devise solutions and to reflect on approaches taken • Change management skills • Communication skills to answer questions, clarify and acknowledge suggestions relating to work requirements and efficiency • Communication/consultation skills to support information flow from stakeholders to the work group • Innovation skills to identify improvements, to apply knowledge about resource use to organizational activities and to develop tools • Literacy skills to comprehend documentation, to

	interpret environmental and energy efficiency requirements, to create tools to measure and monitor improvements and to report outcomes
	• Numeracy skills to analyze data on organizational resource consumption and waste product volumes
	• Planning and organizing skills to implement environmental and energy efficiency management policies and procedures relevant to own work area
	• Problem solving skills to devise approaches to improved environmental sustainability and to develop alternative approaches as required
	• Technology skills to operate and shut down equipment; where relevant, to use software systems for recording and filing documentation to measure current usage; and to use word processing and other basic software for interpreting charts, flowcharts, graphs and other visual data and information
	• Supervisory skills to work effectively with a team.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Social Security Service Level III	
Unit Title	**Monitor Implementation of Work Plan/Activities**
Unit Code	**LSA OHS3 14 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required Knowledge, skill and attitude required to oversee and monitor the quality of work operations within an enterprise. This unit may be carried out by team leaders or supervisors.

Element	Performance Criteria
1. Monitor and improve workplace operations	1.1. Efficiency and service levels are monitored on an on-going basis.
	1.2. Operations in the workplace have been supported overall enterprise goals and quality assurance initiatives.
	1.3. Quality **problems** and issues are promptly identified and adjustments made accordingly.
	1.4. Procedures and systems are changed in consultation with colleagues to improve efficiency and effectiveness.
	1.5. Colleagues are consulted about ways to improve efficiency and service levels.
2. Plan and organise workflow	2.1. Current workload of colleagues is accurately assessed.
	2.2. Work is scheduled in a manner which enhances efficiency and customer service quality.
	2.3. Work is delegated to appropriate people in accordance with principles of delegation.
	2.4. Workflow is assessed against agreed objectives and timelines and colleagues are assisted in prioritisation of workload.
	2.5. Input regarding staffing needs is provided to appropriate management.
3. Maintain workplace records	3.1. **Workplace records** are accurately completed and submitted within required timeframes.
	3.2. Where appropriate, completion of records is delegated and monitored prior to submission.
4. Solve problems and make decisions	4.1. Workplace problems are promptly identified and considered from an operational and customer service perspective.
	4.2. Short term action is initiated to resolve the immediate

	problem where appropriate.
	4.3. Problems are analysed for any long term impact and potential solutions assessed and actioned in consultation with relevant colleagues.
	4.4. Where problem is raised by a team member, they are encouraged to participate in solving the problem.
	4.5. Follow up action is taken to monitor the effectiveness of solutions in the workplace.

Variables	Range
Problems	May include, but not limited to: • Difficult customer service situations • Equipment breakdown/technical failure • Delays and time difficulties • Competence
Workplace records	Are staff records and regular performance reports

Evidence Guide	
Critical Aspects of Competence	Demonstrates skill and knowledge in: • Ability to effectively monitor and respond to a range of common operational and service issues in the workplace • The role of staff involved in workplace monitoring • Quality assurance, principles of workflow planning, delegation and problem solving
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Roles and responsibilities in monitoring work operations • Overview of leadership and management responsibilities • Principles of work planning and principles of delegation • Typical work organization methods appropriate to the sector • Quality assurance principles and time management • Problem solving and decision making processes • Industrial and/or legislative issues which affect short term work organization as appropriate to industry sector
Underpinning Skills	Demonstrate skills to: • Monitor and improve workplace operations • Plan and organize workflow • Maintain workplace records
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through:

	• Interview/Written Test
	• Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level III	
Unit Title	**Lead Small Teams**
Unit Code	**LSA OHS3 15 0518**
Unit Descriptor	his unit covers the knowledge, skills and attitude required the skills, knowledge and attitude required to determine individual and team development needs and facilitate the development of the work group.

Element	Performance Criteria
1. Provide team leadership	1.1. **Learning and development needs** are systematically identified and implemented in line with **organizational requirements**.
	1.2. Learning plan is collaboratively developed and implemented to meet individual and group training and developmental needs.
	1.3. Individuals are encouraged to self-evaluate performance and areas identified for improvement.
	1.4. **Feedback on performance** of team members is collected from relevant sources and compared with established team learning process.
2. Foster individual and organizational growth	2.1. Learning and development program goals and objectives are identified to match the specific knowledge and skills requirements of competence standards.
	2.2. **Learning delivery methods** are made appropriate to the learning goals, the learning style of participants and availability of equipment and resources.
	2.3. Workplace learning opportunities and coaching/ mentoring assistance are provided to facilitate individual and team achievement of competencies.
	2.4. Resources and timelines required for learning activities are identified and approved in accordance with organizational requirements.
3. Monitor and evaluate workplace learning	3.1. Feedback from individuals or teams is used to identify and implement improvements in future learning arrangements.
	3.2. Outcomes and performance of individuals/teams are assessed and recorded to determine the effectiveness of development programs and the extent of additional support.
	3.3. Modifications to learning plans are negotiated to

	improve the efficiency and effectiveness of learning.
	3.4. Records and reports of competence are maintained within organizational requirement.
4. Develop team commitment and cooperation	4.1. Open communication processes are-used by team to obtain and share information.
	4.2. Decisions are reached by the team in accordance with its agreed roles and responsibilities.
	4.3. Mutual concern and camaraderie are developed in the team.
5. Facilitate accomplishment of organizational goals	5.1. Team members are made actively participatory in team activities and communication processes.
	5.2. Individual and joint responsibility has been developed teams members for their actions.
	5.3. Collaborative efforts are sustained to attain organizational goals.

Variable	Range
Learning and development needs	May include, but not limited to: • Coaching, mentoring and/or supervision • Formal/informal learning program • Internal/External training provision • Work experience/exchange/opportunities • Personal study • Career planning/development • Performance appraisals • Workplace skills assessment • Recognition of prior learning
Organizational requirements	May include, but not limited to: • Quality assurance and/or procedures manuals • Goals, objectives, plans, systems and processes • Legal and organizational policy/guidelines and requirements • Safety policies, procedures and programs • Confidentiality and security requirements • Business and performance plans • Ethical standards • Quality and continuous improvement processes and standards
Feedback on performance	May include, but not limited to: • Formal/Informal performance appraisals • Obtaining feedback from supervisors and colleagues

	• Obtaining feedback from clients • Personal and reflective behavior strategies • Routine and organizational methods for monitoring service delivery
Learning delivery methods	May include, but not limited to: • On the job coaching or mentoring • Problem solving • Presentation/demonstration • Formal course participation • Work experience • Involvement in professional networks • Conference/Seminar attendance and induction

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to: • Identify and implement learning opportunities for others • Give and receive feedback constructively • Facilitate participation of individuals in the work of the team • Negotiate learning plans to improve the effectiveness of learning • Prepare learning plans to match skill needs • Access and designate learning opportunities
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Coaching and mentoring principles • How to work effectively with team members who have diverse work styles, aspirations, cultures and perspective • How to facilitate team development and improvement • Methods and techniques for eliciting and interpreting feedback • Methods for identifying and prioritizing personal development opportunities and options • Career paths and competence standards in the industry
Underpinning Skills	Demonstrate skills to: • Read and understand a variety of texts, prepare general information and documents according to target audience; spell with accuracy; use grammar and punctuation effective relationships and conflict management • Receive feedback and report, maintain effective relationships and conflict management • Organize required resources and equipment to meet learning needs • Provide support to colleagues • Organize information; assess information for relevance

	and accuracy; • Identify and elaborate on learning outcomes • Facilitation skills to conduct small group training sessions • Relate to people from a range of social, cultural, physical and mental backgrounds
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written exam • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the workplace or in a simulated workplace setting

Occupational Standard: Social Security Service Level III	
Unit Title	**Improve Business Practice**
Unit Code	**LSA OHS3 16 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitudes required in promoting, improving and growing business operations.

Element	Performance Criteria
1. Diagnose the business	1.1. **Sources data** is identified; **data required** for diagnosis is determined and acquired based on the business diagnosis toolkit.
	1.2. Value chain analysis is conducted.
	1.3. **SWOT analysis** of the data is undertaken.
	1.4. **Competitive advantage** of the business is determined from the data.
2. Benchmark the business	2.1. Product or service to be benchmarked is identified and selected.
	2.2. Sources of relevant benchmarking data are identified.
	2.3. **Key indicators** are selected for benchmarking in consultation with key stakeholders.
	2.4. Key indicators of own practice are compared with benchmark indicators.
	2.5. Areas of improvements are identified.
3. Develop plans to improve business performance	3.1. A consolidated list of required improvements is developed.
	3.2. Cost-benefit analysis is determined for required improvements.
	3.3. Work flow changes resulting from proposed improvements are determined.
	3.4. Proposed improvements are ranked according to agreed criteria.
	3.5. An action plan is developed and agreed to implement the top ranked improvements.
	3.6. **Organizational structures** are checked to ensure they are suitable.
4. Develop marketing plans	4.1. The practice vision statement is reviewed.
	4.2. Practice **objectives** are developed/ reviewed.

	4.3. Market research is conducted and result is obtained.
	4.4. Target markets are identified/ refined.
	4.5. **Market position** is developed/ reviewed.
	4.6. **Practice brand** is developed.
	4.7. **Benefits** of products or services are identified.
	4.8. **Promotion tools** are selected and developed.
5. Develop business growth plans	5.1. Plans are developed to increase profitability
	5.2. Proposed plans are **ranked** according to agreed criteria.
	5.3. An action plan is developed and agreed to implement the top ranked plans.
	5.4. Business work practices are reviewed to ensure they support growth plans.
6. Implement and monitor plans	6.1. Implementation plan is developed in consultation with all **relevant stakeholders**.
	6.2. Success indicators of the plan are agreed.
	6.3. Implementation is monitored against agreed indicators.
	6.4. Implementation is adjusted as required.

Variable	Range
Data sources	Must include primary data and secondary sources
Data required	May include, but not limited to: • Organization capability • Appropriate business structure • Level of client service which can be provided • Internal policies, procedures and practices • Staff levels, capabilities and structure • Market and market definition • Market changes/market segmentation • Market consolidation/fragmentation • Revenue • Level of commercial activity • Expected revenue levels, short and long term • Revenue growth rate • Break even data • Pricing policy • Revenue assumptions • Business environment

	• Economic conditions • Social factors • Demographic factors • Technological impacts • Political/legislative/regulative impacts • Competitors, competitor pricing and response to pricing • Competitor marketing/branding and products
SWOT analysis	May include, but not limited to: • Internal strengths such as staff capability, recognized quality • Internal weaknesses such as poor morale, under-capitalization, poor technology • External opportunities such as changing market and economic conditions • External threats such as industry fee structures, strategic alliances, competitor marketing
Competitive advantage	May include, but not limited to: • Quality • Pricing • Cost • Location • Technology • Delivery • Timeframe • Promotion • Niche marketing • Support from government
Key indicators	May include, but not limited to: • Staffing • Cost and expenses • Personnel productivity (particularly of principals) • Goodwill • Profitability • Price structure • Customers base • Productivity • Quality • System
Organizational structures	Are lines of authority and reporting relationship
Objectives	May include, but not limited to: • Market share growth • Revenue growth • Profitability

	• Productivity • Innovation
Market position	May include, but not limited to: • The goods or service provided • Product mix • The core product - what is bought • The tangible product - what is perceived • The augmented product - total package of consumer • Features/benefits • Product differentiation from competitive products • New/changed products • Price and pricing strategies (cost plus, supply/demand, ability to pay, etc.) • Pricing objectives (profit, market penetration, etc.) • Cost components • Market position • Distribution strategies • Marketing channels • Promotion • Target audience • Communication
Practice brand	May include, but not limited to: • Practice image • Practice logo/letterhead/signage • Phone answering protocol • Facility decor • Slogans • Templates for communication/invoicing • Style guide • Writing style • AIDA (Attention, Interest, Desire and Action)
Benefits	May include, but not limited to: • Features as perceived by the client • Benefits as perceived by the client
Promotion tools	May include, but not limited to: • Networking and referrals • Seminars • Sales promotion • Advertising • Personal selling • Press releases • Publicity and sponsorship • Brochures

	• Newsletters (print and/or electronic) • Websites • Direct mail • Telemarketing/cold calling
Ranking	May include, but not limited to: • Importance • Urgency • Technology and Resource availability
Relevant stockholders	May include, but not limited to: • Micro and Small Enterprises development • Non-Government Organizations (NGOs) • Finance institutions • Capital goods leasing enterprise

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge of: • Identifying the key indicators of business performance • Identifying the key market data for the business • A wide range of available information sources • Acquiring information not readily available within a business • Analyzing data and determine areas of improvement • Negotiating required improvements to ensure implementation • Evaluating systems against practice requirements • Forming recommendations and/or make recommendations • Assessing the accuracy and relevance of information
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Data gathering and analysis • Value chain analysis • SWOT analysis • Competitive advantage • Cost benefit analysis • Target market • Marketing principles • Organizational structure • Marketing mix • Promotion mix • Market position • Branding

Underpinning Skills	Demonstrates skill in: • Benchmarking skills • Communication skills • Computers kills to manipulate data and present information • Negotiation skills • Preparing action plan • Conducting market research • Identifying target market • Identifying suitable marketing mix • Preparing promotional tools • Problem solving • Planning skills • Monitoring and evaluation • Ability to acquire and interpret relevant data • Using of market intelligence • Development and implementation strategies of promotion and growth plans • Ability to acquire and interpret required data, current practice systems and structures and sources of relevant benchmarking data • Applying methods of selecting relevant key benchmarking indicators • Communication skills • Working and consulting with others when developing plans for the business • Negotiation skills • Using computers to manipulate, present and distribute information
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Social Security Service Level III	
Unit Title	**Lead Workplace Communication**
Unit Code	**LSA OHS3 17 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, attitudes and skills needed to lead in the dissemination and discussion of information and issues in the workplace.

Element	Performance Criteria
1. Communicate information about workplace processes	1.1. Appropriate **communication method** is selected.
	1.2. Multiple operations involving several topics areas are communicated accordingly.
	1.3. Questions are-used to gain extra information.
	1.4. Correct sources of information are identified.
	1.5. Information is selected and organized correctly.
	1.6. Verbal and written reporting is undertaken when required.
	1.7. Communication skills are maintained in all situations.
2. Lead workplace discussion	2.1. Response to workplace issues is sought.
	2.2. Response to workplace issues is provided immediately.
	2.3. Constructive contributions are made to workplace discussions on such issues as production, quality and safety.
	2.4. Goals/Objectives and action plan undertaken in the workplace are communicated.
3. Identify and communicate issues arising in the workplace	3.1. Issues and problems are identified as they arise.
	3.2. Information regarding problems and issues are organized coherently to ensure clear and effective communication.
	3.3. Dialogue is initiated with appropriate staff/personnel.
	3.4. Communication problems and issues are raised as they arise.

Variable	Range

Methods of communication	May include, but not limited to: • Non-verbal gestures • Verbal • Face to face • Two-way radio • Speaking to groups • Using telephone • Written • Using Internet and Cell phone

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to: • Deal with a range of communication/information at one time • Make constructive contributions in workplace issues • Seek workplace issues effectively • Respond to workplace issues promptly • Present information clearly and effectively written form • Use appropriate sources of information • Ask appropriate questions • Provide accurate information
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Organization requirements for written and electronic communication methods • Effective verbal communication methods
Underpinning Skills	Demonstrate skills to: • Organize information • Understand and convey intended meaning • Participate in variety of workplace discussions • Comply with organization requirements for the use of written and electronic communication methods
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Social Security Service Level III	
Unit Title	**Apply Quality Control**
Unit Code	**LSA OHS3 18 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required in applying quality control in the workplace.

Element	Performance Criteria
1. Implement quality standards	1.1. Agreed quality standard and procedures are acquired and confirmed. 1.2. Standard procedures are introduced to organizational staff/personnel. 1.3. Quality standard and procedures documents are provided to employees in accordance with the organization policy. 1.4. Standard procedures are revised/updated when necessary.
2. Assess quality of service delivered	2.1. Services delivered are **quality checked** against organization **quality standards** and specifications. 2.2. Service delivered are evaluated using the appropriate evaluation **quality parameters** and in accordance with organization standards. 2.3. Causes of any identified faults are identified and corrective actions taken in accordance with organization policies and procedures.
3. Record information	3.1. Basic information on the quality performance is recorded in accordance with organization procedures. 3.2. Records of work quality are maintained according to the requirements of the organization.
4. Study causes of quality deviations	4.1. Causes of deviations from final outputs or services are investigated and reported in accordance with organization procedures. 4.2. Suitable preventive action is recommended based on organization quality standards and identified causes of deviation from specified quality standards of final service or output.
5. Complete documentation	5.1. Information on quality and other indicators of service performance is recorded. 5.2. All service processes and outcomes are recorded.

Variable	Range
Quality check	May include, but not limited to: • Check against design/specifications • Visual and Physical inspection
Quality standards	May include, but not limited to: • Materials • Components • Process • Procedures
Quality parameters	May include, but not limited to: • Standard Design/Specifications • Material Specification

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to: • Check completed work continuously against organization standard • Identify and isolate faulty or poor service • Check service delivered against organization standards • Identify and apply corrective actions on the causes of identified faults or error • Record basic information regarding quality performance • Investigate causes of deviations of services against standard • Recommend suitable preventive actions
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Relevant quality standards, policies and procedures • Characteristics of services • Safety environment aspects of service processes • Evaluation techniques and quality checking procedures • Workplace procedures and reporting procedures
Underpinning Skills	Demonstrate skills to: • Interpret work instructions, specifications and standards appropriate to the required work or service • Carry out relevant performance evaluation • Maintain accurate work records • Meet work specifications and requirements • Communicate effectively within defined workplace procedures
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competence may be assessed through:
	• Interview/Written Test
	• Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Social Security Service Level III	
Unit Title	**Prevent and Eliminate MUDA**
Unit Code	**LSA OHS3 19 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required by a worker to prevent and eliminate MUDA/wastes in his/her their workplace. It covers responsibility for the day-to-day operation of the work and ensures Kaizen elements are continuously improved and institutionalized.

Element	Performance Criteria
1. Prepare for work.	1.1. Work instructions are-used to determine job requirements, including method, material and equipment.
	1.2. Job specifications are read and interpreted following working manual.
	1.3. **OHS requirements**, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work.
	1.4. Appropriate material is selected for work.
	1.5. **Safety equipment and tools** are identified and checked for safe and effective operation.
2. Identify MUDA.	2.1. Plan of MUDA identification is prepared and implemented.
	2.2. Causes and effects of MUDA are discussed.
	2.3. **Tools and techniques** are-used to draw and analyze current situation of the work place.
	2.4. Wastes/MUDA are identified and measured based on **relevant procedures**.
	2.5. Identified and measured wastes are reported to relevant personnel.
3. Eliminate wastes/MUDA.	3. 1. Plan of MUDA elimination is prepared and implemented.
	3. 2. Necessary attitude and **the ten basic principles for improvement** are adopted to eliminate waste/MUDA.
	3. 3. Tools and techniques are-used to eliminate wastes/MUDA based on the procedures and OHS.
	3. 4. Wastes/MUDA are reduced and eliminated in accordance with OHS and organizational

	requirements.
	3. 5. Improvements gained by elimination of waste/MUDA are reported to relevant bodies.
4. Prevent occurrence of wastes/MUDA.	4.1. Plan of MUDA prevention is prepared and implemented.
	4.2. Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement are discussed and prepared.
	4.3. Occurrences of wastes/MUDA are prevented by using **visual and auditory control methods**.
	4.4. Waste-free workplace is created using **5W and 1H**sheet.
	4.5. The completion of required operation is done in accordance with standard procedures and practices.
	4.6. The updating of standard procedures and practices is facilitated.
	4.7. The capability of the work team that aligns with the requirements of the procedure is ensured.

Variable	Range
OHS requirements	May include, but not limited to: • Are to be in accordance with legislation/ regulations/codes of practice and enterprise safety policies and procedures. This may include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of material, use of firefighting equipment, enterprise first aid, hazard control and hazardous materials and substances. • PPE is to include that prescribed under legislation/regulations/codes of practice and workplace policies and practices. • Safe operating procedures are to include, but are not limited to the conduct of operational risk assessment and treatments associated with workplace organization. • Emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation.
Safety equipment and tools	May include, but not limited to: • Dust masks/goggles • Glove • Working cloth

	• First aid and safety shoes
Tools and techniques	May include, but not limited to: • Plant Layout • Process flow • Other Analysis tools • Do time study by work element • Measure Travel distance • Take a photo of workplace • Measure Total steps • Make list of items/products, who produces them and who uses them & those in warehouses, storages etc.. • Focal points to check and find out existing problems • 5S • Layout improvement • Brainstorming • And on • U-line • In-lining • Unification • Multi-process handling & Multi-skilled operators • A.B. control (Two point control) • Cell production line • TPM (Total Productive Maintenance)
Relevant procedures	May include, but not limited to: • Make waste visible • Be conscious of the waste • Be accountable for the waste and Measure the waste.
The ten basic principles for improvement	May include, but not limited to: • Throw out all of your fixed ideas about how to do things. • Think of how the new method will work- not how it won. • Don't accept excuses. Totally deny the status quo. • Don't seek perfection. A 5o percent implementation rate is fine as long as it's done on the spot. • Correct mistakes the moment they are found. • Don't spend a lot of money on improvements. • Problems give you a chance to use your brain. • Ask "why?" At least five times until you find the ultimate cause. • Ten people's ideas are better than one person's. • Improvement knows no limits.
Visual and auditory control methods	May include, but not limited to: • Red Tagging • Sign boards

	• Outlining • Andons • Kanban, etc.
5W and 1H	May include, but not limited to: • Who • What • Where • When • Why and How

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to: • Discuss why wastes occur in the workplace • Discuss causes and effects of wastes/MUDA in the workplace • Analyze the current situation of the workplace by using appropriate tools and techniques • Identify, measure, eliminate and prevent occurrence of wastes by using appropriate tools and techniques • Use 5W and 1H sheet to prevent
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Targets of customers and manufacturer/service provider • Traditional and kaizen thinking of price setting • Kaizen thinking in relation to targets of manufacturer/service provider and customer value • The three categories of operations • The 3"MU" • Waste/MUDA • Wastes occur in the workplace • The 7 types of MUDA • The Benefits of identifying and eliminating waste • Causes and effects of 7 MUDA • Procedures to identify MUDA • Necessary attitude and the ten basic principles for improvement • Procedures to eliminate MUDA • Prevention of wastes • Methods of waste prevention • Definition and purpose of standardization • Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement • Methods of visual and auditory control • TPM concept and its pillars.

	• Relevant OHS and environment requirements • Plan and report • Method of communication
Underpinning Skills	Demonstrate skills to: • Draw & analyze current situation of the work place • Use measurement apparatus (stop watch, tape, etc..) • Calculate volume and area • Use and follow checklists to identify, measure and eliminate wastes/MUDA • Identify and measure wastes/MUDA in accordance with OHS and procedures • Use tools and techniques to eliminate wastes/MUDA in accordance with OHS procedure • Apply 5W and 1H sheet • Update and use standard procedures for completion of required operation • Work with others • Read and interpret documents • Observe situations • Solve problems • Gather evidence by using different means • Report activities and results using report formats
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

NTQF Level IV

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Maintain OHS Processes with a Standard**
Unit Code	**LSA OHS4 01 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required in maintaining OHS processes and defines the standard required to facilitate meetings and document actions to consider OHS issues in the workplace; distribute information concerning OHS processes and requirements to staff; establish procedures to document the identification of hazards and assessment of risk covering the operations of the enterprise; provide staff with OHS training in risk assessment, and other areas nominated by risk controls; put emergency procedures in place; maintain health and safety records.

Element	Performance Criteria
1. Provide information about OHS	1.1. Relevant provisions of OHS legislation, policy, directives and Codes of Practice are accurately and clearly explained to the work group to maintaining ***OHS processes***.
	1.2. Information on enterprise OHS policies, procedures and programs is provided in a readily accessible manner, and is accurately and clearly explained to the work group.
	1.3. Information about identified hazards and the outcomes of risk assessment and control procedures are regularly provided, and accurately and clearly explained to the work group.
2. Facilitate the participation of workers in OHS	2.1. Enterprise procedures for consultation over OHS issues are implemented and monitored to ensure that all members of the work group have the opportunity to contribute.
	2.2. Procedures whereby workers report OHS hazards, risks are assessed and action taken to control risks and clearly described to the work group.
	2.3. Issues raised are dealt with through consultation and resolved promptly, or referred to the appropriate personnel for resolution in accordance with workplace procedures for issue resolution.
	2.4. The outcomes of consultation over OHS issues are promptly communicated to the work group.

3. Implement procedures for identifying and assessing hazards	3.1. Existing and potential hazards which identified are reported so that adequate risk assessment and effective control measures are implemented.
	3.2. Work procedures to control OHS risks are implemented by the work group and regular monitoring occurs to ensure ongoing adherence and effectiveness of risk control.
	3.3. Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control, and reported to designated personnel/management.
	3.4. Inadequacies in allocation of resources are identified to ensure safe work practice and reported to management.
	3.5. Existing risk control measures are monitored and results reported regularly in accordance with workplace procedures.
4. Implement workplace procedures for dealing with emergencies and hazardous events	4.1. Workplace procedures for dealing with OHS emergencies are implemented where necessary to ensure that prompt and effective control action is taken.
	4.2. OHS emergencies are reported in accordance with established enterprise procedures.
	4.3. Control measures to prevent recurrence and minimize risk of emergencies and hazardous events are implemented based on the hierarchy of control, or alternatively, referred to designated personnel for implementation.
5. Implement and monitor enterprise procedures for providing OHS training	5.1. OHS induction and training needs are identified accurately, specifying the gaps between OHS competencies required and those held by the work group.
	5.2. Arrangements are made for meeting identified OHS training needs in both on and off-the-job training programs in consultation with relevant parties.
6. Implement and monitor enterprise procedures for maintaining OHS records	6.1. OHS records for work area are accurately and legibly completed in accordance with workplace requirements for OHS records, and legal requirements for the maintenance of records of occupational hazards, risk control, injury and disease events.
	6.2. Aggregate information from OHS records are used to identify hazards and monitor risk control procedures within work area according to enterprise procedures and within scope of responsibilities.

Variable	Range
OHS processes	Are all OHS processes identified in OHS legislation and regulations and industry Codes of Practice?

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Facilitate meetings and document actions to consider OHS issues in the workplace • Distribute information concerning OHS processes and requirements to staff • Establish procedures to document the identification of hazards and assessment of risk covering the operations of the enterprise • Provide staff with OHS training in risk assessment, and other areas nominated by risk controls • Put emergency procedures in place • Maintain health and safety records
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Hazards in the workplace • Relevant OHS legislation and Codes of Practice • Risk control measures • The hierarchy of OHS risk control and its implementation for hazards in land-based industries • Communication and engagement strategies with workers • Suitable communication techniques • Relevant enterprise management systems and procedures • Accident/incident investigation • Participative work practices.
Underpinning Skills	Demonstrate skills to: • Facilitate the participation of workers in OHS observance and decision-making • Identify OHS hazards and conduct the risk assessment process • Respond to emergencies and OHS issues in an appropriate and timely manner • Use literacy skills to read, interpret and follow organisational policies and procedures, develop sequenced written instructions, record accurately and legibly information collected and select and apply procedures to a range of tasks

	• Use oral communication skills/language competence to fulfill the job role as specified by the organization including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views • Use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Apply Risk Management Processes**
Unit Code	**LSA OHS4 02 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to identify risks and apply established risk management processes to a subset of an organization or project's operations that are within the person's own work responsibilities and area of operation. It 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.

Element	Performance Criteria
1. Identify risks	1.1. The **context** for risk management is identified
	1.2. **Risks** are identified using **tools**, ensuring all reasonable steps have been taken to identify all risks
	1.3. Identified risks are documented in accordance with relevant policies, procedures and legislation
2. Analyze and evaluate risks	2.1. Risks are analyzed and documented in consultation with relevant **stakeholders**
	2.2. **Risk categorization** is undertaken and **level of risk** determined
	2.3. Analysis processes and outcomes are documented
3. Treat risks	3.1. Appropriate **control measures** for risks are determined and assessed for strengths and weaknesses
	3.2. Control measures are identified for all risks
	3.3. Risks relevant to whole of organization or having an impact beyond own work responsibilities and area of operation are referred to others as per established policies and procedures
	3.4. Control measures are chosen and implemented for own area of operation and/or responsibilities
	3.5. Treatment plans are prepared and implemented
4. Monitor and review effectiveness of risk treatment/s	4.1. Implemented treatment/s is/are regularly reviewed against **measures of success**
	4.2. Review results are used to improve the treatment of risks

| | 4.3. Assistance to auditing risk is provided in own area of operation |
| | 4.4. Management of risk is monitored and reviewed in own area of operation |

Variable	Range
Context	May include, but not limited to: • Any related projects or organizations • Any resources, including physical assets, which are vital to operations • Key operational elements and service of the organization • Organization or project, how it is organized and its capabilities • Own role and responsibilities in relation to overall project or organization design
Risks	May include, but not limited to: • Commercial and legal relationships • Economic circumstances and scenarios • Human behavior • Individual activities • Management activities and controls • Natural events • Political circumstances • Positive risk • Technology - technological issues
Tools	May include, but not limited to: • Documentation to assist in process of identifying risk, and assessing impact and likelihood of occurrence • Standard instruments developed for the organization and contextualized for sections of the workplace's operations, such as checklists and testing procedures • Tools to prioritize risks, including where relevant, numerical scoring systems for risks
Stakeholders	May include, but not limited to: • Contractors • Employees • Financial managers • Insurance agents • Managers • Public • Service providers • Suppliers

	• Unions • Volunteers • Government

Risk categorization	May include, but not limited to:
	• Likelihood of risks:
	  ➢ Almost certain
	  ➢ Likely
	  ➢ Possible
	  ➢ Unlikely
	  ➢ Rare
	• Consequences of risks:
	  ➢ Insignificant
	  ➢ Minor
	  ➢ Moderate
	  ➢ Major
	  ➢ Catastrophic
	  ➢ Current control measures

Level of risk	May include, but not limited to: • Low, treated with routine procedures • Moderate, with specific responsibility allocated for the risk, and monitoring and response procedures implemented • High, requiring action, as it has potential to be damaging to the organization or project • Extreme, requiring immediate action, as it has potential to be devastating to the organization or project

Control measures	May include, but not limited to:
	• Hierarchy of controls:
	  ➢ Reduction in likelihood of risks
	  ➢ Reduction of consequences of risks
	  ➢ Retention of risks
	  ➢ Risk aversion
	  ➢ Transfer of responsibility of risks

Measures of success	May include, but not limited to: • Costs • Reductions in impact • Reductions in likelihood • Reductions in occurrence • Reduction in accident

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Identification, analysis and evaluation of risks • Demonstrated understanding of personal role in relation to wider organizational or project context

	• Demonstrated understanding of risk management processes and procedures.

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	 • Ethiopian and international standards for risk management
	 • Key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
	    ➢ Anti-discrimination legislation
	    ➢ Ethical principles
	    ➢ Codes of practice
	    ➢ Environmental issues
	    ➢ Occupational health and safety
	 • Organizational policies and procedures relating to risk management processes and strategies
	 • Auditing requirements relating to risk management.

Underpinning Skills	Demonstrate skills to: • Literacy skills sufficient to read and understand a variety of texts; and to write, edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information • Research and data collection skills to monitor and evaluate risks • Problem-solving skills to appropriately address identified risks
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Contribute to the Application of a Systematic Approach to Manage OHS**
Unit Code	**LSA OHS4 03 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to effectively contribute to the application of a systematic approach to manage OHS to ensure that the workplace is, as far as is practicable, safe and without risks to the health of employees and others. It applies to individuals with supervisory responsibilities for implementing and monitoring the organization'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 recognizing the need for expert advice.

Element	Performance Criteria
1. Contribute to the implementation of information and data systems	1.1. **Requirements for record keeping** are identified and addressed
	1.2. **Sources of OHS information and data** are identified, accessed and evaluated for application in the workplace
	1.3. Actions are taken to ensure that records are accurately completed, collected and stored
	1.4. Data and information are provided to managers and stakeholders in a readily understood format
	1.5. The effectiveness of recordkeeping actions taken is monitored and evaluated
2. Contribute to the implementation of OHS strategies, systems and plans	2.1. OHS priorities are determined in consultation with appropriate managers and in line with other **consultative arrangements** in the workplace
	2.2. **OHS action plans** are developed by taking account of priorities
	2.3. OHS training needs are identified and documented
	2.4. Action plans are monitored for achievement, and updated as required
	2.5. Input is sought from **OHS specialists** and **technical advisors** if required
3. Support integration of OHS	3.1. **Other functional areas** that impact on OHS are identified

	3.2. Strategies are implemented for addressing these impacts
	3.3. Work is performed with managers and stakeholders as appropriate to implement OHS action plans
4. Identify OHS implications for controlling risks	4.1. **Proposed changes to the workplace** are evaluated for OHS implications
	4.2. Resulting hazards are identified and potential risks assessed
	4.3. Appropriate advice is provided to control risks and action taken as appropriate
5. Identify and monitor implications of OHS and provide advice	5.1. Changes to relevant legislation for implications are identified and evaluated to manage OHS
	5.2. Changes to relevant standards or industry practice for implications are identified and evaluated to manage OHS
	5.3. Sources of information and data are monitored for impact on hazards, risks and the management of OHS
	5.4. Appropriate advice is provided to address the impact of change
6. Evaluate effectiveness of approach to manage OHS	6.1. Sources of external and internal OHS information and data are accessed as part of evaluation
	6.2. The need for any external input to evaluation and action is identified, as appropriate
	6.3. **Stakeholders** are consulted for input to the evaluation
	6.4. Areas for improvement are identified and documented

Variable	Range

Requirements for record keeping	May include, but not limited to:
	 • OHS legislation and regulations governing reporting of incidents, accidents, and maintenance of records related to specific hazards, including:
	  ➢ Chemical, physical, biological, mechanical registers
	  ➢ Material Safety Data Sheets (MSDSs)
	 • Organizational procedures
	 • Privacy legislation

Sources of OHS information and data	May include, but not limited to: • Employers • Consultants • Employees

	• Government departments/agencies including OHS authorities and organizations • Industry networks and associations • Internet sites • Manufacturers' manuals and specifications • Newspapers and journals, trade/industry publications • OHS and other relevant legislation • OHS specialists • Technical data
Consultative arrangements	May include, but not limited to: • Employee and supervisor involvement in OHS activities, such as inspections and audits • Employee and workgroup meetings • Health and safety and other employee representatives • OHS and other consultative and planning committees • Procedures for reporting hazards, and raising and addressing OHS issues • Regulatory body
OHS action plans	May include, but not limited to: • Documented plans developed within the workplace to implement OHS management, which allocate responsibilities and timeframes • OHS performance indicators for the organization or enterprise
OHS specialists	May include, but not limited to: • Ergonomists • Occupational hygienists • Health professionals • OHS professionals • Injury management advisors • People internal or external to the organization
Technical advisors	May include, but not limited to: • Engineers (such as design, acoustic, safety, chemical, electrical, mechanical and civil) • Legal practitioners • Maintenance and trades people • Workplace trainers and assessors
Other functional areas	May include, but not limited to: • Parts of the organization or grouped responsibilities: • Engineering and maintenance • Environmental management • Finance and auditing • Human resources, personnel management/industrial relations

	• Information, data and records management • Logistics • Purchasing procurement and contracting • Quality management
Proposed changes to the workplace	May include, but not limited to: • Changes to management practices • Changes to the work environment • Changes to work practices and conditions • Changes to work processes and systems • Introduction of contracting arrangements or other changes to work organization • Introduction of new and emerging technology • Material purchases • Organizational restructure • Other labour market changes • Plant and equipment purchases
Stakeholders	May include, but not limited to: • Community • Employees • Health and safety, and other employee representatives • Managers • OHS committees • Supervisors • Government

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Skills of effective contribution to the implementation of a systematic approach to manage OHS • Knowledge of relevant state/territory and commonwealth OHS legislation, policy, directives, codes of practice and standards.

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Internal and external sources of OHS information and data
	• Organizational policies and procedures for OHS
	• Legislative requirements for:
	  ➢ consultation
	  ➢ information and data collection
	  ➢ notification of incidents
	  ➢ record keeping
	  ➢ reporting of incidents
	• Principles and practices of systematic approaches to manage OHS

	• Principles relating to:
	   ➢ hazard identification
	   ➢ hierarchy of control
	   ➢ risk management
	   ➢ systematic approaches to OHS
	• Range of communication strategies to communicate effectively with people at all levels of the organization
	• Relevant Ethiopian OHS legislation, policy, directives, codes of practice and standards
	• Roles and responsibilities of personnel as specified in relevant OHS legislation.

Underpinning Skills	Demonstrate skills in: • Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities at all levels of the organization • Interpersonal skills to consult on and negotiate the development, implementation and monitoring of OHS actions • Organizational and time management skills to sequence tasks and meet timelines • Research and data analysis skills to evaluate relevant workplace OHS data trends and to recognize limitations of data collected • Observation skills to investigate the interactions between people, their activities, environment and systems • Numeracy skills to carry out simple calculations and to produce graphs about OHS activities • Technology skills to use a range of software and office equipment to access internal and external data on OHS • Conflict management and resolution skills to address small disputes relating to OHS implementation issues • Interpersonal skills to build relationships with stakeholders (internal and external to the organization).
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Contribute to the Implementation of OHS Consultation Arrangements**
Unit Code	**LSA OHS4 04 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to contribute to the promotion of consultative arrangements in the workplace by communicating, influencing and consulting as part of a systematic approach to manage OHS.it applies to individuals with supervisory responsibilities for implementing and monitoring the organization's OHS policies, procedures and programs in a work area. It addresses the formal and informal processes of ensuring people in the organization are informed about OHS and have opportunities to effectively participate in OHS consultation processes.

Element	Performance Criteria
1. Contribute to procedures to raise OHS issues	1.1. **Strategies and tools** for individuals or groups are identified to raise OHS issues or information and data requested
	1.2. Implement and communicate to **stakeholders** and **interested parties** procedures for individuals and groups to raise OHS issues or request information and data
	1.3. **Barriers** to individuals or groups seeking OHS information and data or raising issues are identified
	1.4. Recommendations are made to address any identified barriers
2. Contribute to procedures for communicating OHS	2.1. Stakeholders needs for **OHS information and data**, communication and consultation, including relevant **legislative requirements** are identified with
	2.2. Information and data about OHS to key personnel on a regular basis are provided in a readily accessible manner and appropriate to the target group
	2.3. Formal and informal **communication methods** are used to provide information and data about OHS
	2.4. Any barriers to individuals or groups gaining information and data about OHS are identified
	2.5. Recommendations are made to address any identified barriers

	2.6. The effectiveness of actions taken is monitored and evaluated to remove barriers to individuals or groups accessing information and/or data about OHS
3. Communicate OHS information, data & decision making	3.1. Timely and appropriate OHS information, data and advice are provided to stakeholder groups and individuals
	3.2. OHS -related contributions are made in the form of ideas, information and solutions to influence management decision making and action
	3.3. Awareness of the organization's cultural and industrial environments is used when dealing with OHS issues
4. Contribute to maintaining OHS arrangements	4.1. Support and advice to those involved in **OHS consultative arrangements** are provided
	4.2. The OHS issue resolution process is supported to facilitate timely and equitable resolution of OHS issues
	4.3. OHS consultative processes are facilitated to meet legislative and workplace requirements
	4.4. The effectiveness of OHS consultative and participative arrangements is monitored

Variable	Range
Strategies and tools	May include, but not limited to: • Employee meetings • Hazard alerts • Informal discussions with team members • Input to safety audits, hazard identification and risk assessment processes • Phone, intranet or email systems • Meetings with health and safety, and employee representatives • OHS committees • Suggestion boxes and processes • Surveys, checklists • Toolbox meetings
Stakeholders	May include, but not limited to: • Employees • Health and safety, and other employee representatives • Managers • OHS committees and Supervisors
Interested parties	May include, but not limited to: • Clients

	• Community • Contractors • Visitors • Government and Suppliers
Barriers	May include, but not limited to: • Contractual arrangements • Language • Literacy and numeracy • Shift work and rostering arrangements • Specific needs of employees • Timing of information provision • Workplace culture related to OHS • Workplace organizational structures (for example geographic, hierarchical)
OHS Information and data	May include, but not limited to: • Access to training information and data • Hazards that exist in the workplace • Manufacturers' manuals and specifications • OHS consultation and participation processes • OHS legislation, policy, directives, codes of practice and guidelines • Rights and responsibilities • Risk assessments • Risk control strategies • Safe work procedures • Workplace OHS policies and procedures • Material Safety Data Sheets (MSDSs)
Legislative requirements	May include, but not limited to: • Freedom of information (FOI) legislation • OHS legislation, policy, directives and codes of practice • Workplace equity, diversity and privacy legislation
Communication methods	May include, but not limited to: • Audio-visual media, for example video • Emails, letters, minutes, memos, reports • Group and individual meetings • Interviews • Newsletters • Notice boards • Photographs, maps and plans • Signs, posters and brochures
OHS consultative arrangements	May include, but not limited to: • Employee and supervisor involvement in OHS activities such as inspections and audits

	• Employee and workgroup meetings • Health and safety representatives, and other employee representatives • OHS and other consultative and planning committees • Procedures for reporting hazards, and raising and addressing OHS issues

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Development and use of a product or products when contributing to the implementation of OHS processes • Knowledge of relevant Ethiopian OHS legislation, policy, directives, codes of practice and standards.

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Internal and external sources of OHS information and data
	• Organizational policies and procedures for OHS
	• Legislative requirements for:
	  ➢ consultation and communication
	  ➢ information and data collection
	  ➢ notification of incidents
	  ➢ record keeping and reporting of incidents
	• Organizational policies and procedures to manage OHS in the workplace
	• Principles and practices of systematic approaches to manage OHS
	• Principles relating to:
	  ➢ hazard identification
	  ➢ hierarchy of control
	  ➢ risk management
	  ➢ systematic approaches to OHS
	• Range of communication strategies to communicate effectively with people at all levels of the organization
	• Relevant Ethiopian OHS legislation, policy, directives, codes of practice and standards
	• Roles and responsibilities of personnel as specified in relevant OHS legislation
	• Sources of OHS data.

Underpinning Skills	Demonstrate skills in: • Conflict management skills to address small disputes relating to OHS implementation issues • Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities across all levels of an organization

	• Interpersonal skills to establish and build relationships with internal and external stakeholders • Literacy skills to prepare reports for a range of target groups • Organizational and time management skills to sequence tasks, meet timelines and run efficient formal and informal meetings • Technology skills to use a range of communication media.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Identify Hazards and Assess OHS Risks**
Unit Code	**LSA OHS4 05 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to identify hazards and to assess OHS risks in the workplace. 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.

Element	**Performance Criteria**
1. Investigate incidents for prevention	1.1. **Appropriate techniques** are selected and used to investigate **incidents**
	1.2. **Actions and events** leading up to an incident, during an incident and through the post incident management phase are established
	1.3. Incidents are analyzed to identify the different **hazards**
	1.4. Incidents are analyzed to identify intervention points to prevent re-occurrence
2. Access existing sources of data to identify hazards	2.1. **Workplace sources of information and data** are reviewed to access information and data, and assist in identifying hazards
	2.2. **External sources of information and data** are accessed, as required
	2.3. Input is sought from **stakeholders**, **key personnel** and **OHS specialists**
3. Conduct hazard identification	3.1. Formal and informal **techniques and tools** are sought to identify hazards
	3.2. A suitable technique/tool is selected and modified as appropriate to identify hazards
	3.3. Hazard identification techniques and tools are reviewed in consultation with workers in the area, and OHS specialists if required, to ensure they are suitably comprehensive
	3.4. Techniques and tools and other appropriate **hazard identification procedures** are utilized to identify hazards
	3.5. Employees and their representatives are provided with an opportunity to participate in workplace hazard identification

4. Assess risk	4.1. A **risk assessment tool** are selected and used to identify key factors contributing to risk
	4.2. Workplace sources of information and data are applied to evaluate the effectiveness of risk controls
	4.3. Risks considering the severity and likelihood of the consequences are prioritized
	4.4. Stakeholders and key personnel are involved in risk assessment
	4.5. The method of risk assessment is documented
5. Participate in implementation process	5.1. A **hazard register** relevant to the workplace is maintained
	5.2. The level of authority within the organization is identified to address the risk/s
	5.3. Outcomes of hazard identification and risk assessments are documented and communicated to key personnel and stakeholders
	5.4. The effectiveness of own performance is monitored and evaluated in identifying hazards and conducting risk assessments

Variable	Range
Appropriate techniques	May include, but not limited to: • Examination of relevant information and data • Inspections • Interviews • Simulations • Timeline of actions and events • Use of accident models

Incidents	May include, but not limited to:
	• An event resulting in or having a potential for:
	  ➢ Injury
	  ➢ Ill health
	  ➢ Damage
	  ➢ Or loss

Actions and events	May include, but not limited to:
	• All actions and events that may have contributed to the occurrence or severity of the incident, including:
	  ➢ Design decisions
	  ➢ Systems
	  ➢ People
	  ➢ Tools

	➢ Equipment ➢ Materials ➢ Fixtures ➢ Time and nature of the injury
Hazards	May include, but not limited to: • Sources or situations with a potential for harm in terms of: ➢ Injury ➢ Ill health ➢ Death ➢ Damage to property ➢ Damage to the environment ➢ Or a combination of the above
Workplace sources of information and data	May include, but not limited to: • Audits • Hazard, incident and investigation reports • Incident investigations • Legislation, standards, manufacturers' manuals and specifications available at the workplace • Material Safety Data Sheets (MSDSs) and registers • Minutes of meetings • Reports • Workplace inspections
External sources of information and data	May include, but not limited to: • Employer groups • Industry bodies • OHS professional bodies • OHS specialists • Ethiopian Standards • Manufacturers' manuals and specifications • Regulatory authorities (for other relevant legislation such as laws, regulations, codes of practice) • Unions • Websites, journals and newsletters
Stakeholders	May include, but not limited to: • Community • Employees • Health and safety, and other employee representatives • Managers • OHS committees • Supervisors • Government
Key personnel	May include, but not limited to: • Managers from other areas

	• People involved in OHS decision making or who are impacted by decisions
OHS specialists	May include, but not limited to: • Ergonomists • Health professionals • Injury management advisors • Occupational hygienists
Techniques and tools	• Body mapping • Hazard identification procedures based on checklists • Interviews • Material Safety Data Sheets (MSDSs) • Workplace processes such as 'walk through', surveys and inspections

Hazard identification procedures	May include, but not limited to:
	• Identifying employee concerns, such as through a hazard reporting system
	• Input of managers, OHS representatives, OHS committee and others through consultative processes
	• Job and work system analysis (JSA)
	• Reviews of:
	  ➢ Hazard and incident reports
	  ➢ Investigations
	  ➢ OHS records
	  ➢ Plant and equipment maintenance records
	  ➢ Registers of hazardous substances and dangerous goods

Risk assessment tools	May include, but not limited to: • Checklists • Matrix monograms • Codes of practice • Standards • Guidelines and Monitoring equipment
Hazard register	May include, but not limited to: • A list of hazards • Location of hazards • Range of possible scenarios or circumstances under which hazards may cause injury or damage • Results of a risk analysis related to the hazards

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Identification, analysis and evaluation of multiple workplace hazards using appropriate techniques an tools in a workplace

	• Knowledge of relevant Ethiopian OHS legislation, policy, directives, codes of practice and standards.

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	 • Basic principles of incident causation and injury processes
	 • Legislative requirements for:
	    ➢ Consultation and communication
	    ➢ Notification of incidents
	    ➢ Record keeping
	    ➢ Reporting of incidents
	    ➢ Specific hazards
	 • Organizational culture as it impacts on the workgroup
	 • Organizational policies and procedures to manage OHS
	 • Appropriate data collection methods for OHS issues
	 • Concepts of risks, factors that affect risk and difference between a hazard and a risk
	 • Internal and external sources for OHS information and data
	 • Principles and practices of systematic approaches to manage OHS
	 • Principles, tools and techniques to identify and control workplace hazards and to manage risks in the OHS context
	 • Relevant Ethiopian OHS legislation, policy, directives, codes of practice and standards
	 • Roles and responsibilities of personnel as specified in relevant OHS legislation
	 • Sources of OHS data.

Underpinning Skills	Demonstrate skills in: • Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities across all levels of an organization • Information management skills to evaluate OHS data • Interpersonal skills to establish rapport and to build networks with a range of internal and external stakeholders • Organizational and time management skills to sequence tasks and meet timelines • Research and data analysis skills to evaluate interactions between employees, their activities, equipment, environment and work systems • Technology skills to access internal and external OHS data.

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Contribute to the Implementation of Strategies to Control OHS Risks**
Unit Code	**LSA OHS4 06 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to contribute to the implementation of strategies to control OHS risks. It applies to individuals with supervisory responsibilities to manage OHS in the workplace who contribute to the implementation of OHS risk controls in the workplace.

Element	Performance Criteria
1. Develop option/s for risk control	1.1. **Hazard register**, outcomes of incident investigations and risk assessments are reviewed to identify **hazards** requiring control action
	1.2. Knowledge of OHS legislation, directives and standards is applied to develop a range of options to control specific **risks** in the workplace
	1.3. The **principles of the hierarchy of control** are applied when developing risk control options
	1.4. Input is sought from **stakeholders** and **key personnel**
	1.5. Advice is sought from **OHS specialists** and **technical advisors** where required
2. Select appropriate option/s to control risks	2.1. Outcomes of risk assessments are reviewed to inform the process of selecting option/s to control risks
	2.2. Appropriate interventions are prioritized when selecting risk controls
	2.3. Potential factors that may limit **effectiveness of controls** are identified
	2.4. Workplace stakeholders are consulted with and involved in selecting appropriate control options
	2.5. Recommendations for risk control are communicated to stakeholders
3. Contribute to implementation of controls	3.1. Appropriate authority and relevant resources are sought to implement controls
	3.2. **Actions required to achieve change** are identified and documented
	3.3. Workplace stakeholders are consulted with and involved in implementation of change

	3.4. Advice is provided on the fitting, use, maintenance and storage of **PPE**
4. Contribute to monitoring and evaluation of effectiveness of controls	4.1. The extent of change is monitored and evaluated as a consequence of new controls, in consultation with stakeholders
	4.2. Compliance with new procedures is monitored and documented
	4.3. ***Workplace sources of information and data*** are accessed to evaluate effectiveness of risk controls and to check for new hazards introduced as a result of controls
	4.4. Areas are identified for further improvement in consultation with stakeholders and action as appropriate
	4.5. An improvement plan is developed and documented

Variable	Range
Hazard register	May include, but not limited to: • A list of hazards • Location of hazards • Range of possible scenarios or circumstances under which hazards may cause injury or damage • Results of the risk analysis related to the hazards
Hazards	May include, but not limited to: • Sources of potential harm in terms of human injury, ill health, damage to property, damage to the environment, or a combination of these, including: ➢ biological ➢ chemical ➢ environment ➢ mechanical and/or electrical ➢ physical ➢ psychosocial ➢ radiological ➢ nuclear
Risks	May include, but not limited to: • The chance of something occurring that will result in injury or damage measured in terms of consequences (injury or damage) and likelihood of the consequence
Principles of the hierarchy of control	May include, but not limited to: • Eliminating hazards and where this is not practicable, minimizing risk by: ➢ Substitution

	➢ Isolating hazard from personnel ➢ Using engineering controls ➢ Using administrative controls (such as procedures, training) ➢ Using PPE
Stakeholders	May include, but not limited to: • Community • Employees • Health and safety, and other employee representatives • Managers • OHS committees • Supervisors • Government
Key personnel	May include, but not limited to: • Managers from other areas • People involved in OHS decision making or who are impacted by decisions
OHS specialists	May include, but not limited to: • Ergonomists • Health professionals • Injury management advisors • Occupational hygienists
Technical advisors	May include, but not limited to: • Engineers (design, acoustic, safety, chemical, electrical, mechanical, civil) • Legal practitioners • Maintenance and trades people • Workplace trainers and assessors
Effectiveness of controls	May include, but not limited to: • Cultural diversity • Language • Literacy and numeracy • Shift work and rostering arrangements • Training required • Workplace culture related to OHS , including commitment by managers and supervisors, and compliance with procedures and training • Workplace organizational structures (for example geographic, hierarchical)
Actions required to achieve change	May include, but not limited to: • Development of new procedures or revision of existing procedures • Purchase of equipment or modification of equipment • Training

PPE	May include, but not limited to:
	• Equipment designed to be worn by a person to provide
	• Protection from hazards such as:
	  ➢ clothing and footwear
	  ➢ face and eye protection
	  ➢ hand protection
	  ➢ head protection
	  ➢ hearing and respiratory protections

Workplace sources of information and data	May include, but not limited to: • Audits • Ethiopian Standards • Hazard and incident reports • Incident investigations • Manufacturers' manuals and specifications • Material Safety Data Sheets (MSDSs) and registers • Minutes of meetings • OHS legislation • Reports and Workplace inspections

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Contribution to the development and implementation of risk control options to control risks associated with hazards in the workplace or simulated environment • Contribution to the monitoring and evaluation of the effectiveness of risk controls implemented and the making of appropriate adjustments where necessary • Knowledge of the principles of the hierarchy of control

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Appropriate data collection methods for OHS purposes
	• Characteristics, mode of action and measurement of major hazard types
	• Concepts of risks, factors that affect risk and difference between a hazard and a risk
	• Internal and external sources for OHS information and data
	• Legislative requirements for:
	  ➢ consultation and communication
	  ➢ information and data collection
	  ➢ notification of incidents
	  ➢ record keeping
	  ➢ reporting of incidents and specific hazards
	• Organizational culture as it impacts on the workgroup
	• Organizational policies and procedures to manage OHS

	• Organizational work processes and structure • Principles and practices of systematic approaches to manage OHS • Principles of incident causation and injury processes • Principles of the hierarchy of control • Principles, tools and techniques to identify and control workplace hazards and manage risks in the OHS context • Relevant state/territory and commonwealth OHS legislation, codes of practice and standards • Requirements for individual fitting, use, maintenance and storage of a range of PPE items • Roles and responsibilities of personnel as specified in relevant OHS legislation • Sources of OHS data • Standard industry controls for a range of hazards.
Underpinning Skills	Demonstrate skills in: • Consultation and negotiation skills to develop risk management plans and implement risk controls effectively • Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities across all levels of an organization • Evaluation skills to analyze the effectiveness of own performance in implementing strategies chosen to control OHS risks • Information management skills to evaluate OHS data • Interpersonal skills to establish rapport and build networks with a range of internal and external stakeholders • Literacy skills to prepare reports for a range of target groups • Research and data analysis skills to assess resources required to systematically manage OHS and to analyze relevant workplace information and data • Research and data analysis skills to evaluate interactions between employees, their activities, equipment, environment and work systems • Technology skills to access internal and external OHS data.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Implement Emergency Procedures**
Unit Code	**LSA OHS4 07 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to implement the plan and response procedures for emergencies. This unit applies to individuals with supervisory responsibilities to manage OHS in the workplace who implement the procedures for responding to emergencies. The unit assumes that expert advice will be available in identifying potential emergencies and in formulating the response plans.

Element	Performance Criteria
1. Identify potential emergencies	1.1. Knowledge of OHS **hazards** and **standards** is applied to identify causes of potential **emergencies**
	1.2. Input of **stakeholders** is sought in identifying potential emergencies
	1.3. Appropriate **specialist advisors** and **emergency agencies** are identified and liaised with to identify causes of potential emergencies
	1.4. A **risk register** is developed to identify potential emergencies and their causes
2. Identify options for initial response	2.1. Major types of emergencies are categorized
	2.2. Actions required to contain or limit potential emergencies are identified
	2.3. Actions required to limit impact on personnel, property and the environment are identified
	2.4. Requirements for liaison with emergency agencies are identified
	2.5. Actions to be taken are prioritized during emergencies
3. Plan initial response procedures	3.1. **Resources** available and required for immediate response are identified
	3.2. **Emergency Equipment are** checked to ensure serviceability, accessibility, cleanliness and correct location
	3.3. Actions required for a number of major types of emergency are documented by taking account of standards, current industry practice, specialist advice and input by emergency agencies

	3.4. Training needs and appropriate providers are identified
4. Implement initial response procedures	4.1. Actions are documented and displayed for initial response
	4.2. Own role in emergency response is understood and implemented
5. Contribute to post event activities	5.1. Other personnel in the **second response phase** are identified and supported
	5.2. Contributions are made to debriefing processes
6. Monitor emergency response and address deficiencies	6.1. Responses to emergencies are monitored for efficiency and timeliness, in consultation with stakeholders and, as appropriate, specialist advisors and agencies
	6.2. Results of monitoring are documented promptly and appropriately reported to managers and key personnel
	6.3. Areas for organizational and personal improvement are identified and recommendations made for improvement in response to analysis of response taken

Variable	Range

Hazards	May include, but not limited to:
	 • Sources of potential harm in terms of human injury, ill health, death, damage to property, damage to the environment, or a combination of these, including:
	   ➤ biological
	   ➤ chemical
	   ➤ environment
	   ➤ mechanical and/or electrical
	   ➤ physical
	   ➤ psychosocial
	   ➤ radiological
	   ➤ nuclear

Standards	May include, but not limited to: • Ethiopian Standards • Industry-specific standards • International standards

Emergencies	May include, but not limited to:
	 • Emergencies requiring evacuation
	 • Explosion and bomb alerts
	 • External emergencies and natural disasters, such as:
	   ➤ flood
	   ➤ storm
	   ➤ traffic accident
	   ➤ fire

	➢ explosion
	➢ hazardous substance spill
	➢ chemical spill
	• Internal emergencies, such as:
	  ➢ loss of power
	  ➢ loss of water supply
	  ➢ structural collapse
	  ➢ fire
	  ➢ explosion
	  ➢ hazardous substance spill
	  ➢ chemical spill
	• Security emergencies, such as:
	  ➢ armed robberies
	  ➢ intruders
	  ➢ disturbed persons
	• Serious injury events

Stakeholders	May include, but not limited to: • Community • Employees • Health and safety, and other employee representatives • Managers • OHS committee • Supervisors and Government

Specialist advisors	May include, but not limited to:
	• Internal or external advisors in:
	  ➢ safety
	  ➢ chemicals
	  ➢ engineering
	  ➢ security
	  ➢ emergency response

Emergency agencies	May include, but not limited to: • Fire brigade • Police • Ambulance • Government departments • Hazardous materials response teams • OHS authorities
Risk register	May include, but not limited to: • Lists of hazards • Location of hazards • Range of possible scenarios or circumstances under which an emergency could occur, including natural disasters • Outcomes of any risk assessment or risk ranking

Resources	May include, but not limited to: • Emergency response personnel and equipment • First aid personnel and equipment • Emergency services personnel
Emergency equipment	May include, but not limited to: • Clothing items such as colored hats and vests • Communication equipment • Evacuation alarms • Evacuation equipment, especially for people with a disability • Fire extinguishers and equipment • Torches
Second response phase	May include, but not limited to: • Actions required if building cannot be re-occupied • Containment of personnel in evacuation area • First aid • Support/counseling of personnel involved or affected

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Identification of a potential emergency • Contribution to the implementation of procedures for preparing and responding to an emergency • Evaluation of the effectiveness of the implementation strategies • Knowledge of basic emergency prevention controls typically installed in a workplace.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Basic emergency prevention controls typically installed in a workplace, such as: • Emergency alerting systems • Emergency protection systems • Fire and smoke alarms, and fire extinguishers • Required safety wear • Security systems • Emergency alerting systems and signals used in the workplace and their meanings • Enterprise physical site and work areas • Enterprise reporting procedures in an emergency • Essential actions of self and others in an emergency • Hazards and precautions to be taken during an emergency • Hazards arising from evacuation

	• Information needs of emergency response personnel during reporting, arrival and response to an emergency • OHS information needs of work unit or work team • Internal and external sources of OHS information and data • Organizational policies and procedures for OHS and acting in an emergency situation • Organizational structure, roles and responsibilities • Powers of safety representatives and other authorized OHS personnel to cease work immediately if an immediate danger to OHS exists • Principles and priorities for evacuation, checking and accounting for people • Principles of fire protection and emergency response • Relevant state/territory and commonwealth OHS legislation, codes of practice, associated standards and guidance material • Roles, responsibilities and authority of OHS personnel • Types of emergency responses typically used in workplaces.
Underpinning Skills	Demonstrate skills to: • Culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities across all levels of an organization • Interpersonal skills to issue instructions in an authoritative manner during unusual circumstances • Literacy skills to prepare reports for a range of target groups • Observation skills to evaluate the impact characteristics and composition of the workforce have on managing OHS • Organizational and time management skills to sequence tasks and meet timelines • Research and data analysis skills to assess resources required to systematically manage OHS and to analyze relevant workplace information and data • Research and data analysis skills to evaluate interactions between employees, their activities, equipment, environment and work systems • Technology skills to access internal and external OHS data
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Implement and Monitor the Organization's OHS Policies, Procedures and Programs**
Unit Code	**LSA OHS4 08 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to implement and monitor the organization's OHS policies, procedures, programs and It applies to employees with supervisory responsibilities for implementing and monitoring the organization's OHS policies, procedures and programs in a work area. It 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.

Element	Performance Criteria
1. Provide information to the workgroup about OHS policies and procedures	1.1. Relevant provisions of **OHS legislation and codes of practice** are accurately explained to the workgroup
	1.2. Information is provided to the workgroup on the **organization's OHS policies**, **procedures and programs**, ensuring it is readily accessible by the workgroup
	1.3. Information about **identified hazards and the outcomes of risk assessment** are regularly provided and clearly explained and control to the workgroup
2. Implement and monitor participative arrangements for OHS	2.1. **Participative arrangements** for consultation over OHS issues are implemented and monitored to ensure that all members of the workgroup have the opportunity to contribute.
	2.2. The importance of effective consultative mechanisms is explained in managing health and safety risks
	2.3. Consultative procedures are implemented and monitored to facilitate participation of workgroup in management of work area hazards
	2.4. Issues raised are promptly dealt with through consultation, in accordance with **organizational consultation procedures**
	2.5. The workgroup is promptly recorded and communicated to the outcomes of consultation over OHS issues

	2.6. The outcomes of consultation over occupational health and safety issues are recorded and communicated to the workgroup in accordance with organizational policy and procedures.
3. Implement and monitor the organization's procedures to OHS training	3.1. OHS training needs are systematically identified in line with organizational requirements
	3.2. Arrangements are made to meet OHS training needs of team members in consultation with relevant individuals
	3.3. Workplace learning opportunities, and coaching and mentoring assistance are provided to facilitate team and individual achievement of identified training needs
	3.4. Costs associated with providing training for work team, for inclusion in financial plans are identified and reported to management the
4. Implement and monitor procedures for identifying hazards	4.1. Hazards in work area are identified and reported in accordance with OHS policies and procedures
	4.2. Risks are prioritized in accordance with risk management procedures
	4.3. ***Workplace procedures for dealing with hazardous events*** are implemented whenever necessary to ensure that prompt control action is taken.
	4.4. Hazardous events are investigated to identify their cause in accordance with investigation procedures.
	4.5. Measures are controlled to prevent recurrence and minimize risks of hazardous events are implemented based on the hierarchy of control, or alternatively, referred to designated personnel for implementation.
5. Implement and monitor the organization's procedures for controlling risks	5.1. ***Procedures to control risks*** are implemented using the hierarchy of controls and organizational requirements
	5.2. Inadequacies in existing risk control measures are identified and reported in accordance with the hierarchy of controls
	5.3. Existing risk control measures are monitored and results reported regularly in accordance with workplace procedures.
	5.4. Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control and reported to designated personnel.

	5.5. Inadequacies in resource allocation for implementation of risk control measures are identified and reported to designated personnel.
6. Implement and monitor the organization's procedures for maintaining OHS	6.1. **OHS records** of incidents of occupational injury and disease in work area are accurately completed and maintained in accordance with OHS legal requirements 6.2. Aggregate information and data from work area records are used to identify hazards and monitor risk control procedures in work area

Variable	Range
OHS legislation and codes of practice	May include, but not limited to: • Labour law duties to meet the general duty of care requirements • Health and safety representatives and health and safety committees • Prompt resolution of health and safety issues • Provision of information, induction and training • Regulations and approved codes of practice relating to hazards present in work area • Relevant Ethiopian legislation • Requirements for the maintenance and confidentiality of records of occupational injury and disease
Organization's OHS policies, procedures and programs	May include, but not limited to: • Consultative arrangements for employees in work area • Dangerous goods transport and storage • Emergency and evacuation procedures • First aid provision/medical practitioner contact and attention • Hazard reporting procedures • Hazardous substances use and storage • Cleaner production system • Incident (accident) investigation • OHS arrangements for on-site contractors, visitors and members of public • OHS audits and safety inspections • Plant and equipment maintenance and use • Procedures for hazard identification • Procedures for risk assessment, selection and implementation of risk control measures • Purchasing policy and procedures • Safe operating procedures/instructions • Site access

	• Use and care of PPE
Identified hazards and the outcomes of risk assessment	May include, but not limited to: • Checking equipment before and during work • Consulting work team members • Daily informal employee consultation and regular formal employee meetings • Housekeeping • OHS audits and review of audit reports • Review of health and safety records including hazard reports, hazardous substances and dangerous goods registers, injury records • Workplace inspections in area of responsibility
Participative arrangements	May include, but not limited to: • Formal and informal meetings which include occupational health and safety • OHS committees • Other committees, for example, consultative, planning and purchasing • Health and safety representatives • Suggestions, requests, reports and concerns put forward by employees to management
Organizational consultation procedures	May include, but not limited to: • Attendance of health and safety representatives at management and OHS planning meetings • Counseling/disciplinary processes • Early response to employee suggestions, requests, reports and concerns put forward to management • Election of health and safety representatives in accordance with legislative requirements • Formal and informal meetings • Health and safety committees • Other committees, for example, planning and purchasing
Workplace procedures	May include, but not limited to: • Inspection/evaluation • Housekeeping • Material handling • Consultation processes • Training and assessment • Specific hazard policies and procedures including public safety procedures • OHS information • OHS record keeping and reporting • Maintenance of plant and equipment

	• Purchasing of supplies and equipment • Counseling and disciplinary procedures
Hazardous events	May include, but not limited to: • Accidents • Fires • Floods • Storms • Emergencies—chemical spills • Bomb scares • 'near misses'
Procedures for dealing with hazardous events	May include, but not limited to: • Evacuation • Chemical containment • First aid procedures • Workplace procedures inspection • Housekeeping • Consultation processes (either general or specific to occupational health and safety) • Training and assessment • Specific hazard policies and procedures • OHS information • OHS record keeping • Maintenance of plant and equipment • Purchasing of supplies and equipment • Safety audits
Procedures to control risks	May include, but not limited to: • Consultation with employees and their representatives • Job/process/workplace re-design e.g. Introduce mechanical handling equipment, re-arrange material flow/timing/scheduling, raise/lower work platforms • Removing the cause of a risk at its source (eliminating the hazard) e.g. Removing stored goods permanently from emergency exit passageways • Selecting control measures in accordance with the hierarchy i.e. Work through hierarchy from most effective to least effective control
OHS records	May include, but not limited to: • Audit and inspection reports • Consultation e.g. Meetings of health & safety committees, workgroup meeting agendas including OHS items and actions • First aid/medical post records • Hazardous substances registers • Induction, instruction and training

	• Manufacturer's and supplier's information including dangerous goods storage lists • Accident reports • Plant and equipment maintenance and testing reports • Workers compensation and rehabilitation records • Workplace environmental monitoring records

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Applying organizational management systems and procedures to OHS within workgroup area • Applying procedures for assessing and controlling risks to health and safety associated with those hazards, in accordance with the hierarchy of controls • Providing specific, clear and accurate information and advice on workplace hazards to workgroup • Knowledge of legal responsibilities of employers, supervisors and employees in the workplace.

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
	  ➢ anti-discrimination legislation
	  ➢ ethical principles
	  ➢ codes of practice
	  ➢ environmental issues
	  ➢ OHS
	• Legal responsibilities of employers, supervisors, trade unions, and employees in the workplace
	• Organizational policies and procedures relating to hazard management, fire, emergency, evacuation, incident (accident) investigating and reporting
	• Relevance of consultation as a key mechanism for improving workplace culture.

Underpinning Skills	Demonstrate skills in: • Analytical skills to identify hazards, to assess risks in the work area and to review data relating to monitoring and evaluating incidents (accidents), environmental issues and the effectiveness of risk control measures • Literacy skills to comprehend documentation and to interpret OHS requirements • Coaching and mentoring skills to provide support to colleagues.

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Provide Information on OHS Issues and Policies**
Unit Code	**LSA OHS4 09 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the provision of information on OHS issues and policies and defines the standard required to: process a request for information; access information to respond to the request; collate information to deal specifically with the request; prepare a response using chosen media; maintain a record of the information provided and file for future reference. It applies to workplace supervisors and managers in the sectors and describes the process of researching, extracting and providing information on issues and policies.

Element	Performance Criteria
1. Process a request for information on issues and policies	1.1. Request is documented using the appropriate recording system.
	1.2. Relevant notes are recorded from dialogue with the client and from correspondence.
	1.3. Approval to access **information and policies** is sought and obtained and requests forwarded where appropriate.
	1.4. Client is actively listened to and questioned appropriately to clarify and elicit information provided.
2. Identify sources and extract information	2.1. Relevant sources and locations of information and policies information are identified, accessed and researched.
	2.2. Clear sequenced oral instructions are provided to colleagues required for assistance.
	2.3. Workplace policies and documentation relevant to the request are evaluated.
	2.4. Information relevant to the particular request is located, extracted and copied.
	2.5. Alternative methods are identified to locate gaps in information.
3. Evaluate information for meeting client request	3.1. Information is evaluated for its validity and reliability and appropriateness to the client request.
	3.2. Client is engaged in effective dialogue to clarify indistinct or incorrect information.

	3.3. Additional information is obtained if available information is inadequate, unclear, conflicting or incorrect.
4. Prepare and finalize report	4.1. Report is developed, written, formatted and proofed according to enterprise policies and procedures.
	4.2. Report is checked for accuracy and intention.
	4.3. Review and sign off of report are arranged with designated person where required.
	4.4. Record of report/correspondence is made.
	4.5. Report/correspondence is forwarded to client.

Variable	Range
information and policies	May include, but not limited to: • Information taken from a range of sources including personal files and notes • Articles (academic, on-line, newspaper, journal) • Specialist texts • Letters • Internal correspondence • Government reports • Relevant legislation • OHS policy • Codes of practice • National and international, standards, protocols and charters • Statistics • Local knowledge • Original research • Media (television, video, audio) • Libraries.

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge to: • Process a request for information • Access information to respond to the request • Collate information to deal specifically with the request • Prepare a response using chosen media • Maintain a record of the information provided and file for future reference.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Workplace policies and documentation on local, regional, state and national issues

	• Relevant workplace documentation on international treaties, agreements and charters • Types of information sources • Methods and means of accessing and extracting the required information • Methods of validating information • Types of reports and their uses
Underpinning Skills	Demonstrate skills to: • Use literacy skills to read, interpret and follow organizational policies and procedures, develop sequenced written instructions, record accurately and legibly information collected and select and apply procedures to a range of tasks • Use oral communication skills/language competence to fulfill the job role as specified by the organization including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views • Use numeracy skills to estimate, calculate and record routine and more complex workplace measures and data • Use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Use Equipment to Contribute Workplace Monitoring**
Unit Code	**LSA OHS4 10 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required use of equipment to contribute to the monitoring of agents and/or conditions in the workplace including, but not limited to chemicals, noise, vibration, light, fibers, dusts, fumes, mists, heat and humidity, radiation, and biological agents such as insects, mites and bacteria. The unit focuses on the knowledge, processes and techniques necessary to accurately use a range of measuring devices to contribute to the monitoring of agents and/or conditions in the workplace as an integral part of identifying hazards, assessing risk and monitoring the effectiveness of controls.

Element	Performance Criteria
1 Select measuring device/s	1.1. ***Agent and/or condition*** to be measured are identified through consultation with workplace and affected parties.
	1.2. ***Characteristics of agent and/or condition*** are identified.
	1.3. Areas where measurements are to be taken are ***defined***.
	1.4. Types of appropriate measuring equipment are identified.
	1.5. Measuring equipment appropriate to the agent and/or condition, the environment, the activities being carried out and level of risk are selected.
	1.6. Limits of own expertise and available equipment are recognized and expert advice and equipment sought as appropriate.
2 Prepare to collect workplace information and data	2.1. Any ***regulatory requirements and/or standards*** that impact on the measuring process are identified.
	2.2. *A **sampling process*** is defined.
	2.3. Arrangements are made with the workplace to collect ***information and data*** including advising those involved in workplace activities of any requirements.
	2.4. Sampling plan is defined after inspecting area and in consultation with employees and affected parties regarding the nature of the problem.
	2.5. ***Operability of equipment*** is checked.

3 Use devices to collect workplace information and data	3.1. Monitoring equipment is selected and calibrated, and appropriate scale selected.
	3.2. Equipment are used and maintained correctly to accurately collect information and data.
	3.3. Own OHS is addressed while collecting information and data.
	3.4. Information and data are collected and readings recorded, utilizing professional evaluation and advice as appropriate.
	3.5. Equipment are dismantled, cleaned and parts or equipment disposed of in accordance with environmental requirements.
	3.6. Equipment are stored correctly or made ready for re-use as appropriate.
4 Document and evaluate results of monitoring	4.1. Results are interpreted and evaluated against a recognized standard, and documented.
	4.2. Report has addressed any regulatory requirements and **purpose of report** and the **target audience** considered.
	4.3. **Required information and data** is presented clearly and logically.
	4.4. Results and records are retained and stored in a format that enables them to be readily retrieved in accordance with regulatory requirements and/or standards.

Variable	Range

Agent and/or condition	May include, but not limited to:
	 • The real or potential hazard to be monitored and may include, but not be limited to:
	    ➢ Chemical
	    ➢ Noise
	    ➢ Vibration
	    ➢ Light
	    ➢ Radiation (ionising, non-ionising, laser)
	    ➢ Fibres, dusts, particulates
	    ➢ Fumes, mists, gases, vapours
	    ➢ Heat and humidity
	    ➢ Electricity
	    ➢ Biological agents such as insects, mites and bacteria

Characteristics of the agent and/or condition	May include, but not limited to: • The way it behaves in the environment, including over

	distance and time
	• How it is absorbed into the body
	• How it affects specific parts of the body, such as extent of damage to tissue and/or effects such as:
	➢ Additive,
	➢ Antagonistic,
	➢ Synergism and
	➢ Potentiation
	• Dose factors relating to concentration and time
Definition	May include, but not limited to:
	• Location
	• Physical features of equipment, such as emitting sources
	• Area/space available
	• Tasks/activities being undertaken
	• Number of persons occupying area
	• Movements of people and equipment
	• Other factors that may impact on the sampling or data collection processes
Regulatory requirements and/or standards	May include, but not limited to:
	• Ethiopian OHS legislation, policy, directives, standards, regulations and codes of practice, including those relating to specific hazards
	• Exposure standards for atmospheric contaminants in occupational environments
	• Material Safety Data Sheets (MSDSs)
	• Guidance material such as guidance notes, guides, fact sheets, model regulations and technical reports that provide practical guidance and direction for hazard control
	• Ethiopian and international standards, such as those produced by ILO
	• Hazards exposure indices
The sampling process	May include, but not limited to:
	• Size of the workforce (i.e. Individual worker or group(s) of workers)
	• The process, substance or hazard event likely to be causing the ill health or symptoms
	• The type of exposure
	• Other practical and financial considerations
Information and data	May include, but not limited to:
	• Readouts/measurements taken
	• Sampling method (e.g. Grab, longitudinal, continuous)
	• Locations where information and data was collected

	• Date, time and duration of collection • Specifications of equipment used • Conditions such as activities and number of people present when measurements were made
Operability of equipment	May include, but not limited to: • Battery serviceability checks • Availability of appropriate attachments, leads, filters etc. • Check and function tests • NATA tested and certified, with certificate of currency as appropriate
Purpose of report	May include, but not limited to: • Legal compliance • Hazard identification • Risk assessment • As a basis for design of improved and/or new control measures
Target audience	May include, but not limited to: • OHS or environmental regulatory bodies • Management • OHS committee or OHS representatives • OHS professionals • Designers and engineers

Required information and data	May include, but not limited to:
	• Agent/condition being monitored and key issues associated with the agent/condition
	• Target audience for report
	• Where, when and why measurements were taken
	• Sampling process including:
	   ➢ How measurements were taken
	   ➢ Specifications of equipment used
	   ➢ Locations where samples were taken
	   ➢ Conditions at time of sampling, including whether the sampling period represented normal operating conditions
	• Table of results
	• Interpretation and discussion of results
	• Evaluation of results with reference to appropriate standards

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Preparing reports for a range of target groups including OHS committee, representatives, managers & supervisors

	• Managing own tasks within a time frame • Analyzing relevant workplace information and data, making observations including of workplace tasks and interactions between people, their activities, equipment, environment and systems • Basic physiology relevant to understanding mode of action of physical, biological and chemical agents on the body and how they produce discomfort or harm • Requirements for individual fitting, use, maintenance and storage of a range of ppe items • Mathematical knowledge of units of measurement, logarithmic scales, decimals and order of magnitude relevant to making and interpreting measurements and measurement error • Types of and techniques for correct us of intrinsically safe measuring and monitoring equipment including calibration, adjustment and maintenance, alarms and limitations on use and output
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Requirements for recordkeeping that addresses OHS, privacy and other relevant legislation • Requirements for reporting under OHS and other relevant legislation including obligations for notification and reporting of incidents • Relevant legislation such as labour law, industrial relations, equal employment opportunity, workers compensation, rehabilitation etc. • Requirements under hazard specific OHS legislation and codes of practice • Characteristics, mode of action and units of measurement of major hazard types • Basic physiology relevant to understanding mode of action of physical, biological and chemical agents on the body and how they produce discomfort or harm • Requirements for individual fitting, use, maintenance and storage of a range of PPE items • Environmental conditions that impact measurements • Sampling techniques and developing valid sampling process • Mathematical knowledge of units of measurement, logarithmic scales, decimals and order of magnitude relevant to making and interpreting measurements and measurement error • Nature of workplace processes (work flow, planning and control) and hazards relevant to the particular workplace

	• Exposure standards, their limitations and their practical use • Types of and techniques for correct us of intrinsically safe measuring and monitoring equipment including calibration, adjustment and maintenance, alarms and limitations on use and output • Requirements for work permits/written authorities when conducting workplace monitoring activities
Underpinning Skills	Demonstrate skills to: • Preparing reports for a range of target groups including OHS committee, OHS representatives, managers and supervisors • Managing own tasks within a time frame • Contributing to the assessment of the resources needed to systematically manage OHS and where appropriate access resources • Analyzing relevant workplace information and data, making observations including of workplace tasks and interactions between people, their activities, equipment, environment and systems • Carrying out simple arithmetical calculations (e.g. % change) produce graphs of workplace data to identify trends and recognize limitations of data • Using language and literacy skills appropriate to the workgroup and the task • Using basic computer and information technology skills to access internal and external information and data on OHS • Using basic measuring equipment, including reading scales and dials applicable to selected hazards • Maintaining equipment used for workplace monitoring
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Maintain Safety at an Incident Scene**
Unit Code	**LSA OHS4 11 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required to recognize potential health and safety risks and take action to eliminate or control those risks at incident scenes, to prevent injury to self, other personnel or members of the public

Element	Performance Criteria
1. Determine hazards at incident site	1.1. Issues affecting safety of self and other personnel are established by identification of **hazards** and assessment of **risks**, and by liaison with others at the scene.
	1.2. Relevant operational safety procedures are implemented in accordance with organization's policies.
	1.3. Duties are undertaken in line with organizational health and safety codes of practice and **relevant legislation**.
2. Implement hazard controls at incident scene	2.1. Hazards are identified and mitigation procedures selected in line with work instructions and procedures.
	2.2. Hazardous situations are rectified where possible and reported and/or recorded according to organization's policies and procedures.
	2.3. Changes in **response situations** and/or conditions are reported immediately to designated person.
	2.4. **Hazard controls** are monitored and communicated to relevant personnel to ensure continuing effectiveness.
	2.5. Hazard control and mitigation measures are implemented with minimum damage to the environment, while maintaining safety of self and others.
	2.6. **Incidents/Accident scene** is effectively secured to preserve the scene and maintain **public safety** in line with legislative requirements.
3. Maintain personal safety	3.1. **Personal protective clothing and equipment** are selected and checked according to organizational procedures to ensure it is operational prior to entry into incident situation from **hazardous materials**

	3.2. Personal protective clothing and equipment appropriate to dealing with the hazard is worn/fitted and used in accordance with organization's policies and procedures and manufacturer's guidelines.
	3.3. Water and food intake, rest breaks and shelter requirements are maintained.
	3.4. Survival technique strategies, **physical and environmental hazards** are implemented in accordance with organization's policies and guidelines.
4. Contribute to maintaining safety of work	4.1. Impact of own actions on safety of others is recognized.
	4.2. Contact is maintained at all times with other work group members.
	4.3. **Electrical hazards** signals are correctly used, interpreted, confirmed and acted upon in a timely manner.

Variable	Range
Hazards	May include, but not limited to: • All potential sources of injury or damage to property or the environment including identified and potential hazards to persons • Equipment or the environment • Scene assessment • Visual inspections • Plan reviews • Recognizing hazard warnings • Accessing data bases • Interviewing others at scene • Seeking expert advice
Risk	Is the likelihood of injury or damage occurring and the potential consequences of any injury or damage
Relevant legislation	Is state or territory OHS acts and regulations
Response situations	Are single and multi-agency response situations
Hazard controls	May include, but not limited to: • Erection of barriers • Establishment of control zone • Use of spill cleanup kits • Use of electrically insulated tools and equipment • Vehicle protection hoses and devices • Life support equipment (heat radiation shielded crew cabin

	• Vehicle cabins with/without sprays) • Entry control procedures to hazardous areas • Decontamination • Isolation of electricity supply

Incidents/Accident scene	May include, but not limited to:
	 • A variety of natural or manmade events including but not limited to rescues and extrications
	 • Flood
	 • Storm
	 • Tempest
	 • Natural disaster
	 • Vehicle
	 • Aircraft
	 • Rail
	 • Industrial
	 • Civil defense
	 • Fires:
	    ➢ Structural
	    ➢ Wild
	    ➢ Prescribed burning
	 • Search and rescue :
	    ➢ Urban
	    ➢ Rural
	    ➢ Sea
	 • Hazardous materials and dangerous goods

Public Safety	May include, but not limited to: • Any location where a Public Safety incident occurs
Personal protective clothing and equipment	May include, but not limited to: • Breathing apparatus • Personal lines • Air lines • Personal distress units • Respiratory protection • Protective hoods • Goggles • Hearing protectors • Sunscreen • Chemical protective clothing • Personal flotation devices • Wet suits • Turnout uniform • Gloves • Hard hat

	• Safety boots • Overalls • Chainsaw chaps • Bullet proof vests • Firearms • Batons • Handcuffs
Hazardous materials	May include, but not limited to: • Thermal • Mechanical • Explosives • Toxic • Corrosive • Asphyxiant • Radiation • Etiological hazards • Mutagenic materials
Physical and environmental hazards	May include, but not limited to: • Noise • Slippery surfaces • Poor visibility • Smoky environments • Fallen/falling objects • Fatigue • Temperature • Darkness • Fire • Snow • Floods • Winds • Rain • Hail • Flora • Fauna • Postural restrictions and access • Terrain • Traffic
Electrical hazards	May include, but not limited to: • Pole fires • Electrical fires • Electricity in damaged/burning structures • Energized vehicles/structures due to downed wires • Photovoltaic generation systems

Biological hazards	May include, but not limited to: • Bacteria • Viruses • Fungi and yeasts • Including toxology organisms
Hazard control equipment	May include, but not limited to: • Atmospheric monitoring equipment • Meteorological equipment • Radiation monitoring equipment • Oxygen meters • Flammable gas detectors

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Procedures for participating in OHS arrangements • Means of relaying warnings to other personnel • Methods of hazard control and reporting • Problems associated with insufficient water intake • Procedures for investigating injuries • Relevant standard operating procedures • Communicate non-verbally and verbally • Follow procedures and instructions
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Accidents and incidents • Commonly encountered hazards and procedures and safety precautions to prevent injury on encountering various hazards • Employee responsibilities and obligations • Food intake • Hazards • Heat induced illness - factors leading to prevention • Injuries • Labeling and storage of hazardous substances • Manual handling hazards • Means of relaying warnings to other personnel • Methods of hazard control and reporting • Organization's OHS policy • Problems associated with insufficient water intake • Procedures for investigating injuries • Procedures for participating in OHS arrangements • Procedures for reporting hazards • Protection • Relevant standard operating procedures

	• Respiratory system - functions • Rest breaks • State and Territory OHS requirements • Survival techniques for various situations • Symptoms and treatment • Techniques and aids • Use and limitations of relevant protective clothing and equipment
Underpinning Skills	Demonstrate skills to: • Communicate non-verbally and verbally • Follow procedures and instructions • Record information • Use communication equipment • Work with others in a team situation
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level IV	
Unit Title	**Establish and Maintain an OHS System**
Unit Code	**LSA OHS4 12 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required how to establish, maintain and evaluate an OHS system in the work environment.
	It is based on the National Guidelines for Integrating OHS Competencies into National Industry Competency Standards [NOHS C: 7025 (1994)].

Element	Performance Criteria
1. Organize consultation process	1.1. **Relevant personnel** or other representative personnel are identified and invited into the development and maintenance processes.
	1.2. Issues raised are effectively handled through consultation according to issue resolution procedures.
	1.3. Results are verified from the **consultation process** and made available to relevant personnel.
	1.4. **Consultative** processes are made flexible and consistent with representatives' requirements.
	1.5. **OHS trends** are identified through consultation process.
2. Design OHS framework	2.1. **Hazards** and risks are correctly identified and confirmed according to OHS legislation, codes of practice and prevailing trends.
	2.2. Procedure for ongoing identification of hazards and risks is developed and integrated within work systems and procedures.
	2.3. OHS policies are developed in line with relevant legislation.
	2.4. OHS responsibilities and duties are clearly defined and incorporated into job descriptions/statements.
	2.5. Adequate **resources** are sourced and provided in a timely and consistent manner.
	2.6. Measures to control assessed risks are developed and implemented in accordance with the hierarchy of control, relevant OHS legislation, codes of practice and trends.

		2.7. **Interim measures** are implemented until a permanent control measure is developed.
		2.8. Details are recorded clearly and efficiently according to organizational policy, procedures and relevant legislation.
		2.9. Workplace **procedures for dealing with hazardous events** are implemented whenever necessary to ensure that prompt control action is taken.
		2.10. **Hazardous events** are investigated to identify their cause in accordance with investigation procedures.
3.	Design and implement an OHS awareness training program	3.1. Educational **information** on the OHS system is made available to all relevant personnel.
		3.2. Appropriate training is provided to all relevant personnel to enable the implementation of safety procedures.
4.	monitor and maintain OHS system	4.1. A **system** for keeping OHS records is established in accordance with legislative requirements.
		4.2. Work activities are monitored to ensure that **hazard identification and risk assessment** and control procedures are effectively adopted.
		4.3. Inadequacies in hazard identification, risk assessment and established risk control measures are identified in accordance with the hierarchy of control and reported to designated personnel.
		4.4. Amendments to procedures are undertaken through appropriate consultation methods.
5.	Establish and maintain a system for accident investigation	5.1. A system is developed and implemented for reporting and investigation of all accidents/incidents in accordance with the policies and procedures.
		5.2. **Training** is provided to employees responsible for accident investigation for effective implementation of accident investigation policy.
		5.3. Policies and procedures for reporting and investigating all accidents/incidents are reviewed and updated as required.
6.	Evaluate the organization's OHS system and related policies procedures and programs	6.1. The effectiveness of the OHS system and related policies, procedures and programs is assessed according to the organization's OHS policy.
		6.2. Improvements to the OHS system are developed and implemented.

	6.3. Compliance with OHS legislation and codes of practice is assessed to ensure that legal OHS standards are maintained.

Variable	Range
Relevant personnel	May include, but not limited to: • Employer • Employee • Representative body (regulator, unions) • Independent advisor
Consultative process	May include, but not limited to: • Meetings • Workshops • Reports
OHS trends	May include, but not limited to: • OHS trends may be identified from the OHS records system • Express the organization's commitment to OHS , and demonstrate consistency of application across the organization's policies
Hazards	Are existing or potential hazards at workplace
Resources	May include, but not limited to: • Financial and human • Information • Time
Interim measures	That control a risk at its source are not immediately practicable
Procedures for dealing with hazardous events	May include, but not limited to: • Evacuation • Chemical containment • First aid procedures • Emergency exit • Ceasing activity
Hazardous events	May include, but not limited to: • Accidents • Fires • Emergencies such as chemical spills and bomb scares
Information	May include, but not limited to: • Clear • Concise • Written in plain English where possible • In suitable format for particular target group and Timely
The system	That allow the recording and identification of patterns of occupational injury and disease

Hazard identification and risk assessment	May include, but not limited to: • Visual inspections • Reports • Notices • Situational analyses
Training	May include, but not limited to: • Internal or external • Fulfill employees' OHS needs as identified • As part of the organization's general training program

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Details of codes of practice and their relevance to organization operations • Knowledge of current principles and practices used to implement and monitor organizational oh&s policies • High level skills in clear written and oral communication

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Details of all relevant OHS legislation and its relevance to organization operations
	• Hierarchy of control (the preferred order of risk control measures from most to least preferred that is:
	    ➤ elimination
	    ➤ isolation
	    ➤ substitution
	    ➤ engineering control
	    ➤ administrative controls
	    ➤ and PPE)
	• Literacy levels and communication skills of work group members
	• Procedures and programs
	• Suitable communication techniques to address needs of work group members

Underpinning Skills	Demonstrate skills to: • Attention to detail • High level interpersonal skills • High level skills in clear written and oral communication • Procedures and personnel • Skills in management of systems
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Social Security Service Level IV	
Unit Title	**Plan and Organize Work**
Unit Code	**LSA OHS4 13 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required in planning and organizing work activities in community development process. It may be applied to a small independent operation or to a section of a large organization.

Element	Performance Criteria
1. Set objectives	1.1. **Objectives** are planned consistent with and linked to work activities in accordance with organizational aims.
	1.2. Objectives are stated as measurable targets with clear time frames.
	1.3. Support and commitment of team members are reflected in the objectives.
	1.4. Realistic and attainable objectives are identified.
2. Plan and schedule work activities	2.1. Tasks/Work activities to be completed are identified and prioritized as directed.
	2.2. Tasks/work activities are broken down into steps in accordance with set time frames and achievable components.
	2.3. Task/work activities are assigned to appropriate team or individuals in accordance with agreed functions.
	2.4. **Resources** are allocated as per requirements of the activity.
	2.5. **Schedule of work activities** is coordinated with personnel concerned.
3. Implement work plans	3.1. **Work methods and practices** are identified in consultation with personnel concerned.
	3.2. **Work plans** are implemented in accordance with set time frames, resources and **standards**.
4. Monitor work activities	4.1. Work activities are monitored and compared with set objectives.
	4.2. Work performance is monitored.
	4.3. Deviations from work activities are reported and recommendations are coordinated with appropriate personnel and in accordance with set standards.

	4.4. Reporting requirements are complied with in accordance with recommended format.
	4.5. Timeliness of report is observed.
	4.6. Files are established and maintained in accordance with standard operating procedures.
5. Review and evaluate work plans and activities	5.1. Work plans, strategies and implementation are reviewed based on accurate, relevant and current information.
	5.2. Review is done based on comprehensive consultation with appropriate personnel on outcomes of work plans and reliable feedback.
	5.3. Results of review are provided to concerned parties and formed as the basis for adjustments/simplifications to be made to policies, processes and activities.
	5.4. Performance appraisal is conducted in accordance with organization rules and regulations.
	5.5. Performance appraisal report is prepared and documented regularly as per organization requirements.
	5.6. Recommendations are prepared and presented to **appropriate personnel/authorities**.
	5.7. **Feedback mechanisms** are implemented in line with organization policies.

Variable	Range
Objectives	May include, but not limited to: • Specific • General
Resources	May include, but not limited to: • Personnel • Equipment and technology • Services • Supplies and materials • Sources for accessing specialist advice • Budget
Schedule of work activities	May include, but not limited to: • Daily • Work-based • Contractual and Regular
Work methods and practices	May include, but not limited to:

	• Legislated regulations and codes of practice • Industry regulations and codes of practice • OHS practices
Work plans	May include, but not limited to: • Daily work plans • Project plans • Program plans • Resource plans • Skills development plans • Management strategies and objectives
Standards	May include, but not limited to: • Performance targets • Performance management and evaluation systems • Occupational standards • Employment contracts • Client contracts • Discipline procedures • Workplace assessment guidelines • Internal quality assurance • Internal and external accountability and auditing requirements • Training Regulation Standards and Safety Standards
Appropriate personnel/ authorities	May include, but not limited to: • Appropriate personnel include: • Management and Line Staff
Feedback mechanisms	May include, but not limited to: • Verbal feedback • Informal feedback • Formal feedback, • Questionnaire • Survey and • Group discussion

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to: • Set objectives • Plan and schedule work activities • Implement work plans • Monitor work activities • Review and evaluate work plans and activities
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Organization's strategic plan, policies rules and regulations, laws and objectives for work unit activities and priorities

	• Organizations policies, strategic plans, guidelines related to the role of the work unit • Team work and consultation strategies
Underpinning Skills	Demonstrates skill to: • Plan, Lead • Organize ,Coordinate • Communicate, Present • Inter-and intra-person/motivation skills
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Social Security Service Level IV	
Unit Title	**Migrate to New Technology**
Unit Code	**LSA OHS4 14 0518**
Unit Descriptor	This unit defines the knowledge, skills and attitude required in using new or upgraded technology. The rationale behind this unit emphasizes the importance of constantly reviewing work processes, skills and techniques in order to ensure that the quality of the entire business process is maintained at the highest level possible through the appropriate application of new technology. To this end, the person is typically engaged in on-going review and research in order to discover and apply new technology or techniques to improve aspects of the organization's activities.

Element	Performance Criteria
1. Apply existing knowledge and techniques to technology and transfer	1.1. Situations are identified where existing knowledge can be used as the basis for developing new skills.
	1.2. New or upgraded technology skills reacquired and used to enhance learning.
	1.3. New or upgraded equipment are identified, classified and used where appropriate, for the benefit of the organization.
2. Apply functions of technology to assist in solving organizational problems	2.1. Testing of new or upgraded Equipment are conducted according to the specification manual.
	2.2. Features of new or upgraded equipment are applied within the organization.
	2.3. Features and functions of new or upgraded equipment are-used for solving organizational problems.
	2.4. Sources of information relating to new or upgraded equipment are accessed and used.
3. Evaluate new or upgraded technology performance	3.1. New or upgraded Equipment are evaluated for performance, usability and against OHS standards.
	3.2. **Environmental considerations** are determined from new or upgraded equipment.
	3.3. **Feedback** is sought from users where appropriate.

Variable	Range
Environmental Considerations	Are recycling, safe disposal of packaging (e.g. Cardboard, polystyrene, paper, plastic) and correct disposal of waste materials by an authorized body

Feedback	May include, but not limited to: • Surveys, • Questionnaires, • Interviews and Meetings.

Evidence Guide	
Critical Aspects of Competence	Competence must confirm the ability to transfer the application of existing skills and knowledge to new technology
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Broad awareness of current technology trends and directions in the industry (e.g. systems/procedures, services, new developments, new protocols) • Vendor product directions • Ability to locate appropriate sources of information regarding metal manufacturing and new technologies • Current industry products/services, procedures and techniques with knowledge of general features • Information gathering techniques
Underpinning Skills	Demonstrate skills of: • Research skills for identifying broad features of new technologies • Ability to assist in the decision making process • Literacy skills in regard to interpretation of technical manuals • Ability to solve known problems in a variety of situations and locations • Evaluate and apply new technology to assist in solving organizational problems • General analytical skills in relation to known problems
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Social Security Service Level IV	
Unit Title	**Establish Quality Standards**
Unit Code	**LSA OHS4 15 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required to establish quality specifications for work outcomes and work performance. It includes monitoring and participation in maintaining and improving quality, identifying critical control points in the production of quality output and assisting in planning and implementing of quality assurance procedures.

Element	Performance Criteria
1. Establish quality specifications for product	1.1. Market specifications are **sourced** and **legislated requirements** identified.
	1.2. Quality specifications are developed and agreed upon.
	1.3. Quality specifications are documented and introduced to organization staff / personnel in accordance with the organization policy.
	1.4. Quality specifications are updated when necessary.
2. Identify hazards and critical control points	2.1 Critical control points impacting on quality are identified.
	2.2 Degree of risk for each hazard is determined.
	2.3 Necessary documentation is accomplished in accordance with organization quality procedures
3. Assist in planning of quality assurance procedures	3.1. Procedures for each identified control point are developed to ensure optimum quality.
	3.2. Hazards and risks are minimized through application of appropriate controls.
	3.3. Processes are developed to monitor the effectiveness of quality assurance procedures.
4. Implement quality assurance procedures	4.1. Responsibilities for carrying out procedures are allocated to staff and contractors.
	4.2. Instructions are prepared in accordance with the enterprise's quality assurance program.
	4.3. Staff and contractors are given induction training on the quality assurance policy.
	4.4. Staff and contractors are given in-service training relevant to their allocated **safety procedures**.

5. Monitor quality of work outcome	5.1. Quality requirements are identified.
	5.2. Inputs are inspected to confirm capability to meet quality requirements.
	5.3. Work is conducted to produce required outcomes.
	5.4. Work processes are monitored to confirm quality of output and/or service.
	5.5. Processes are adjusted to maintain outputs within specification.
6. Participate in maintaining and improving quality at work	6.1. Work area, materials, processes and product are routinely monitored to ensure compliance with quality requirements.
	6.2. Non-conformance in inputs, process, product and/or service is identified and reported according to workplace reporting requirements.
	6.3. Corrective action is taken within level of responsibility, to maintain quality standards.
	6.4. Quality issues are raised with designated personnel.
7. Report problems that affect quality	7.1. Potential or existing quality problems are recognized.
	7.2. Instances of variation in quality are identified from specifications or work instructions.
	7.3. Variation and potential problems are reported to supervisor/manager according to enterprise guidelines.

Variable	Range
Sourced	May include, but not limited to: • End-users • Customers • Stakeholders
Legislated requirements	Are verification of product quality as part of consumer legislation or specific legislation related to product content or composition.
Safety procedures.	May include, but not limited to: • Use of tools and equipment for fabrication/production/ manufacturing works • Workplace environment and handling of material safety, • Following OHS procedures designated for the task • Respect the policies, regulations, legislations, rule and procedures for manufacturing/production/fabrication works

Evidence Guide	
Critical Aspect of Competence	Demonstrate knowledge and skills to: • Monitor quality of work • Establish quality specifications for product • Participate in maintaining and improving quality at work • Identify hazards and critical control points in the production of quality product • Assist in planning of quality assurance procedures • Report problems that affect quality • Implement quality assurance procedures
Underpinning Knowledge	Demonstrate knowledge of: • Work and product quality specifications • Quality policies and procedures • Improving quality at work • Hazards and critical points of operation • Obtaining and using information • Applying federal and regional legislation within day-today work activities • Accessing and using management systems to keep and maintain accurate records • Requirements for correct preparation and operation • Technical writing
Underpinning Skills	Demonstrate skills to: • Monitor quality of work • Establish quality specifications for product • Participate in maintaining and improving quality at work • Identify hazards and critical control points in the production of quality product • Assist in planning of quality assurance procedures • Report problems that affect quality • Implement quality assurance procedures
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Social Security Service Level IV	
Unit Title	**Develop Individuals and Team**
Unit Code	**LSA OHS4 16 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required to determine individual and team development needs and facilitate the development of the workgroup.

Element	Performance Criteria
1. Provide team leadership	1.1. **Learning and development needs** are systematically identified and implemented in line with **organizational requirements**.
	1.2. Learning plan to meet individual and group training and developmental needs is collaboratively developed and implemented.
	1.3. Individuals are encouraged to self-evaluate performance and identify areas for improvement.
	1.4. **Feedback on performance** of team members is collected from relevant sources and compared with established team learning process.
2. Foster individual and organizational growth	2.1. Learning and development program goals and objectives are identified to match the specific knowledge and skills requirements of Competence standards.
	2.2. **Learning delivery methods** are made appropriate to the learning goals, the learning style of participants and availability of equipment and resources.
	2.3. Workplace learning opportunities and coaching/ mentoring assistance are provided to facilitate individual and team achievement of competencies.
	2.4. Resources and timelines required for learning activities are identified and approved in accordance with organizational requirements.
3. Monitor and evaluate workplace learning	3.1. Feedback from individuals or teams is used to identify and implement improvements in future learning arrangements.
	3.2. Outcomes and performance of individuals/teams are assessed and recorded to determine the effectiveness of development programs and the extent of additional support.

	3.3. Modifications to learning plans are negotiated to improve the efficiency and effectiveness of learning.
	3.4. Records and reports of competence are maintained within organizational requirement.
4. Develop team commitment and cooperation	4.1. Open communication processes are-used by team to obtain and share information.
	4.2. Decisions are reached by the team in accordance with its agreed roles and responsibilities.
	4.3. Mutual concern and camaraderie are developed in the team.
5. Facilitate accomplishment of organizational goals	5.1. Team members are actively participated in team activities and communication processes.
	5.2. Individual and joint responsibility is developed by team's members for their actions.
	5.3. Collaborative efforts are sustained to attain organizational goals.

Variable	Range
Learning and development needs	May include, but not limited to: • Coaching, monitoring and/or supervision • Formal/Informal learning program • Internal/External training provision • Work experience/exchange • Work opportunities • Personal study • Career planning/development • Performance evaluation • Workplace skills assessment • Recognition of prior learning
Organizational requirements	May include, but not limited to: • Quality assurance and/or procedures manuals • Goals, objectives, plans, systems and processes • Legal and organizational policy/guidelines and requirements • Safety policies, procedures and programs • Confidentiality and security requirements • Business and performance plans • Ethical standards • Quality and continuous improvement processes and standards
Feedback on performance	May include, but not limited to: • Formal/Informal performance evaluation

	• Obtaining feedback from supervisors and colleagues • Obtaining feedback from clients • Personal and reflective behavior strategies • Routine and organizational methods for monitoring service delivery
Learning delivery methods	May include, but not limited to: • On the job coaching or monitoring • Problem solving • Presentation/Demonstration • Formal course participation • Work experience and involvement in professional networks • Conference and seminar attendance

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to: • Identify and implement learning opportunities for others • Give and receive feedback constructively • Facilitate participation of individuals in the work of the team • Negotiate plans to improve the effectiveness of learning • Prepare learning plans to match skill needs • Access and designate learning opportunities
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Coaching and monitoring principles • How to work effectively with team members who have diverse work styles, aspirations, cultures and perspective • How to facilitate team development and improvement • Methods and techniques to obtain and interpreting feedback • Methods for identifying and prioritizing personal development opportunities and options • Career paths and competence standards in the industry
Underpinning Skills	Demonstrate skills to: • Read and understand a variety of texts, preparing general information and documents according to target audience; spell with accuracy; use grammar and punctuation effective relationships and conflict management • Communicate including receiving feedback and reporting, maintaining effective relationships and conflict management

	• Plan and organize required resources and equipment to meet learning needs • Coach and mentor skills to provide support to colleagues • Report to organize information; assess information for relevance and accuracy; identify and elaborate on learning outcomes • Facilitate and conduct small group training sessions • Relate to people from a range of social, cultural, physical and mental backgrounds
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Social Security Service Level IV	
Unit Title	**Utilize Specialized Communication Skills**
Unit Code	**LSA OHS4 17 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required to use specialized communication skills to meet specific needs of internal and external clients, conduct interviews, facilitate group discussions, and contribute to the development of communication strategies.

Element	Performance Criteria
1. Meet common and specific communication needs of clients and colleagues	1.1. Specific communication needs of clients and colleagues are identified and met. 1.2. Different approaches are-used to meet communication needs of clients and colleagues. 1.3. Conflict is addressed promptly and in a timely way and in a manner which does not compromise the standing of the organization.
2. Contribute to the development of communication strategies	2.1. ***Strategies*** for internal and external dissemination of information are developed, promoted, implemented and reviewed as required. 2.2. Channels of communication are established and reviewed regularly. 2.3. Coaching in effective communication is provided 2.4. Work related network and relationship are maintained as necessary. 2.5. Negotiation and conflict resolution strategies are-used where required. 2.6. Communication with clients and colleagues is made appropriate to individual needs and organizational objectives.
3. Represent the organization	3.1. When participating in internal or external fora, presentation is relevant, appropriately researched and presented in a manner to promote the organization. 3.2. Presentation is made clear and sequential and delivered within a predetermined time. 3.3. Appropriate media is utilized to enhance presentation. 3.4. Differences in views are respected.

	3.5. Written communication is made consistent with organizational standards.
	3.6. Inquiries are responded in a manner consistent with organizational standard.
4. Facilitate group discussion	4.1. Mechanisms which enhance **effective group interaction** are defined and implemented.
	4.2. Strategies which encourage all group members to participate are-used routinely.
	4.3. Objectives and agenda are routinely set and followed for meetings and discussions.
	4.4. Relevant information are provided to group to facilitate outcomes.
	4.5. Evaluation of group communication strategies is undertaken to promote participation of all parties.
	4.6. Specific communication needs of individuals are identified and addressed.
5. Conduct interview	5.1. A range of appropriate communication strategies are employed in **interview situations**.
	5.2. Different **types of interview** are conducted in accordance with the organizational procedures.
	5.3. Records of interviews are made and maintained in accordance with organizational procedures.
	5.4. Effective questioning, listening and nonverbal communication techniques are-used to ensure that required message is communicated.

Variable	Range
Strategies	May include, but not limited to: • Recognizing own limitations • Utilizing techniques and aids • Providing written drafts • Verbal and non-verbal communications
Effective group interaction	May include, but not limited to: • Identifying and evaluating what is occurring within an interaction in a non-judgmental way • Using active listening • Making decision about appropriate words, behavior • Putting together response which is culturally appropriate • Expressing an individual perspective • Expressing own philosophy, ideology and background and exploring impact with relevance to communication

Interview situations	May include, but not limited to: • Establish rapport • obtain facts and information • Facilitate resolution of issues • Develop action plans • Diffuse potentially difficult situation
Types of Interview	May include, but not limited to: • Related to staff issues • Routine • Confidential • Evidential • Non-disclosure • Disclosure

Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to: • Demonstrate effective communication skills with clients and work colleagues accessing service • Adopt relevant communication techniques and strategies to meet client particular needs and difficulties
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Communication process • Dynamics of groups and different styles of group leadership • Communication skills relevant to client groups

Underpinning Skills	Demonstrate skills to:
	• Full range of communication techniques including:
	  ➢ Active listening
	  ➢ Feedback
	  ➢ Interpretation
	  ➢ Role boundaries setting
	  ➢ Negotiation
	  ➢ Establishing empathy and Communication strategies
	• Communicate to fulfill job roles as specified by the organization

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Social Security Service Level IV	
Unit Title	**Manage Micro, Small and Medium Enterprises (MSMEs)**
Unit Code	**LSA OHS4 18 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required knowledge, skills and attitude required in running Micro, Small and Medium enterprises. The strategies involve developing, monitoring and managing work activities and financial information, developing effective work habits, and adjusting work schedules as needed.

Element	Performance Criteria
1. Develop and communicate strategic work plan	1.1. The importance of planning is sensitized before acting and about the importance of plans to reduce risks and to inhibit impulsive actions and discussed.
	1.2. The basics of planning and beginning with goal setting are communicated.
	1.3. The achievement of measurable and realistic short-term business objective is addressed.
	1.4. How to develop realistic activities plans and schedule is discussed.
	1.5. **Major components of work plan** are introduced and understood.
	1.6. The importance of constant reviewing their plans is understood by monitoring the results.
2. Identify daily work requirements and Develop effective work habits	2.1. Basic concept about effect working culture is discussed and understood.
	2.2. Different approaches to work culture are developed and understood.
	2.3. Work requirements are identified for a given time period by taking into consideration of **resources** and constraints.
	2.4. Work activities are prioritized based on business needs, requirements and deadlines.
	2.5. If appropriate, work is allocated to relevant staff or contractors to optimize efficiency.
	2.6. Work and personal priorities are identified and a balance is achieved between competing priorities using appropriate **time management strategies**.
	2.7. Input is sought from **internal and external sources** and used to develop and refine new ideas and approaches.

	2.8. Business or inquiries is/are responded to promptly and effectively.
	2.9. Information is presented in a format appropriate to the industry and audience.
3. Manage Marketing of MSMEs	3.1. Information on market and business needs is analyzed and market opportunities identified.
	3.2. Marketing mix and components are evaluated.
	3.3. Marketing mix for specific target market is determined.
	3.4. Marketing mix is monitored and continual adjusted against marketing performance.
4. Manage Human Resources	4.1. **_Human resource rules, regulations law and procedures_** are identified and determined.
	4.2. The existing human resource is audited, and gaps are identified.
	4.3. Recruitment and selection are conducted based on the organizational requirements.
	4.4. Selected candidates are oriented and placed for the appropriate position.
	4.5. Appraisal of employees' performance is conducted.
	4.6. Appraisal result is used for training and development, promotion, compensation, disciplinary measures and other purposes as required.
	4.7. **_Employee relations_** are maintained.
5. Manage production and Operation	5.1. Production /operation plan is developed and implemented.
	5.2. Required inputs are purchased and adequate inventories maintained.
	5.3. Production/Operation process is checked and controlled.
	5.4. Quality control is applied and maintained.
6. Maintain financial records and use for decision making	6.1. The objective and benefits of financial records are discussed and understood.
	6.2. Asset, liabilities and capital are identified and recorded.
	6.3. Balance sheet and different journals are discussed.
	6.4. Business transactions are discussed, analyzed, classified and recorded.

	6.5. Daily financial records are maintained correctly in accordance with legal and accounting requirements.
	6.6. Invoices and payments are prepared and distributed in timely manner and in accordance with legal requirements.
	6.7. Outstanding accounts are collected or followed-up.
	6.8. Revenue, expense and costs are identified and discussed.
	6.9. Different ledgers and subsidiary ledgers are discussed and maintained.
	6.10. Profit and loss report is prepared.
	6.11. Financial interpretation is conducted with assistant from the appropriate person.
	6.12. Financial manual is prepared.
7. Monitor, Manage and Evaluate work performance	7.1. People, resources and/or equipment are coordinated to provide optimum results.
	7.2. Staff, clients and/or contractors are communicated within a clear and regular manner, to monitor work in relation to **business goals** or timelines.
	7.3. **Problem solving techniques** are applied to work situations to overcome difficulties and achieve positive outcomes.
	7.4. Opportunities for improvements are monitored according to business demands.
	7.5. Work schedules are adjusted to incorporate necessary modifications to existing work and routines or changing needs and requirements.
	7.6. Proposed changes are clearly communicated and recorded to aid in future planning and evaluation.
	7.7. Relevant codes of practice are-used to guide an ethical approach to workplace practices and decisions.

Variable	Range
Major components of work plan	May include, but not limited to: • Objective • Responsibilities • Resources (human, materials, finance, time, etc..) • Activities
Resources	May include, but not limited to:

	• Human resource • Money • Time • Machines • Equipment • Space
Time management strategies	May include, but not limited to: • Prioritizing and anticipating • Short term and long term planning and scheduling • Creating a positive and organized work environment • Clear timelines and goal setting that is regularly reviewed and adjusted as necessary • Breaking large tasks into smaller tasks • Getting additional support if identified and necessary
Internal and external sources	May include, but not limited to: • Staff and colleagues • Management, supervisors, advisors or head office • Relevant professionals such as lawyers, accountants, management consultants • Professional associations
Human resource rules , regulations law and procedures	May include, but not limited to: • Recruitment and selection • Orientation and placement • Training and development • Performance appraisal and reward system • Disciplinary procedures • Movement and separation • Industrial relation
Employee relations	May include, but not limited to: • Relationship within employees • Relationship among employees and management and labor union • Relationship between labor union and government
Business goals	May include, but not limited to: • Sales targets • Budgetary targets • Team and individual goals • Production targets • Reporting deadlines
Problem solving techniques	May include, but not limited to: • Brainstorming • Fish bone • Focus group discussion and Problem tree

Evidence Guide	
ritical Aspects of Competence	A person must be able to demonstrate: • Ability to identify daily work requirements and allocate work appropriately • Ability to interpret financial documents in accordance with legal requirements • The ability to prepare strategic plan • The ability to develop effective work habit • The ability to manage marketing of MSEs • The ability to manage human resources of MSEs • The ability to manage production/operation of MSEs • The ability to maintain financial records of MSEs • The ability to manage, monitor and evaluate work performance of MSMEs
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Strategic plan • Working culture • Time management strategy • Marketing Mix • Relevant marketing, operation/production, human resource and financial management • Human resource functions • Production/operation functions • Monitoring and evaluation • Problem solving techniques • Federal and Local Government legislative requirements affecting business operations, especially in regard to OHS , equal employment opportunity, industrial relations and anti-discrimination • Relevant industry code of practice • Planning techniques to establish realistic timelines and priorities • Identification of relevant performance measures • Quality assurance principles and methods
Underpinning Skills	Demonstrate skills to: • Technical or specialist skills relevant to the business operation • Interpret legal requirements, company policies and procedures and immediate, day-to-day demands • Strategic planning skills • Human relation skills • Communicate using questioning, clarifying, reporting, and giving and receiving constructive feedback

	• Numeracy skills for performance information, setting targets and interpreting financial documents and reports • Technical skills to interpret business document, reports and financial statements and projections • Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities • Solve problem and develop contingency plans • Using computers and software packages to record and manage data and to produce reports • Evaluate using assessment work and outcomes • Observe for identifying appropriate people, resources and to monitor work
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Social Security Service Level IV	
Unit Title	**Apply Problem Solving Techniques and Tools**
Unit Code	**LSA OHS4 19 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge, skills and attitude required to apply scientific problem solving techniques and tools to enhance quality, productivity and other kaizen elements on continual basis.

Element	Performance Criteria
1. Identify and select theme/problem.	1.1. **Safety requirements** are followed in accordance with safety plans and procedures.
	1.2. All possible problems related to the process /Kaizen elements are listed using **statistical tools and techniques**.
	1.3. All possible problems related to kaizen Element are identified and listed on Visual Management Board/Kaizen Board.
	1.4. Problems are classified based on obviousness of cause and action.
	1.5. Critical factors like the number of customers affected, Potentials for bottlenecks, and number of complaints etc…. is selected.
	1.6. Problems related to priorities of **Kaizen Elements** are given due emphasis and selected.
2. Grasp current status and set goal.	2.1. The extent of the problem is defined.
	2.2. Appropriate and achievable goal is set.
3. Establish activity plan.	3.1. The problem is confirmed.
	3.2. High priority problem is selected.
	3.3. The extent of the problem is defined.
	3.4. Activity plan is established as per **5W1H**.
4. Analyze causes of a problem.	4.1. All possible causes of a problem are listed.
	4.2. Cause relationships are analyzed using **4M1E**.
	4.3. Causes of the problems are identified.
	4.4. Root causes are selected.
	4.5. The root cause which is most directly related to the problem is selected.

	4.6. All possible ways are listed using **creative idea generation** to eliminate the most critical root cause.
	4.7. The suggested solutions are carefully tested and evaluated for potential complications.
	4.8. Detailed summaries of the action plan are prepared to implement the suggested solution.
5. Examine countermeasures and their implementation.	5.1. Action plan is implemented by **medium KPT** members.
	5.2. Implementation is monitored according to the agreed procedure and activities are checked with pre-set plan.
6. Assess effectiveness of the solution.	6.1. **Tangible and intangible results** are identified.
	6.2. The results are verified over time.
	6.3. Tangible results are compared with targets using **various types of diagram**.
7. Standardize and sustain operation.	7.1. If the goal is achieved, the new procedures are standardized and made part of daily activities.
	7.2. All employees are trained on the new **Standard Operating Procedures (SOPs)**.
	7.3. SOP is verified and followed by all employees.
	7.4. The next problem is selected to be tackled by the team.

Variable	Range
Safety requirements	May include, but not limited to: • OHS requirements include legislation, material safety, managements system, hazardous substances and dangerous goods code and local safe operating procedures • Work is carried out in accordance with legislative obligations, environmental legislations, relevant health regulation, manual handling procedure and organization insurance requirements

Statistical tools and techniques	May include, but not limited to:
	 • 7 QC tools May include, but not limited to:
	     ➢ Stratification
	     ➢ Pareto Diagram
	     ➢ Cause and Effect Diagram
	     ➢ Check Sheet
	     ➢ Control Chart/Graph
	     ➢ Histogram and Scatter Diagram
	 • QC techniques May include, but not limited to:
	     ➢ Brain storming

	➤ Why analysis
	➤ What if analysis
	➤ 5W1H
Kaizen elements	May include, but not limited to:
	• Quality
	• Cost
	• Productivity
	• Delivery
	• Safety
	• Moral
	• Environment and Gender equality
5W1H	May include, but not limited to:
	• Who: person in charge
	• Why: objective
	• What: item to be implemented
	• Where: location
	• When: time frame
	• How: method
4M1E	May include, but not limited to:
	• Man
	• Machine
	• Method
	• Material and Environment
Creative idea generation	May include, but not limited to:
	• Brainstorming
	• Exploring and examining ideas in varied ways
	• Elaborating and extrapolating
	• Conceptualizing
Medium KPT	May include, but not limited to:
	• 5S
	• 4M (Machine, Method, Material and Man)
	• 4p (Policy, Procedures, People and Plant)
	• PDCA cycle
	• Basics of IE tools and techniques
Tangible and intangible results	May include, but not limited to:
	• Tangible result may include quantifiable data
	• Intangible result may include qualitative data
Various types of diagram	May include, but not limited to:
	• Line graph
	• Bar graph
	• Pie-chart
	• Scatter diagram
	• Affinity diagram

Standard Operating Procedures (SOPs)	May include, but not limited to: • The customer demand • The most efficient work routine (steps) • The cycle times required to complete work Element • All process quality checks required to minimize defects/errors • The exact amount of work in process required

Evidence Guide	
Critical Aspects of Assessment	Demonstrates skills and knowledge competencies to: • Apply all relevant procedures and regulatory requirements to ensure quality and productivity of an organization. • Detect non-conforming products/services in the work area • Apply effective problem solving approaches/strategies. • Implement and monitor improved practices and procedures • Apply statistical quality control tools and techniques.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • QC story/PDCA cycle/ • QC story/ Problem solving steps • QCC techniques • 7 QC tools • Basic IE tools and techniques. • SOP • Quality requirements associated with the individual's job function and/or work area • Workplace procedures associated with the candidate's regular technical duties • Relevant health, safety and environment requirements • Organizational structure of the enterprise • Lines of communication • Methods of making/recommending improvements. • Reporting procedures
Underpinning Skills	Demonstrate skills to: • Apply problem solving techniques and tools • Apply statistical analysis tools • Apply Visual Management Board/Kaizen Board. • Detect non-conforming products or services in the work area • Document and report information about quality, productivity and other kaizen elements

	• Contribute effectively within a team to recognize and recommend improvements in quality, productivity and other kaizen Element. • Implement and monitor improved practices and procedures. • Organize and prioritize activities and items. • Read and interpret documents describing procedures • Record activities and results against templates and other prescribed formats.
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

NTQF Level V

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Monitor and Evaluate OHS Process**
Unit Code	**LSA OHS5 01 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the monitoring and evaluation of the organization's OHS policies, standards, procedures and programs in the relevant work area to achieve, improve and maintain OHS standards.

Element	Performance Criteria
1. Monitor the provision of workplace safety information	1.1. Explanations to the workgroup of relevant provisions of **OHS legislation**, directives, standards, and codes of practice are monitored to ensure they meet **individual needs** and are in accordance with organizational requirements.
	1.2. The quality of **information** on the organization's **OHS policies, procedures** and programs is monitored and improvements implemented to ensure they remain up-to-date and readily accessible to the workgroup.
	1.3. Information about identified hazards and the outcomes of risk assessment and risk control procedures are monitored and the workgroup's understanding of the information is regularly assessed through feedback and questioning suited to individual needs.
2. Monitor and maintain participative arrangements for workplace safety	2.1. The importance of effective **participative arrangements** in managing health and safety risks is promoted and all members of the workgroup are encouraged to contribute in accordance with organizational policy and procedures.
	2.2. **Consultative procedures** are monitored to ensure participation of the workgroup in the management of workplace hazards in accordance with legislative requirements.
	2.3. Issues raised are resolved through consultation or referred for resolution in accordance with workplace procedures for issue resolution.
	2.4. The outcomes of consultation over OHS issues are monitored and progressed in accordance with organizational policy and procedures.
3. Review procedures for identifying hazards and risks	3.1. Procedures are monitored for **identifying existing and potential hazards** in the work area and evaluated for effectiveness.

	3.2. Improvements are identified and recommended for hazard identification where necessary.
	3.3. Recommendations are made for risk assessment and risk control procedures to be enhanced where necessary.
4. Monitor and continuously improve procedures for controlling risks	4.1. Work procedures to **control risks** and adherence to them by the workgroup are monitored in accordance with workplace procedures.
	4.2. Results of monitoring existing risk control measures are analyzed and recommendations for any action are reported regularly in accordance with workplace procedures.
	4.3. Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control and are reported to designated personnel.
	4.4. Inadequacies in resource allocation for implementation of risk control measures are identified and reported to designated personnel.
5. Monitor and maintain procedures for dealing with hazardous events	5.1. **Workplace procedures** for dealing with **hazardous events** are monitored whenever necessary to ensure that control action is effective and timely.
	5.2. Hazardous events are investigated to identify their cause in accordance with investigation procedures.
	5.3. Control measures are implemented to prevent recurrence and minimize risks of hazardous events based on the hierarchy of control if within scope of responsibilities and competencies or, alternatively, referred to designated personnel for implementation.
6. Monitor and maintain procedures for providing workplace safety training	6.1. Training records and skills audits are regularly monitored to ensure ongoing **workplace safety training** needs are identified and addressed in accordance with organizational policy and procedures.
	6.2. The effectiveness of both on-the-job and off-the-job training programs to address the organization's OHS training needs is evaluated in consultation with relevant parties, and continuous improvements are negotiated and implemented as necessary.
7. Monitor procedures for maintaining workplace safety records	7.1. **OHS records** for the work area are monitored to ensure they meet workplace requirements and legal requirements for the maintenance of records of occupational injury and disease.

Variable	Range
	7.2. Aggregate information from the area's OHS records is used to identify hazards and monitor risk control procedures within the work area according to organizational procedures and within scope of responsibilities and competencies.

Variable	Range
OHS legislation	May include, but not limited to: • Ethiopian OHS legislation, policy, directives, regulations and codes of practice, including: • Regulations and codes of practice relating to hazards present in the workplace or industry • General duty of care under OHS legislation and labour law • Requirements for the maintenance and confidentiality of records of occupational injury and disease • Requirements for provision of OHS information and training • Provisions relating to health and safety representatives and/or OHS committees • Provisions relating to OHS issue resolution
Individual needs	May include, but not limited to: • Decent work environment • Job security • Literacy • Communication skills • Gender • Cultural background • People with disabilities • People living with HIV/AIDS • Part-time, contract or casual workers • Level of experience • Existing knowledge
Information	May include, but not limited to: • Induction to new work/management systems • The nature of work • Tasks and procedures • Hazards and risk management procedures; to assist in work tasks • New/inexperienced workers • Legislation and codes of practice, for example, relating to hazards in the work area • Consultation with health and safety representatives and OHS committees

OHS policies and procedures	May include, but not limited to: • Job procedures and work instructions • Maintenance of plant and equipment • Purchasing of supplies and equipment • Counseling/disciplinary processes • Providing OHS information • Consultation and participation • Emergency response • Housekeeping • Specific hazards • Identifying hazards, for example, inspections • Incident investigation • Assessing risks • Controlling risks • PPE • OHS training and assessment • OHS recordkeeping • Reporting OHS issues • OHS issue resolution • Change management
Participative arrangements	May include, but not limited to: • Formal and informal meetings which include Occupational Health and Safety • OHS committees • Other committees, for example, consultative, planning and purchasing • Health and safety representatives • Suggestions, requests, reports and concerns put forward by employees to management • External providers • Clients/visitors
Consultative procedures	May include, but not limited to: • Attendance of health and safety representatives at management and OHS planning meetings • Counseling/disciplinary processes • Early response to employee suggestions, requests, reports and concerns put forward to management • Election of health and safety representatives in accordance with legislative requirements • Formal and informal meetings • Health and safety committees • Other committees, for example, planning and purchasing

Identifying existing and potential hazards	May include, but not limited to: • Audits • Workplace inspections • Housekeeping • Checking work area and/or equipment before and during work • Job and work system assessment • Reviews of OHS records, including registers of hazardous substances, dangerous goods, etc. • Maintenance of plant and equipment • Purchasing of supplies and equipment, for example, review of Material Safety Data Sheets and manufacturer/supplier information • Identifying employee concerns

Controlling risks	May include, but not limited to:
	• Measures to remove the cause of a risk at its source
	• Consultation with workers and their representatives
	• Application of the hierarchy of control, namely:
	  ➢ Elimination of the risk
	  ➢ Substitution
	  ➢ Engineering controls
	  ➢ Administrative controls and PPE.

Workplace procedures	May include, but not limited to: • Inspection/evaluation • Housekeeping • Consultation processes • Training and assessment • Specific hazard policies and procedures including public safety procedures • OHS information • OHS record keeping and reporting • Maintenance of plant and equipment • Purchasing of supplies and equipment • Counseling and disciplinary procedures
Hazardous events	May include, but not limited to: • Incidents and near misses • Fires and explosions • Emergencies such as chemical spills • Bomb scares • Violent incidents, for example, armed robberies • Workplace violence, including bullying • Natural disasters/events
Workplace safety training	May include, but not limited to: • Internal or external

	• Fulfill employees' OHS needs as identified • As part of the organization's general training program
OHS records	May include, but not limited to: • Audit and inspection reports • Consultation e.g. Meetings of health & safety committees, workgroup meeting agendas including OHS items and actions • First aid/medical post records • Hazardous substances registers • Induction, instruction and training • Manufacturer's and supplier's information including dangerous goods storage lists • Accident reports • Plant and equipment maintenance and testing reports • Workers compensation and rehabilitation records • Workplace environmental monitoring records

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Monitoring workplace safety in a range of (3 or more) contexts (or occasions, over time) • Maintaining workplace safety in a range of (3 or more) contexts (or occasions, over time)
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Provisions of relevant OHS legislation • Principles and practice of effective OHS management • Workplace hazards • Risk management - Principles and Guidelines • Range and selection of effective control measures • Organizational OHS management systems, policies and procedures needed for legislative compliance • Impact of characteristics and composition of the workforce on OHS management • Relevance of OHS management to other organizational management policies, procedures and systems
Underpinning Skills	Demonstrate skills to: • Analyzing the work environment, recognizing hazards and judging OHS interventions • Evaluating the quality and effectiveness of written and oral workplace safety information and training provided to staff • Identifying inadequacies in procedures and control measures

	• Reading and explaining complex and formal documents such as legislation and codes of practice • Tailoring communication to suit different audiences, such as staff, senior management, safety representatives, inspectors • Preparing reports on workplace safety requiring precision of expression • Investigating hazardous events • Analyzing workplace safety data • Assessing resources needed for risk control • Accessing legislation and codes of practice electronically or in hard copy • Responding to diversity, including gender and disability
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Analyze and Evaluate OHS Risk Management Principles**
Unit Code	**LSA OHS5 02 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to use a generic approach to identify hazards, and to assess and control OHS risks. It applies to individuals with managerial responsibility for providing a systematic approach to hazard identification, risk assessment and risk control, with the emphasis on elimination or, where this is not possible, minimization of risk. It also includes conceptual models for understanding the nature of hazards.

Element	Performance Criteria
1. Access sources of information and data to identify hazards	1.1. ***External sources of information and data*** are accessed to assist in identifying ***hazards***
	1.2. ***Workplace sources of information and data*** are reviewed to access and assist in identification of hazards
	1.3. Input is sought from ***stakeholders***, ***key personnel*** and ***OHS specialists***
	1.4. Formal and informal research is conducted to ensure currency of information with ***workplace issues***
2. Analyze the work environment to identify hazards and assess risk	2.1. ***When action for hazard identification is required***, ***occasions*** are defined, documented and communicated
	2.2. ***Equipment*** and ***strategies*** required for basic workplace measurement and monitoring of the selected hazard are identified and appropriately used
	2.3. ***Tools*** are sourced to assist in analyzing potential hazards
	2.4. ***Task demands*** and ***task environment*** for impact on the person are examined to identify situations with a potential for injury or ill health
	2.5. Workforce structure, organization of work and work relationships are examined to identify situations with a potential for injury or ill health
	2.6. Work environment is examined for ***agents*** with a potential for injury or ill health
	2.7. Input is sought from stakeholders to clarify and confirm issues

3. Assess risk associated with hazards	3.1. **Factors contributing to risk** are identified
	3.2. Current risk controls for each hazard are identified
	3.3. Evaluate adequacy of current controls (if any), taking account of **relevant standards** and knowledge
	3.4. Discrepancies between current controls and required quality of control are identified
	3.5. Hazards requiring further control action are **prioritized**
	3.6. Method and outcomes of **risk assessment** are documented
4. Control risk associated with hazards	4.1. A range of control strategic options for selected hazards are developed and advised in consultation with stakeholders, taking account of the outcomes of the risk assessment and the **hierarchy of control,** noting that **PPE** are regarded as the least satisfactory control measure
	4.2. Potential **factors impacting on the effectiveness of controls** are identified
	4.3. Advice is sought from OHS specialists and key personnel, if required
	4.4. Appropriate authority and relevant resources are identified and sought to initiate and maintain controls
	4.5. Actions required to achieve change are identified and documented
	4.6. Extent of change and reduction in risk are analyzed, as a result of controls
	4.7. Outcomes of hazard identification, workplace monitoring, analysis, and the resultant control strategy are communicated to stakeholders and key personnel for action as appropriate
5. Maintain hazard identification and risk control processes	5.1. A **risk register** relevant to the workplace is established and maintained
	5.2. Risk management procedures are documented and communicated to stakeholders and key personnel, as appropriate
	5.3. Outcomes of risk management processes are documented and communicated to stakeholders and key personnel, as appropriate
	5.4. Stakeholders and operational staff are involved in risk

	management processes
	5.5. Situations where OHS specialists may be required are identified
6. Monitor and review risk management processes	6.1. Frequency, method and scope of review are determined in consultation with workplace stakeholders and key personnel
	6.2. Ensure stakeholders and key personnel have been input to the review
	6.3. Areas for improvement in the hazards and risk management processes are identified and recommendations made
	6.4. ACTION plans, including allocated responsibilities and timeframes are prepared for implementation
	6.5. Effectiveness of risk management processes is regularly reviewed
7. Apply professional practice	7.1. Collection of information and data, reporting of outcomes and maintenance of records are managed in an ethical manner
	7.2. Situations where OHS specialists may be required are identified

Variable	Range
External sources of information and data	May include, but not limited to: • Databases with national and state injury data such as National Industrial Chemicals Notification and Assessment Scheme (NICNAS) • Employer groups • Industry bodies • Journals and websites • Legislation, codes of practice and standards • Manufacturers' manual and specifications • OHS regulatory authorities • OHS specialists and Unions.
Hazards	May include, but not limited to: • Source or a situation with a potential for harm in terms of human injury or ill health • Damage to property • Damage to the environment • Or a combination of these.
Workplace sources of information and data	May include, but not limited to: • Audits

	• Employees • Hazard, incident and accident investigation reports • Manufacturers' manuals and specifications • Material Safety Data Sheets (MSDSs) • Minutes of meetings • OHS representatives • Reports • Workplace inspections.
Stakeholders	May include, but not limited to: • Employees • Health and safety, and other employee representatives • Managers • OHS committees • Supervisors • Community • Trade union • Government.
Key personnel	May include, but not limited to: • Managers from other areas • People involved in OHS decision making or who are affected by OHS decisions
OHS specialists	May include, but not limited to: • Engineers • Ergonomists • Occupational hygienists • Organizational (industrial) psychologists • Toxicologists • Workplace injury and return to work advisors.

Workplace issues	May include, but not limited to:
	• Changes in equipment, including technology
	• Changes in social, political or community environment
	• Changes in work organization, including:
	    ➢ Contracting
	    ➢ Hire arrangements
	    ➢ Actualization
	    ➢ Supervisory arrangements
	    ➢ Outworkers
	    ➢ Rosters
	    ➢ Shift work
	    ➢ Work hours and relations
	• Changes in work practice
	• Changes to legislation and standards
	• New knowledge on hazards
	• Outcomes of court rulings.

Occasions when action for hazard identification is required	May include, but not limited to: • At design or pre-purchase of buildings, equipment and materials • At regular intervals during normal operations • Before changes are made to workplace, equipment, work processes or work arrangements • Commissioning or pre-implementation of new processes or practices • Following an incident report • New forms of work and organization of work • Planning major tasks or activities, such as equipment shut-downs • Prior to disposal of equipment, buildings or materials • When new knowledge becomes available.
Equipment	May include, but not limited to: • Goniometer • Humidity measuring devices • Light meters • Simple gas sampling devices • Sound level meters • Temperature measuring devices
Strategies	May include, but not limited to: • Focus groups • Interviews • Questionnaires
Tools	May include, but not limited to: • Audits • Cause and effect diagrams • Job Safety Analysis (JSA) • Surveys.
Task demands	May include, but not limited to: • Arousal and alertness • Machine pacing or time pressure to complete a task • Physical or physiological demands • Repetitive nature of task • Required precision or accuracy.
Task environment	May include, but not limited to: • Air quality • Lighting • Noise • Thermal
Agents	May include, but not limited to: • Biological • Chemical

	• Mechanical • Ergonomic • Nuclear • Physical • Psychosocial • Radiological.
Factors contributing to risk	May include, but not limited to: • Equipment • Frequency and duration of exposure • Individual/operator • Number of people exposed/involved • Task • Work environment • Work organization.
Relevant standards	May include, but not limited to: • Ethiopian and industry standards • Codes of practice • Current knowledge related to the specific hazard and controls • Current practice in the industry • Legislation.
Prioritizing hazards	May include, but not limited to: • Other recognized processes • Specially designed tools • Standard ranking tools.
Risk assessment	May include, but not limited to: • Factors contributing to risk • Current controls and their adequacy • Discrepancy between current control and required standard • Prioritization or ranking of a number of risks, where appropriate.

Hierarchy of control	May include, but not limited to:
	• Eliminating hazards
	• And where this is not practicable, minimizing risk by:
	  ➢ Substitution
	  ➢ Isolating the hazard from personnel
	  ➢ Using engineering controls
	  ➢ Using administrative controls (e.g. Procedures, training)
	  ➢ Using PPE.

PPE	May include, but not limited to: • Clothing and footwear • Face and eye protection

	• Hand protection • Head protection • Hearing protection • Respiratory protection
Factors impacting on the effectiveness of controls	May include, but not limited to: • Cultural diversity • Language • Literacy and numeracy levels • Shift work and rostering arrangements • Training required • Workplace culture related to OHS including commitment by managers and supervisors and compliance with procedures and training • Workplace organizational structures (size of organization, geographic, hierarchical).
Risk register	May include, but not limited to: • List of hazards, their location and people exposed • Possible control measures and dates for implementation • Range of possible scenarios or circumstances under which the hazards may cause injury or damage • Results of the risk analysis related to the hazards.

Evidence Guide	

Critical Aspects of Competence	Demonstrates skills and knowledge in:
	• Products used in:
	  ➢ the application of a risk management approach to identifying hazards
	  ➢ assessing OHS risk
	  ➢ controlling OHS risk
	• How these products were developed and implemented
	• Knowledge of relevant OHS legislation, policy, directives, regulations, codes of practice, associated standards and guidance material.

Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Organizational behavior and culture as it impacts on OHS and on change • Basic physiology relevant to understanding mode of action of physical, biological and chemical agents on the body and how they produce harm • Basic principles of incident causation and injury processes • Characteristics, mode of action and units of measurement of major hazard types • Difference between hazard and risk

	• Ethics related to professional practice
	• How the characteristics and composition of the workforce impact on risk and the systematic approach to manage OHS, for example:
	  ➢ communication skills
	  ➢ cultural background/workplace diversity
	  ➢ gender
	  ➢ labour market changes
	  ➢ language, literacy and numeracy
	  ➢ structure and organization of workforce e.g. part-time, casual and contract workers, shift rosters, geographical location
	  ➢ workers with specific needs
	• Internal and external sources of OHS information and data
	• Language, literacy and cultural profile of the workgroup
	• Legislative requirements for OHS information and data, and consultation
	• Limitations of generic hazard and risk checklists, and risk ranking processes
	• Methods of providing evidence of compliance with OHS legislation
	• Nature of workplace processes (including work flow, planning and control) and hazards relevant to the particular workplace
	• Organizational culture as it impacts on the workgroup
	• Organizational OHS policies and procedures
	• Other function areas that impact on the management of OHS
	• Principles and practices of systematic approaches to manage OHS
	• Professional liability in relation to providing advice
	• Requirements under hazard specific OHS legislation and codes of practice
	• Risk as a measure of uncertainty and the factors that affect risk
	• Roles and responsibilities under OHS legislation of employees, including supervisors and contractors
	• Standard industry controls for a range of hazards
	• Ethiopian OHS legislation (policy, directives, regulations, codes of practice, associated standards and guidance material) including prescriptive and performance approaches and links to other relevant legislation such as industrial relations, equal employment opportunity, workers compensation, rehabilitation

	• Structure and forms of legislation including regulations, codes of practice, associated standards and guidance material • Types of hazard identification tools, including Job Safety Analysis (JSA)

Underpinning Skills	Demonstrate skills to:
	• Analytical skills to:
	  ➢ identify areas for ohs risk improvement
	  ➢ analyze relevant workplace information and data
	  ➢ contribute to the assessment of the resources needed to systematically manage OHS and, where appropriate, access resources
	• Attention to detail when making observations and recording outcomes
	• Research skills to access relevant OHS information and data
	• Numeracy skills to carry out simple arithmetical calculations (e.g. % change), and to produce graphs of workplace information and data to identify trends and recognize limitations
	• Communication skills to:
	  ➢ conduct effective formal and informal meetings and to communicate effectively with personnel at all levels of the organization, OHS specialists and, as required, emergency services personnel
	  ➢ prepare reports for a range of target groups including OHS committee, OHS representatives, managers and supervisors
	  ➢ use language and literacy skills appropriate to the workgroup and the task
	• Consultation and negotiation skills to develop plans and to implement and monitor designated actions
	• Project management skills to achieve change in OHS matters
	• Organizational skills to manage own tasks within a timeframe
	• Information technology skills to access and enter internal and external information and data on OHS and to use a range of communication media

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test

	• Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Facilitate and Monitor OHS Hazards and Risk Management**
Unit Code	**LSA OHS5 03 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to effectively identify hazards, assess and control risks associated with plant and equipment (mobile plant, machinery, electrical equipment, pressure vessels and plant affecting public safety and to facilitate the application of principles of OHS and implement strategies. It applies to individuals with managerial responsibility for applying a systematic approach to monitoring the identification of hazards and assessing risk arising from the use of plant.

Elements	Performance Criteria
1. Identify hazards arising from the use of plant and associated systems of work	1.1. **Sources of information**, **data and advice on plant and equipment hazards** are accessed to assist in identifying hazards associated with **plant**
	1.2. **Hazards** are identified in the design, manufacture, registration, supply, installation, commissioning, use, maintenance, testing, dismantling, storage and disposal of plant and **systems of work associated with plant**
	1.3. Work environment, tasks and circumstances that may lead to hazardous situations or exacerbate risk associated with use of plant and equipment are identified and analyzed
	1.4. Appropriate **specialist advisors**, **stakeholders**, relevant **key personnel** and other parties are identified and consulted in the process of hazard identification
	1.5. appropriate procedures for **recording and reporting** on hazards associated with plant as part of the systematic approach are established, reported and reviewed to manage OHS
2. Analyze OHS risk associated with plant	2.1. The method of **risk assessment** is determined in consultation with operators and stakeholders and, if required, specialist advisors
	2.2. Risks associated with hazards arising from plant are identified and assessed in consultation with operators and stakeholders, taking into account the effectiveness of existing controls
	2.3. **Risk registers** are developed and regularly updated for items of plant and associated equipment
	2.4. Risks requiring further control action are identified

3. Control risks associated with plant hazards	3.1. Information, data and advice on risk control options obtained for plant and machinery hazards
	3.2. Operators, stakeholders and key personnel are involved in the development of controls
	3.3. Control measures are adopted for ensuring the health and safety of persons accessing, using and/or maintaining plant by applying the **hierarchy of control**
	3.4. Controls are applied for **access**, **egress**, **dangerous parts**, **guarding**, **operational controls**, **emergency stops and warning devices**, **registrations and design of plant**, **and operator certification** risks associated with plant
	3.5. Workplace monitoring processes are used and maintained to eliminate or control risks properly
	3.6. Stakeholders' information are reported regularly and appropriately
4. Identify and recommend controls for hazards	4.1. Stakeholders and key personnel are involved in the development of controls
	4.2. Circumstances where **permit to work procedures or certification** required are identified to assist in ensuring a safe working environment
	4.3. Permit to work procedures or certification in liaison is monitored with relevant key personnel, ensuring a safe working environment
	4.4. **Isolation procedures** are implemented and monitored in liaison with relevant key personnel to ensure continued safety of maintenance and other personnel
	4.5. Ensure purchasing procedures have included actions to address OHS implications of plant and equipment
	4.6. Maintenance procedures are developed, documented and communicated to ensure plant and equipment are safe for use
	4.7. Action is taken to ensure that any modifications to plant or equipment are safe and suitable for the task, and work practices are appropriately documented and modified as required for safe operation
	4.8. Maintenance systems are monitored and evaluated for effectiveness, suitability and accuracy to ensure safe operation of plant and equipment, and action taken, as appropriate

5. Identify and advise on licensing and certification issues	5.1. Types of plant (including plant design) requiring registration and tasks requiring operator licensing and/or certification are identified in accordance with legislative requirements
	5.2. OHS requirements are documented and communicated to managers and relevant key personnel to meet plant registration, operator licensing and certification, and other legal requirements,
	5.3. Training requirements are documented and communicated to managers and key personnel to meet licensing*,* certification*,* registration and other legal requirements
	5.4. Training needs are analyzed to ensure information, instruction and training prior to commencement of work on new plant and equipment and new operating methods
	5.5. Compliance with regulatory requirements for operator licensing, registration and certification in the workplace is monitored and reported
	5.6. Appropriate records are identified, documented and maintained for statutory, specialist plant and associated operator competencies
6. Identify the potential for adverse effects on health related to agents	2.1. External sources of information and data are accessed to assist in identifying *agents* in the workplace with a potential to adversely affect health
	2.2. Knowledge of sources of occupational disease and injury is applied to analyze *job characteristics*, *nature of work* and the *context of work* to help identify situations with potential for physical or psychological harm to employees
	2.3. Workplace and *internal sources of information and data* are accessed by taking account of privacy requirements to assist in identifying situations with a potential for physical or psychological harm to employees
	2.4. the role of individual difference in susceptibility to occupational disease or injury is considered in identifying adverse effects on health
	2.5. Situations where *health professionals* may be required are identified

7. Facilitate the control of risks to health in the workplace	3.1. Workplace policies, procedures and schedules are examined to minimize situations with a potential to cause physical or psychological harm to employees
	3.3. **Organizational communication processes** are examined to maximize clarity of roles and employee involvement in these processes.

Variable	Range

Sources of information, data and advice on plant and equipment hazards	May include, but not limited to:
	• Audits
	• Ethiopian Standards
	• Employees and operators
	• Employer groups, unions and industry bodies
	• Hazard, incident and investigation reports
	• Manufacturers' manuals and specifications
	• Minutes of meetings
	• Ethiopian Safety and Compensation Council
	• OHS professionals including those working in:
	  ➢ Safety engineering,
	  ➢ Occupational hygiene,
	  ➢ Occupational health,
	  ➢ Injury management,
	  ➢ Toxicology,
	  ➢ Ergonomics and
	  ➢ Epidemiology
	• Professional associations
	• Questionnaires and surveys
	• Relevant Ethiopian OHS legislation, policy, directives, regulations, associated standards and codes of practice
	• Reports
	• State and territory OHS regulatory bodies
	• Workplace inspections

Plant	May include, but not limited to: • Any machinery, equipment (including scaffolding), appliance, implement or tool and any other component, fitting or accessory • Electrical installation and plant such as wiring, accessories, fittings, consuming devices, control and protective gear, converters and generators • Fixed and or specified plant as related to state/territory and commonwealth OHS legislation • Mobile plant and load shifting equipment • Pressure equipment such as boilers, pressure vessels and pressure piping

Hazards	May include, but not limited to:
	• Source or a situation with a potential for harm in terms of:
	   ➢ Human injury or ill health
	   ➢ Damage to property
	   ➢ Damage to the environment
	   ➢ A combination of the above

Systems of work associated with plant	May include, but not limited to: • Documents describing how tasks, projects, inspections, jobs and processes are to be undertaken • Management systems, such as fleet management, procurement, design and quality assurance • Manufacturers' operations manuals • Organization policies and procedures addressing areas, such as operations, maintenance, purchasing • Standard operating procedures
Specialist advisors	May include, but not limited to: • Designers • Engineers (such as design, acoustic, safety, chemical, electrical, mechanical, maintenance) • Ergonomists • Injury management personnel • Manufacturers • Occupational hygienists • Suppliers and distributors
Stakeholders	May include, but not limited to: • Employees • Health and safety, and other employee representatives • Managers • OHS committees • Supervisors • Community • Government
Key personnel	May include, but not limited to: • Maintenance and trades persons • Managers • OHS representatives • Supervisors • Users/operators • Workplace trainers and assessors
Recording and reporting	May include, but not limited to: • Documents describing how tasks, projects, inspections, jobs and processes are to be undertaken • Job and task statements • Job safety analysis worksheets

	• Maintenance and service logs, sheets, cards, diaries • Plant and equipment registers • Policies and procedures underpinning systems of management, particularly OHS • Purchasing and contracting procedures • Quality system documentation • Risk assessments • Standard operating procedures
Risk assessment	May include, but not limited to: • Any discrepancy between current controls and required standard and quality of control • Current controls and their adequacy • Identification and analysis of factors contributing to risk • Prioritization or ranking of risk where appropriate
Risk registers	May include, but not limited to: • List of hazards, their location and people exposed • Possible control measures and proposed dates for implementation • Range of possible scenarios or circumstances under which the hazards may cause injury or damage • Results of risk assessments

Hierarchy of control	May include, but not limited to:
	• Eliminating hazards and where this is not practicable, minimizing risk by:
	  ➢ Substitution
	  ➢ Isolating the hazard from personnel
	  ➢ Using engineering controls
	  ➢ Using administrative controls (e.g. Procedures, training)
	  ➢ Using PPE

Access and egress	May include, but not limited to:
	• Accessing parts of plant which require cleaning and maintenance
	• Access/egress to operator's workstation for normal and emergency conditions
	• Systems to enable safe access and egress such as:
	  ➢ Emergency lighting
	  ➢ Safety doors
	  ➢ Alarm systems

Dangerous parts	May include, but not limited to:
	• Potential contact or entrapment points to which the operator may be exposed during:
	  ➢ Adjustment
	  ➢ Examination

	➢ Lubrication ➢ Maintenance ➢ Operation
Guarding	May include, but not limited to: • Permanently fixed physical barriers where no access of any part of a person is required • Interlocking physical barriers where access to dangerous areas is required during operation • Physical barriers securely fixed by means of fasteners or devices • Presence-sensing safeguarding systems
Operational controls plant risks	May include, but not limited to: • Being capable of locking in 'off' position to enable disconnection of all motive power and forces • Being guarded to prevent unintentional activation • Being of 'fail safe' type • Being readily and conveniently located • Being suitability identified • Having nature and function clearly indicated
Emergency stops and warning devices	May include, but not limited to: • Being able to avoid electrical or electronic circuit malfunction • Colouring push buttons, bars or handles red • Prominent, clear and durable markings
Registrations and design of plant	Are relevant Ethiopian jurisdictional requirements
Operator certification risks	Are processes by which a certificate to use or operate industrial equipment are issued by a certifying authority

Permit to work procedures or certification	May include, but not limited to:
	• Being authorized by a responsible or designated person directly in control of the work
	• Certifications that appropriate precautions and controls are followed
	• Checklists
	• Conditions and actions such as frequency and duration of the work and atmospheric tests
	• Documents containing approval to undertake work and activities including tests, measurements monitoring such as:
	   ➢ Hot work permits for welding and cutting in hazardous environments
	   ➢ Confined space entry

Isolation procedures	May include, but not limited to: • Devices such as:

	➢ Isolating switches ➢ Locks ➢ Safety bars ➢ Shields ➢ Full pressure blanks ➢ Spectacle blanks to lock controls - especially moving parts, equipment, systems or devices with stored energy - to an 'off' position while a worker is in a vulnerable position such as: ➢ Performing maintenance on rotating equipment, and electrical and hydraulic systems ➢ Locking switches with keys needed to open the lock - Devices used in conjunction with a danger tag system that promotes greater safety consciousness among the workforce for all situations in which danger to persons could arise from: ➢ Operation of machinery, plant or equipment ➢ Flow of steam, electricity, gases or liquids ➢ Use of faulty or unsafe plant and equipment - Devices characterized by multiple locking systems that involve written authorization by a competent person
Agents	May include, but not limited to: - Biological - Chemical - Mechanical - Ergonomic - Nuclear - Physical - Psychosocial - Radiological.
Job characteristics, nature of work	May include, but not limited to: - Adequacy of equipment or faulty equipment - Effectiveness of different control strategies - Health effects of physical hazards in the workplace such as noise, vibration, thermal extremes - Job demands such as high physical, mental or emotional demands; lack of variety; short work cycle; workload - Participation in decision making and control of workload - Relative costs of implementation of appropriate control strategies - Toxicology of hazardous materials - Workload and scheduling issues such as pace; shift work, inflexible work schedules; unpredictable, long or unsocial hours - Workplace processes and the hazards they produce.

Context of work	May include, but not limited to: • Career issues including promotion, job security and skills • Interpersonal relationships at work, including with supervisors and peers • Organizational factors such as communication; levels of support for problem solving and personal development; changing employment patterns; definition of organizational objectives • Role ambiguity, role conflict, role responsibilities.
Internal sources of information and data	May include, but not limited to: • Human resources, industrial relations, personnel management and staff • Managers • Occupational health and employee assistance staff • OHS and employee representatives • Supervisors.
Health professionals	May include, but not limited to: • General practitioners • Health educators • Occupational health nurses and physicians
Organizational communication processes	May include, but not limited to: • Formal and informal communication processes • Position descriptions and performance appraisal processes • Training.

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Monitoring and facilitating effective identification and control of hazards associated with plant and equipment • Knowledge of relevant OHS legislation (policy, directives, regulations, codes of practice, associated standards and guidance material).
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Basic principles of incident causation and injury processes • Basic knowledge of hazards materials and potential health effects in the workplace • Concept of labour law duty of care • Difference between hazard and risk • Ethics related to professional practice • Hierarchy of control and considerations for choosing between different control measures, such as possible inadequacies of particular control measure

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- How the characteristics and composition of the workforce impact on risk and the systematic approach to manage OHS, for example:
  - ➢ communication skills
  - ➢ cultural background/workplace diversity
  - ➢ gender
  - ➢ labour market changes
  - ➢ language, literacy and numeracy
  - ➢ structure and organisation of workforce e.g. part-time, casual and contract workers, shift rosters, geographical location
  - ➢ workers with specific needs
- Internal and external sources of OHS information and data
- Key personnel, including identifying 'change agents', within workplace management structure
- Organizational OHS policies and procedures
- Language, literacy and cultural profile of the workgroup
- Legislative requirements for OHS information and data, and consultation
- Methods of providing evidence of compliance with OHS legislation
- Nature of workplace processes (including work flow, planning and control) and hazards relevant to the particular workplace
- Other functional areas that impact on the management of OHS
- Organizational behaviour and culture as it impacts on OHS and on change
- Organizational culture as it impacts on the workgroup
- Requirements under hazard specific OHS legislation and codes of practice
- Plant specific knowledge:
  - ➢ basic physics of fluids under pressure and pressure vessels, and the behaviour of pressurized fluid when pressure is released
  - ➢ concepts of hazards arising from plant and systems of work associated with plant
  - ➢ hazards associated with mobile/fixed plant equipment and risk control strategies
  - ➢ industry practices related to permit to work, and isolation and tag out systems
  - ➢ registration requirements of plant, licensing and certification competencies

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	➢ roles and responsibilities of employers, employees, supervisors, contractors, designers under OHS legislation • Specific requirements under Ethiopian Safety and Compensation Council guidance material • Strategies for guarding moving parts in machinery, human factors related to machine guarding, safe design principles, features and limitations • Principles and practices of systematic approaches to manage OHS • Professional liability in relation to providing advice • Requirements for record keeping that addresses OHS , privacy and other legislation • Risk as a measure of uncertainty and the factors that affect risk • Roles and responsibilities under OHS legislation of employees, including supervisors and contractors • Ethiopian OHS legislation (policy, directives, regulations, codes of practice, associated standards and guidance material) including prescriptive and performance approaches and links to other relevant legislation such as industrial relations, equal employment opportunity, workers compensation, rehabilitation • Structure and forms of legislation including regulations, codes of practice, associated standards and guidance material • Sources of occupational disease and their prevention

Underpinning Skills	Demonstrate skills in:
	• Analytical skills to:
	  ➢ identify areas for hazard control
	  ➢ analyze relevant workplace information and data and to make observations of workplace tasks and interactions between people, their activities, equipment, environment and systems
	  ➢ contribute to the assessment of resources needed to systematically manage OHS and, where appropriate, access resources
	• Attention to detail when making observations and recording outcomes
	• Research skills to access relevant OHS information and data
	• Numeracy skills to carry out simple arithmetical calculations (e.g. % change), and to produce graphs of workplace information and data to identify trends and recognize limitations

	• Technological skills to use basic measuring equipment including reading scales and dials applicable to selected hazards
	• Communication skills to:
	  ➢ conduct effective formal and informal meetings and to communicate effectively with personnel at all levels of the organization, OHS specialists and, as required, emergency services personnel
	  ➢ prepare reports for a range of target groups including OHS committee, OHS representatives, managers and supervisors
	  ➢ use language and literacy skills appropriate to the workgroup and the task
	• Consultation and negotiation skills to develop plans and to implement and monitor designated actions
	• Project management skills to achieve change in OHS matters
	• Organizational skills to manage own tasks within a timeframe
	• Information technology skills to access and enter internal and external information and data on OHS and to use a range of communication media.

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Manage OHS Processes**
Unit Code	**LSA OHS5 04 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required managing OHS processes and defines the standard required to develop OHS policies and procedures which demonstrate enterprise commitment to OHS; establish arrangements to ensure the involvement of all employees in the management of OHS; It requires the ability to develop management systems and procedures, and to manage the implementation process. The process is usually conducted within policy guidelines and procedures where discretion and judgment are required.

Element	Performance Criteria
1. Develop OHS policies and procedures	1.1. An OHS business plan and program are developed for the enterprise in consultation with designated personnel and/or management.
	1.2. OHS responsibilities and duties are clearly defined, allocated and included in job descriptions and duty statements for all relevant positions.
	1.3. Financial and human resources for implementation of OHS policies and procedures are identified, sought and/or provided as required.
	1.4. Information on the OHS system and procedures for the area of responsibility are provided and explained in a form which is readily understood by employees.
2. Establish and maintain processes to ensure the participation of all employees in the application of OHS	2.1. Consultation processes are established and maintained with employees and their representatives in accordance with relevant legislation and according to enterprise guidelines.
	2.2. Issues raised are dealt with through participation and consultation and resolved promptly and effectively in accordance with enterprise procedures for issue resolution.
	2.3. Information about the outcomes of participation and consultation are provided in a manner readily accessible to employees.
3. Establish and maintain procedures for hazards and risks	3.1. Existing and potential hazards within the area of responsibility are identified and confirmed in accordance with legislation, Codes of Practice, and

	trends identified from the OHS records system.
	3.2. A procedure for ongoing identification of hazards is developed and integrated within systems of work and procedures.
	3.3. Activities are appropriately monitored to ensure that this procedure is adopted effectively throughout areas of managerial responsibility.
	3.4. Hazard identification is addressed at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards are not created.
	3.5. Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control and resources promptly provided to enable implementation of new measures
	3.6. Intervention points are identified for expert OHS advice
4. Establish and maintain procedures for assessing risks	4.1. Risks associated with identified hazards are assessed in accordance with safe work practices, with information derived from workplace OHS records and industry wide information, and with relevant OHS legislation and Codes of Practice.
	4.2. A procedure for ongoing assessment of risks is developed and integrated within systems of work and procedures.
	4.3. Activities are monitored to ensure that risk assessment procedures are adopted effectively throughout the area of managerial responsibility.
	4.4. Risk assessment is addressed at the planning, design and evaluation stages of any change in the workplace to ensure that the risk from hazards is not increased.
	4.5. Accident and dangerous occurrences are investigated and recorded according to enterprise and OHS procedures.
5. Interim risk control measures are implemented until a better or permanent control measure is developed	5.1. Measures to control assessed risks are developed and implemented in accordance with the hierarchy of control, relevant OHS legislation, Codes of Practice, and trends identified from the OHS records system.
	5.2. When measures which control a risk at its source are not immediately practicable, interim solutions are implemented until a permanent control measure is developed.

	5.3. A process of ongoing hazard identification and risk assessment, and review of effectiveness of control programs is developed and integrated into enterprise management arrangements.
	5.4. Activities are monitored to ensure that the risk control procedure is adopted effectively throughout the area of managerial responsibility.
	5.5. Risk control is addressed at the planning, design and evaluation stages of any change in the workplace to ensure that adequate risk control measures are included.
	5.6. Systems are designed to reduce risk and administrative arrangements to ensure safe OHS work practices are put in place where elimination of a hazard is not possible.
	5.7. Effective OHS risk management measures are set in place during any modification of the buildings and structures, machinery and work activities.
	5.8. Inadequacies in existing risk control measures are identified and resources enabling implementation of new measures are sought and/or provided according to appropriate workplace procedures.
6. Plan and manage enterprise procedures for dealing with hazardous events	6.1. Potential emergencies posing risk to health and safety of workers and the public are correctly identified.
	6.2. Plans and procedures which control the risks associated with hazardous events and meet any legislative requirements as a minimum, are developed in consultation with appropriate emergency services.
	6.3. Appropriate information and training are provided to employees to enable implementation of correct emergency procedures.
	6.4. Adequate numbers of workers are trained in First Aid to ensure that first aid is applied to preserve life and minimize injury.
7. Establish and maintain an OHS safety induction and training program	7.1. An OHS induction program is developed to meet the OHS needs of new employees.
	7.2. An **OHS training program** is developed as part of supervisors and employee's general training.
8. Establish and maintain a system	8.1. A system for keeping OHS records is established and monitored to allow identification of patterns of

for OHS records	occupational injury and disease in the enterprise.
	8.2. Records are regularly updated and used to evaluate the effectiveness of the enterprise **OHS program**.
9. Evaluate the enterprise OHS system and related policies, procedures and programs	9.1. The effectiveness of the OHS system and related policies, procedures and programs is assessed according to enterprise aims with respect to OHS.
	9.2. Improvements to the OHS system are developed and implemented to ensure more effective achievement of enterprise aims.
	9.3. Compliance with OHS legislation and Codes of Practice is assessed to ensure that legal OHS standards are maintained as a minimum.
	9.4. The OHS system is measured and evaluated in line with the organization's quality systems framework
	9.5. Ensure compliance are maintained with the OHS legislative framework so that legal OHS standards is as a minimum

Variable	Range
OHS program	Is the full range of hazards that workers are exposed to (or are likely to be exposed to) in the workplace.

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge to: • Develop OHS policies and procedures which demonstrate enterprise commitment to OHS • Establish arrangements to ensure the involvement of all employees in the management of OHS • Supervise procedures for identifying hazards • Conduct risk assessments to cover all phases of the organizations operations involving all relevant staff • Develop risk controls and ensure all relevant staff are aware of them • Establish and maintain procedures for dealing with hazardous events and emergencies • Established and maintain an OHS safety induction and training program • Establish and maintain a system for OHS records including records to be kept and persons responsible • Review the enterprise OHS system based on an analysis of OHS records, related policies, procedures and programs and make changes in response to review.

Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Data and documentation for industry injury statistics • Significant hazards and areas of risk in the workplace • All relevant OHS legislation and Codes of Practice consistent with the hierarchy of OHS risk control and its implementation for hazards in land-based industries • Risk control measures • Hierarchy of risk controls • Relevant management systems and procedures • Public safety issues.

Underpinning Skills	Demonstrate skills to:
	• Develop OHS policies and procedures which demonstrate enterprise commitment to OHS
	• Establish and maintain arrangements to ensure the involvement of all employees in the management of OHS
	• Establish and maintain procedures for identifying hazards
	• Establish and maintain procedures for assessing risks
	• Establish and maintain procedures for controlling risks
	• Establish and maintain enterprise procedures for dealing with hazardous events
	• Establish and maintain an OHS safety induction and training program
	• Establish and maintain a system for OHS records
	• Evaluate the enterprise OHS system and related policies, procedures and programs
	• Analyze recorded data to determine where the OHS program can better meet enterprise and employee needs
	• Use literacy skills to fulfill job roles as required by the organization. The level of skill may range from reading and understanding documentation to completion of written reports
	• Use oral communication skills/language competence to fulfill the job role as specified by the organization including:
	  ➢ Questioning,
	  ➢ Active listening,
	  ➢ Asking for clarification,
	  ➢ Negotiating solutions and
	  ➢ Responding to a range of views
	• Use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Participate in the Investigation of Incidents**
Unit Code	**LSA OHS5 05 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to participate in the planning, conduct and reporting of investigations of incidents which have resulted in, or have a potential to result in, injury or damage. Situations may range from relatively minor through to major incidents. This unit applies to individuals with managerial responsibility for OHS who are required to participate in the investigation of incidents for prevention. It includes conducting an initial assessment of the situation; establishing the scope and legal parameters of the investigation; conducting a systematic analysis to identify underlying causes and actions for prevention; and reporting on the outcomes of the investigation.

Element	Performance Criteria
1. Facilitate initial assessment of the situation	1.1. Area is checked to ensure it is safe and that arrangements have been made to meet initial needs of those involved in the incident
	1.2. Integrity of the site and personnel is established and maintained in accordance with **legal requirements** and to ensure objectivity of information collected
	1.3. Statutory and legal obligations are identified and, if required, **relevant government agencies** advised
	1.4. **Key persons within the organization** are notified
	1.5. Factors affecting the **complexity** of the investigation are determined
	1.6. **Stakeholders and interested parties** are identified and notified as appropriate
2. Participate in the establishment of investigation processes	2.1. Organizational policies and procedures are understood and accessed for incident investigation
	2.2. **Investigation team** appropriate to the level of the investigation is convened
	2.3. Scope of the investigation is defined by taking account of legislative requirements
	2.4. Involvement of interested parties is facilitated in accordance with legislative requirements
	2.5. Resources required to conduct the investigation, including the need for expert advice are identified and sourced, if required

	2.6. **Barriers to investigation** are identified and addressed
	2.7. Ensure action plans and time lines are developed by the investigation team
3. Collect information and data for analysis	3.1. Sources of information and data are identified and accessed
	3.2. Incident site, equipment and other evidence are inspected
	3.3. Information and data gathering are facilitated by others
	3.4. Statements, photographs, measurements and documentary evidence are taken and recorded by taking account of objectivity, confidentiality and legal implications
	3.5. Site, evidence and all necessary documentation are appropriately secured
	3.6. Members of the investigation team are appropriately involved
4. Analyze information and data	4.1. Ensure the investigation team has understood and the **conceptual basis for the analysis** is identified
	4.2. **Time line of events** leading up to incident is constructed
	4.3. **Causative events** are researched
	4.4. **Conditions** and **circumstances** that contribute to the causative event are identified
	4.5. Intervention points on the time line are identified for prevention
	4.6. Strategies are identified to prevent the re-occurrence of the incident
5. Compile investigation report	5.1. Results of analysis are documented in a format to suit the required **target audience** and legal requirements
	5.2. Report is phrased in objective terms and evidence and reasons are cited for conclusions
	5.3. Recommendations are included for prevention in report
	5.4. Relevant information and data are disseminated to key personnel, stakeholders and external agencies as appropriate, following appropriate authorization
	5.5. Findings from the report are used to develop further prevention strategies

Variable	Range
Legal requirements	May include, but not limited to: • Equity and workers with specific needs • Relevant OHS legislative requirements related to use of certain chemicals and processes in the workplace.
Relevant government agencies	May include, but not limited to: • Regulatory authorities • Environment protection agencies • OHS authorities • Police and other emergency services
Key persons within the organization	May include, but not limited to: • Employee assistance personnel • External specialist personnel and contractors • OHS specialists within organization • Organizational legal advisor • Personnel involved in incident/situation • Senior management • Supervisors • Union or staff association representatives • Workgroup members
Complexity	May include, but not limited to: • Administrative implications • Conflict of interest issues • Existence of secondary hazards • International conventions • Involvement of external agencies • Language competencies of parties involved • Legal implications arising from the incident or post incident related matters • Level of public or political interest • Number of other parties, including sub-contractors • Seriousness of injury or other outcomes • Technical implications
Stakeholders and interested parties	May include, but not limited to: • Community • Coroner • Designers • Employees and family members • Employers • Government agencies, including OHS and emergency services agencies • Importers • Installers

	• Insurance companies • Managers • Manufacturers • Media • Organization's board or advisory council • Persons in control of workplaces • Politicians • Sub-contractors • Suppliers and distributors • Unions • Workgroup members and people who may be exposed to similar situations • Government
Investigation team	May include, but not limited to: • Familiar with the task and the work environment • In authority in organization such as company/organizational legal advisor and technical experts as required • In OHS representative role • Responsible for performance standards within the work environment (e.g. Supervisor) • With OHS expertise
Barriers to investigation	May include, but not limited to: • Lack of available research data and analysis or testing equipment • Lack of available technical design information and data relevant to the investigation • Changes to incident scene • Condition of witnesses • Cultural issues • Economic implications • Geographical location and/or accessibility • Lack of records • Language • Legal restrictions or limitations (temporary, short-term or long-term) • Length of time from when incident occurred/first identified • Limited resources available • Management and employee attitude including desire to protect self and others • Political and community stakeholder sensitivity • Time limits imposed

Conceptual basis for the analysis	May include, but not limited to: • Emphasize analysis of the systems in place at the time of the incident • Encourage an open minded, objective approach • Focus on the 'why' and 'how' rather than the 'what' • Not focus on individual behavior or fault
Time line of events	May include, but not limited to: • Events which extend back in time as far as required and not just focus on immediate events
Causative events	May include, but not limited to: • Key events that together resulted in the particular outcome/s of injury or damage

Conditions	May include, but not limited to:
	• Permanent situation such as:
	  ➢ Type of equipment
	  ➢ Work practice and Design of work environment

Circumstance	May include, but not limited to:
	• Short-term situation that is relatively unusual, such as:
	  ➢ Storm
	  ➢ Key person absence

Target audience	May include, but not limited to: • Board of management • External agencies • OHS committee • Police or coroner • Senior managers

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Investigation of OHS incidents in a systematic manner • An initial assessment of the situation and the establishment of processes • Recommendations made for prevention • Dissemination of relevant information and data • Knowledge principles and practices of continuity and validity of evidence retention for potential legal action.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Basic principles of incident causation and injury processes • Characteristics, mode of action and units of measurement of major hazard types • Ethics related to professional practice • Formal and informal communication and consultation processes, and key personnel related to communication

	- Hierarchy of control and considerations for choosing between different control measures, such as possible inadequacies of particular control measures - How the characteristics and composition of the workforce impact on risk and the systematic approach to manage OHS, for example: - communication skills - cultural background/workplace diversity - gender - labour market changes - language, literacy and numeracy - structure and organization of workforce e.g. part-time, casual and contract workers, shift rosters, geographical location - workers with specific needs - Internal and external sources of OHS information and data - Organizational OHS policies and procedures - Language, literacy and cultural profile of the workgroup - Legislative requirements for OHS information and data, and consultation - Methods of providing evidence of compliance with OHS legislation - Nature of workplace processes (including work flow, planning and control) and hazards relevant to the particular workplace - Organizational culture as it impacts on the workgroup - Organizational OHS policies and procedures - Other functional areas that impact on the management of OHS - Principles and practices of continuity and validity of evidence retention for potential legal action - Principles and practices of systematic approaches to manage OHS - Requirements for record keeping that addresses OHS , privacy and other legislation - Requirements for reporting under OHS and other relevant legislation including notification and reporting of incidents - Requirements under hazard specific OHS legislation and codes of practice - Rights of OHS inspectors - Roles and responsibilities under OHS legislation of employees, including supervisors and contractors - Standard industry controls for a range of hazards

	• Ethiopian OHS legislation (policy, directives, regulations, codes of practice, associated standards and guidance material) including prescriptive and performance approaches and links to other relevant legislation such as industrial relations, equal employment opportunity, workers compensation, rehabilitation • Structure and forms of legislation including regulations, codes of practice, associated standards and guidance material.

Underpinning Skills	Demonstrate skills in:
	• Analytical skills to:
	  ➢ identify areas for improvement with OHS incidents
	  ➢ analyse relevant workplace information and data, and to make observations of workplace tasks and interactions between people, their activities, equipment, environment and systems
	  ➢ contribute to the assessment of resources needed to systematically manage OHS and, where appropriate, access resources
	• Attention to detail when making observations and recording outcomes
	• Research skills to access relevant ohs information and data
	• Numeracy skills to carry out simple arithmetical calculations (e.g. % change) and to produce graphs of workplace information and data, to identify trends and recognize limitations
	• Technological skills to use basic measuring equipment including reading scales and dials applicable to selected hazards
	• Communication skills to:
	  ➢ conduct effective formal and informal meetings and to communicate effectively with personnel at all levels of the organization, OHS specialists and, as required, emergency services personnel
	  ➢ prepare reports for a range of target groups including OHS committee, OHS representatives, managers and supervisors
	  ➢ use language and literacy skills appropriate to the workgroup and the task
	• Consultation and negotiation skills to develop plans, and to implement and monitor designated actions
	• Project management skills to achieve change in ohs matters

	• Organizational skills to manage own tasks within a timeframe
	• Information technology skills to access and enter internal and external information and data on OHS and to use a range of communication media.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through:
	• Interview/Written Test
	• Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Undertake Research and Prepare Reports**
Unit Code	**LSA OHS5 06 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required research and analysis to develop advice and recommendations. It includes identifying and undertaking research, analyzing information and applying the results of analysis, maintaining information systems, and compiling reports from information. It includes the process of preparing comprehensive reports; draw conclusions from research supported by reasoned argument and supporting information; produce a correctly formatted report document that uses appropriate language and terminology, is arranged in a logical order, and provides details on information sources and consultation. The task is carried out independently with access to technical information and support where required.

Element	Performance Criteria
1. Identify and undertake research	1.1. Information needs are defined based on work objectives and client and organization requirements.
	1.2. Potential **sources of information** and the **format** in which they are presented are evaluated and selected in line with the purpose and audience for the research.
	1.3. **Strategies** are developed to acquire required information in accordance with **legislation, policy and procedures**.
	1.4. Information is researched in a timely and thorough way and within resource allocation.
	1.5. Quantity, quality and relevance of initial search results are assessed and gaps filled using the same or adjusted research strategies.
	1.6. The methods and outcomes of research, and the criteria used to make information decisions and choices are clearly communicated.
2. Analyze information and apply the results of analysis	2.1. Information from various sources is examined, compared and **evaluated for content**, structure and logic.
	2.2. Analytical techniques and processes are selected in line with defined objectives.

	2.3. Information is collated, consolidated and ***analyzed*** and outcomes are advised to senior staff in accordance with organizational policy and procedures.
	2.4. Facts, issues, patterns, interrelationships and trends are identified through analysis in accordance with research aims.
	2.5. Agreed project timelines are met, and the defined standards of the organization are met for all work.
3. Maintain information systems	3.1. ***Information systems*** are maintained, validated and reconciled so that data and system integrity is assured.
	3.2. A range of standard and complex information systems and applications are maintained in accordance with organization standards.
	3.3. Information systems are reviewed and updated as necessary.
4. Evaluate information	4.1. Information collected is made relevant and sufficient to provide a full report.
	4.2. Where information is unclear or difficult to understand, clarification and assistance is sought.
	4.3. Where available information is inadequate, additional information is obtained.
	4.4. Information is assessed for its validity and reliability, and is organized into a suitable form to aid decision-making.
	4.5. Conclusions drawn from relevant information are based on reasoned argument and appropriate evidence.
5. Compile reports and produce a document	5.1. Language is made applicable to the task and audience.
	5.2. The findings from analyzing information are-used to meet ***client/organizational needs*** and organization standards.
	5.3. Content of ***reports*** is determined and organized in a manner that supports the purposes and format of the organization and audience.
	5.4. Reporting of results is sequenced logically, is concise and clear, and includes predictions, assumptions and constraints where relevant.

	5.5. The document is formatted and presented according to business and enterprise standards.
	5.6. Conclusions reached have reflected the stated objectives of the report.
	5.7. Preparation is completed within the specified timeframe.
	5.8. Enterprise OHS requirements and procedures are followed.
6. Deliver an oral presentation	6.1. Language is made applicable to the task and audience.
	6.2. Presentation is organized logically, structured and balanced according to purpose, audience and context.
	6.3. Concise and well-presented support materials are-used in oral presentations to reflect industry standards.
	6.4. Efficient time use has allowed clear presentation of the desired topic.
	6.5. Oral presentation is delivered within a specified time.

Variable	Range
Sources of information	May include, but not limited to: • Organization materials • Client information • Market trends • Registries and file records • Library materials • Financial records • Statistical information • Personnel/human resource records • Asset records • Legislation • Policies
Information format	May include, but not limited to: • Multimedia • Database • Web site • Dataset • Audio/visual • Word processed documents • Books • Gazettes and other publications • Reports

	• Pivot tables multimedia • Database • Web site • Dataset • Audio/Visual • Word processed documents • Books • Gazettes and other publications • Reports • Pivot tables

Strategies	May include, but not limited to:
	• Research plan
	• Search strategy tailored to the information retrieval system selected:
	   ➢ using key concepts and terms
	   ➢ using classification schemes
	   ➢ using search engines
	   ➢ using analysis systems
	   ➢ using data warehouse systems
	   ➢ using internal organizers such as indexes in books

Legislation, policy and procedures	May include, but not limited to: • Ethiopian legislation, standards and guidelines especially relating to OHS , privacy, confidentiality, freedom of information, copyright, intellectual property • Government policy • Public sector code of ethics • National standards • Ethiopian standards such as records management, knowledge management, risk management • The organization's policies and practices • Organizational code of conduct • Internet etiquette (netiquette)
Evaluation of content	May include, but not limited to: • Reliability • Validity • Accuracy • Authority • Currency • Point of view • Bias • Prejudice • Deception • Manipulation • Supporting arguments

	• Contradictions • Different viewpoints • The cultural, physical or other context in which the information was created • The impact of context on interpretation of the information • Comparison of new knowledge with prior knowledge • Whether information contradicts or verifies information from other sources
Analysis	May include, but not limited to: • Application of statistical methods • Mathematical calculations • Critical analysis • Problem solving • Forecasting
Information systems	May include, but not limited to: • Computers and networks • Communication channels • Records management guidelines • Data • Procedures • Protocols • Legislation, guidelines and awards • Organization, legal and policy materials • Client information • Market trends • Registries and file records • Library systems • Financial records • Basic statistical information • Personnel records
Client/organizational needs	May include, but not limited to: • Provision of advice • Input into policy development • Solutions/options for action • Forecasting • Determining future outcomes • Identifying strategies derived from analysis of information

Reports	May include, but not limited to:
	• A range of sources of information that reports may be based on including:
	   ➢ field work
	   ➢ research materials

	- published books - academic reports - industry reports - colleagues - computer software - internet - newspapers - journals - industry publications - industry specialists and experts.

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Identify the purpose of research and report and verify it with the client • Conduct research and compile information • Draw conclusions from research supported by reasoned argument and supporting information • Make recommendations and reference to information and conclusions • Produce a correctly formatted report document that uses appropriate language and terminology, is arranged in a logical order, and provides details on information sources and consultation.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Legislation, policies, procedures and guidelines relating to information handling in the public sector, such as confidentiality, privacy, freedom of information • Data collection and management procedures • Organizational information handling and storage procedures • Cultural aspects of information and meaning • Sources of public sector work-related information • Economic, legal and social issues surrounding the use of information • Public sector standards • Standard reporting procedures and presentation • Electronic and manual filing systems • Databases and data storage systems • Equal employment opportunity, equity and diversity principles • Public sector legislation such as OHS and environment in the context of information management
Underpinning Skills	Demonstrate skills to: • Research material,

	• Evaluate information, • Applying public sector legislation such as ohs and environment in the context of information management • Accessing and using information ethically and legally, • Using manual and computerized techniques for information management, • Applying computer technology to data storage, security, retrieval and presentation, • Undertaking statistical analysis , • Using critical analysis techniques, • Communicate with colleagues and supervisors, • Present information in a range of ways such as report format, numerically, in tables, with graphs, spatially, • Respond to diversity, including gender and disability, • Apply problem solving and referring problems as required, • Use oral communication skills/language competence to fulfill the job role as specified by the organization including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views • Use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Manage OHS Hazards Associated with Plant**
Unit Code	**LSA OHS5 07 0518**
Unit Descriptor	This unit describes the knowledge, skills and attitude required to manage work OHS hazards associated with plant and to comply with OHS legislation as it applies to plant. it applies to individuals with responsibility to manage OHS hazards associated with plant and eliminating, or where this is not practicable, minimizing the risks associated with plant. The focus is not on businesses or undertakings associated with the design of plant; manufacture of plant; supply of plant; installation, construction or commissioning of plant; or issuing of licenses associated with plant it involves management or control of plant.

Element	Performance Criteria
1. Comply with OHS legislation as it applies to plant	1.1. Knowledge of **OHS legislation** is applied to advise **individuals and parties** of their duties, rights and obligations with regard to **plant** as appropriate to their **job roles and the nature of the organization** 1.2. Ensure the management of **hazards** are associated with plant, complied with relevant OHS legislation and organizational policies, procedures, processes and systems
2. Ensure organizational policies, procedures, processes and systems	2.1. Knowledge of organizational policies, procedures, processes and systems are applied to determine if they effectively manage hazards associated with plant 2.2. Modifications to organizational policies, procedures, processes and systems as necessary are effectively managed to ensure hazards associated with plant 2.3. Organizational policies, procedures, processes and systems are followed when managing hazards associated with plant
3. Identify OHS hazards associated with plant	3.1. **Sources of information, data and advice** are accessed to assist with identifying hazards associated with plant 3.2. **Others** are identified and consulted with, as necessary, as part of hazard identification 3.3. Hazard identification is **recorded and reported**
4. Assess OHS risks associated with plant	4.1. Sources of information, data and advice are accessed to assist with assessing OHS risks associated with plant hazards

	4.2. Others are identified and consulted with, as necessary, as part of OHS risk assessments
	4.3. OHS risk assessments are recorded and reported
5. Control OHS risks	5.1. Sources of information, data and advice, including the outcomes of risk assessments are accessed to assist with developing risk-control options for hazards associated with the maintenance and continued safe use of plant
	5.2. Others are identified, consulted with and reported as necessary during all stages of risk control
	5.3. **Risk control options** are developed and which options will be implemented are determined
	5.4. Risk controls are implemented, evaluated and monitored
	5.5. Risk controls are recorded and reported
	5.6. Implemented risk controls are reviewed and improvements recommended, where necessary
6. Advise on registration, licensing and certification issues	6.1. Types of plant requiring registration and tasks requiring operator licensing and/or certification, are identified according to legislative requirements
	6.2. Registration, licensing and certification requirements are documented and communicated to individuals and parties
	6.3. Training requirements are identified, documented and communicated to individuals and parties to meet registration, licensing and certification, according to legislative requirements
	6.4. Training needs required for new plant and/or new operating methods are determined
	6.5. Ensure training is undertaken and completed prior to commencement of work using new plant and/or new operating methods
	6.6. Compliance with regulatory requirements for registration, licensing and certification is monitored and reported
	6.7. Appropriate records are identified, documented and maintained for plant and operator skill requirements

Variable	Range
OHS legislation	May include, but not limited to: • Policies • Laws • Regulations • Directives • Codes of practice.

Individuals and parties	May include, but not limited to:
	• Contractors and subcontractors
	• Duty holders as specified in OHS legislation:
	  ➢ Pcbus [*PCBU* (Person Conducting a Business or Undertaking) is the legal entity operating a business or undertaking.] Or their officers
	  ➢ Workers
	  ➢ Other persons at a workplace
	• OHS entry permit holders
	• OHS inspectors.

Plant	May include, but not limited to: • Any machinery, equipment (including scaffolding), or appliance • Electrical installation and plant, such as wiring, accessories, fittings, consuming devices, control and protective gear, converters and generators • Mobile plant and load-shifting equipment • Pressure equipment, such as boilers, pressure vessels and pressure piping.

Job roles and the nature of the organization	May include, but not limited to:
	• Job roles associated with plant in the organization
	• How the organization is involved with one or more of the following:
	  ➢ Management or control of plant
	  ➢ Design of plant
	  ➢ Manufacture of plant
	  ➢ Supply of plant
	  ➢ Installation, construction or commissioning of plant
	  ➢ Plant training
	  ➢ Issuing of licences associated with plant.

Hazards	May include, but not limited to:
	• Source of potential harm in relation to:
	  ➢ human injury or ill health
	  ➢ damage to property
	  ➢ damage to the environment
	  ➢ a combination of the above.

Sources of information, data and advice	May include, but not limited to: • Accident and incident reports

	• Audits • Ethiopian and international standards • Industry bodies and groups • Internet and the organization's intranet • Manufacturer and supplier manuals, specifications and other forms of advice and information • Minutes of organizational OHS and other meetings, and other in-house information • Unions • OHS legislation • Workplace inspections and Insurances.
Others	May include, but not limited to: • Experts in different aspects of the management of hazards associated with plant • Individuals and parties as specified above • Plant manufacturers, suppliers and designers • OHS inspectors • OHS regulators.
Record and report	May include, but not limited to: • Documents describing how tasks, projects, inspections, jobs and processes are undertaken • Job and task statements • Job safety analysis worksheets • Maintenance and service logs, sheets, cards and diaries • Standard operating procedures.

Risk control options	May include, but not limited to:
	• Controls for access and egress risks, such as:
	  ➢ parts of plant that require cleaning or maintenance
	  ➢ operator's workstation for normal and emergency conditions
	  ➢ systems that enable safe access and egress, such as emergency lighting, safety doors and alarm systems
	• Controls for dangerous part risks, such as potential contact or entrapment points to which the operator may be exposed during adjustment, examination, lubrication, maintenance and operation
	• Controls for guarding risks, such as:
	  ➢ permanently fixed physical barriers where no access of any part of a person is required
	  ➢ interlocking physical barriers where access to dangerous areas is required during operation
	  ➢ fixing physical barriers securely by means of fasteners or devices
	  ➢ sensing safeguarding systems

	• Controls for operational control risks, such as:
	  ➢ being capable of locking in 'off' position to enable disconnection of all motive power and forces
	  ➢ being guarded to prevent unintentional activation
	  ➢ being of fail-safe type
	  ➢ being readily and conveniently located
	  ➢ being suitability identified
	  ➢ having nature and function clearly indicated
	• Controls for emergency stops and warning devices, such as:
	  ➢ being able to avoid electrical or electronic circuit malfunction
	  ➢ colouring push buttons, bars or handles red
	  ➢ prominent, clear and durable markings
	• Controls for registrations and design of plant
	• Controls for operator certification risks
	• Developing, documenting and communicating maintenance procedures to ensure plant is safe for use
	• Ensuring modifications to plant are safe and suitable for the task and are appropriately documented, and modifying work practices as required for safe operation of plant
	• Ensuring purchasing procedures include actions to address OHS implications of plant
	• Identifying when permit to work procedures or certification are required to assist in ensuring a safe work environment
	• Implementing and monitoring isolation procedures in liaison with individuals and parties to ensure continued safety of maintenance and other personnel
	• Monitoring and evaluating maintenance systems for effectiveness, suitability and accuracy to ensure safe operation of plant, and taking action as appropriate
	• Responding to and monitoring implementation of permit to work procedures or certification in liaison with individuals and parties.

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Managing effective identification of hazards and developing risk control options for a range of plant, as defined in OHS legislation • Knowledge of relevant OHS legislation, regulations, directives, standards and codes of practice

	• Using relevant procedures and systems in the maintenance of plant • Implementing general licensing and training requirements associated with plant • Using machinery safety control measures to control plant risks.

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Basic principles of incident causation and injury processes
	• Difference between hazard and risk
	• Factors that impact on risk
	• Hierarchy of control and considerations for choosing between different risk controls
	• High-risk work licences required for specific plant
	• Internal and external sources of OHS information and data, and how to access them
	• Language, literacy and cultural profile of the work team
	• Management of risk associated with plant as a duty of PCBUS or their officers under OHS legislation
	• Methods for providing evidence of compliance with OHS legislation
	• Nature of workplace processes (work flow, planning and control) and hazards relevant to the workplace
	• Organizational behavior and culture as they impact on OHS and on change
	• Organizational culture as it impacts on the work team
	• Organizational OHS policies, procedures, processes and systems
	• Other functional areas that impact on the management of OHS
	• Plant-specific knowledge:
	   ➢ basic physics of fluids under pressure and pressure vessels, and the behavior of pressurized fluid when pressure is released
	   ➢ duties, rights and obligations of individuals and parties specified in OHS legislation
	   ➢ hazards associated with plant and systems of work associated with plant
	   ➢ industry practices related to permit to work, and isolation and tag out systems
	   ➢ registration requirements of plant, licensing and certification competencies
	• Principles and practices of a systematic approach to manage OHS

	• Strategies for guarding moving parts in machinery; human factors related to machine guarding; and safe design principles, features and limitations • OHS legislation, regulations, directives, standards and codes of practice • Using relevant procedure and other instruments issued by OHS regulators

Underpinning Skills	Demonstrate skills in:
	• Analytical skills to:
	  ➤ analyze relevant workplace information and data
	  ➤ contribute to the assessment of resources needed to manage OHS and where appropriate access these resources
	  ➤ identify areas for risk control
	  ➤ make observations of workplace tasks and interactions between people, their activities, equipment, environment and systems
	• Communication skills to:
	  ➤ conduct effective formal and informal meetings and communicate effectively with personnel at all levels of the organization and OHS specialists
	  ➤ prepare reports for a range of target groups, including health and safety committees, health and safety representatives, managers, supervisors, and PCBUS or their officers
	• Consultation and negotiation skills to:
	  ➤ develop plans
	  ➤ implement and monitor designated actions
	• Information technology skills to:
	  ➤ access and download internal and external information and data on OHS
	  ➤ use a range of communication media
	• Organizational skills to manage own tasks within a timeframe
	• Project-management skills to achieve change in OHS matters
	• Research skills to:
	  ➤ access relevant OHS information and data
	  ➤ identify areas for improvement
	  ➤ interpret information and data
	• Technical skills to use basic measuring equipment, such as scales and dials applicable to specific hazards.

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Assist in the Design and Development of OHS Participative Arrangements**
Unit Code	**LSA OHS5 08 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required identifying participative needs and designing, developing and reviewing formal and informal processes to enable people to participate in OHS decision making. This process will result in stakeholders having real opportunities to participate in OHS processes. In practice, assisting in the design and development of OHS participative arrangements may overlap with other generalist or specialist public sector work activities such as promoting ethical practice, using complex communication strategies, undertaking research and analysis, coordinating resource usage, promoting compliance with legislation, etc.

Element	Performance Criteria
1 Identify the need for OHS participative arrangements	1.1. OHS legislation is reviewed to identify legal requirements for **participative arrangements**.
	1.2. Factors that may impact on the **design of the participative arrangements** are identified.
	1.3. Organizational policies and procedures are reviewed to identify requirements and opportunities for OHS consultation and communication.
	1.4. Effectiveness of existing workplace arrangements for OHS consultation and communication is reviewed in consultation with **stakeholders**.
	1.5. Information and consultation requirements for specific roles and groups are defined in consultation with stakeholders and **key personnel**.
2 Assist in the design of participative arrangements	2.1. Processes for providing required OHS information and data are designed in consultation with stakeholders.
	2.2. Processes to enable individuals and groups to be consulted regarding workplace OHS issues and to have input to OHS decision making are designed in consultation with stakeholders.
	2.3. **Training needs** to enable effective participation are identified and documented.
	2.4. Recommendations for participative arrangements are reviewed, in consultation with stakeholders, to ensure they meet legislative requirements and are realistic, practical and acceptable in the workplace.

3	Assist in developing participative arrangements	3.1. Policies and procedures for participative arrangements are developed.
		3.2. Key personnel in the introduction and maintenance of the participative arrangements are identified.
		3.3. Strategies for the delivery of training are developed.
		3.4. **Resources** necessary to introduce and maintain the participative arrangements are identified and documented.
4	Support the implementation of participative arrangements	4.1. Priorities for action are determined in consultation with stakeholders.
		4.2. Action plans are developed with allocated responsibilities and time lines.
		4.3. Advice and support are provided to key personnel.
		4.4. Implementation is monitored, in consultation with stakeholders, to ensure that participatory arrangements are effective in providing information and data to all groups and providing opportunity for participation in OHS decision making.
		4.5. Recommendations are made for adjustment to the implementation as required.
5	Evaluate the design and development of participative arrangements	5.1. The **evaluation protocol** is designed in consultation with stakeholders.
		5.2. A plan is developed for collection of **information and data**.
		5.3. Information and data is analyzed and evaluated.
		5.4. Recommendations are made for improvement in the participatory arrangements as a result of the evaluation findings.
		5.5. A report is provided to stakeholders and key personnel on the outcomes of the evaluation and the recommendations for further development and improvement.
		5.6. Feedback is obtained from stakeholders and an action plan developed for ongoing improvements.

Variable	Range
Participative arrangements	May include, but not limited to: • Are designed so that stakeholders are able to be involved in decision making that affects their health and

	safety. Participatory processes may include, but not limited to: ➢ OHS and other consultative/planning committees ➢ health and safety and other representatives ➢ employee and supervisor involvement in OHS activities, such as inspections and audits ➢ procedures for reporting hazards, and raising and addressing OHS issues ➢ OHS included in management, staff and employee meetings
Design of the participative arrangements	May include, but not limited to: • Language • Communication • Shift work and rostering arrangements • Timing of information and data provision • Literacy and numeracy levels • Workers with special needs • Workplace organizational structures (for example, size of organization, geographic, hierarchical) • Cultural diversity • Management approach • Workplace culture and approach to OHS by managers, supervisors and employees
Stakeholders	May include, but not limited to: • Managers • Supervisors • Employees • Employers • Health and safety and other employee representatives • OHS committees • Unions • Government officials • Association
Key personnel	May include, but not limited to: • Managers from other areas • People involved in OHS decision making or who are affected by OHS decisions
Training needs	May include, but not limited to: • Managers • Supervisors • Employers • Unions • Health and safety representatives • OHS committees

	• Other key personnel • Employees generally
Resources	May include, but not limited to: • Financial requirements for implementation • Personnel including time allocation • Equipment • Access to sources of information and data, such as OHS legislations, standards, journals, web sites and guidance material to circulate to stakeholders and key personnel
Evaluation protocol	May include, but not limited to: • Criteria for evaluation, • How the criteria will be measured, • How the information and data will be collected, • Time period for collection of information and data
Information and data	May include, but not limited to: • Feedback from individuals and representatives, • Minutes of meetings, • Questionnaires, • Workshops, • OHS management audits

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Preparing more detailed reports for a range of target groups including OHS committee, OHS representatives, managers and supervisors, government authorities, • Applying continuous improvement and action planning processes • Conducting effective formal and informal meetings • Formal and informal communication and consultation processes and key personnel related to communication • Benefits, limitations and use of a range of communication strategies and tools appropriate to the workplace • Difference between labour law, civil law and criminal law • OHS legislation (policies, legislations, directives, regulations, codes of practice, associated standards and guidance material) including prescriptive and performance approaches and links to other relevant legislation such as industrial relations, equal employment opportunity, workers compensation, rehabilitation etc.

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Legislative requirements for OHS information and data, and consultation
	• Rights of OHS inspectors
	• Roles and responsibilities in relation to communication and consultation for OHS committees, OHS representatives, line management, employees and inspectors
	• Structure and forms of legislation including regulations, codes of practice, associated standards and guidance material
	• Difference between labour law, civil law and criminal law
	• Methods of providing evidence of compliance with OHS legislation
	• Internal and external sources of OHS information and data
	• How the characteristics and composition of the workforce impact on risk and the systematic approach to manage OHS e.g.:
	➢ labour market changes
	➢ structure and organization of workforce e.g. part-time, casual and contract workers, shift rosters, geographical location
	➢ language, literacy and numeracy
	➢ communication skills
	➢ cultural background/workplace diversity
	➢ gender
	➢ workers with special needs
	• Benefits, limitations and use of a range of communication strategies and tools appropriate to the workplace
	• Ethics related to professional practice
	• Professional liability in relation to providing advice
	• Principles of effective meetings including agendas, action planning, chair and secretarial duties, minutes and action items
	• Knowledge of organizational OHS policies and procedures
	• Key personnel, including identifying 'change agents', within workplace management structure
	• Formal and informal communication and consultation processes and key personnel related to communication
	• Language, literacy, numeric literacy and cultural profile of the workgroup
	• Organizational culture as it impacts on the workgroup

Underpinning Skills	Demonstrate skills to: • Relating to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities, persons with special needs • Communicating effectively with personnel at all levels of organization and OHS specialists and, as required, emergency service personnel • Preparing more detailed reports for a range of target groups including OHS committee, OHS representatives, managers and supervisors • Applying continuous improvement and action planning processes • Employing project management skills to achieve change • Managing own tasks within time frame • Using consultation and negotiation skills, particularly in relation to developing plans and implementing and monitoring designated actions • Using a range of communication media • Conducting effective formal and informal meetings • Using language and literacy skills appropriate to the workgroup and the task • Undertaking basic research to access relevant information and data
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Investigate Possible Breaches of Workplace Legislation and Performance**
Unit Code	**LSA OHS5 09 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the ability to conduct investigations into a range of workplace contexts specifically relating to OHS, workers compensation, accident, injury management and/or workplace relations legislation. It includes conducting an initial assessment of the situation, initiating and conducting an investigation, examining the available evidence, identifying potential witnesses and recording initial statements, assessing investigation material and information gathered, conducting formal interviews, and completing an investigation report.

Element	Performance Criteria
1. Conduct initial assessment of situation	1.1. ***Type of investigation or situation*** is identified.
	1.2. Situations are ***assessed*** with regard to personal safety and the safety of others, and ***safeguards*** are put in place.
	1.3. ***Persons are contacted*** according to organizational policies and procedures.
	1.4. Integrity of situation is established and maintained according to organizational policy and procedures.
2. Initiate and conduct investigations	2.1. Directions/instructions are issued to persons involved according to organizational policy and procedures.
	2.2. ***Resources*** required for the investigation are identified and accessed.
	2.3. Investigations are conducted according to organizational policy and procedures.
3. Examine the situation	3.1. ***Details of the situation*** and all those involved in possible breach are recorded in line with organizational policies and procedures.
	3.2. Potential ***evidence*** is located, collected, ***packaged***, ***recorded***, labeled and stored to ensure preservation integrity of ***evidence*** and for further examination in line with the rules of evidence and organizational policy and procedures.
	3.3. If no breach has occurred or no action is to be taken, the reasons and justification are documented according to organizational policy and procedures.

	3.4. If breach is confirmed, appropriate and timely action is recommended within the officer's discretion according to legislation and organizational policy and procedures.
	3.5. Record of evidence is maintained in accordance with legislative requirements and organizational policy and procedures.
4. Identify potential witnesses and records	4.1. Potential witnesses are identified and their **details** recorded.
	4.2. Statements are taken and recorded according to organizational policies and procedures.
5. Assess investigation material and gathered information	5.1. Information and evidence gathered are reviewed against legislation and other relevant material according to organizational policies and procedures.
	5.2. Information and evidence gathered are evaluated and weighted for relevance and strength of proof.
	5.3. Further proofs are identified, prioritized and scheduled for action.
	5.4. Further evidence is obtained when required.
6. Conduct formal interviews	6.1. Interview is conducted according to legal requirements and organizational policy and procedures.
	6.2. Information is reviewed and clarified to ensure its relevance and sufficiency prior to concluding the interview.
	6.3. Record of interview is completed that meets legal and organizational requirements.
7. Complete investigation report	7.1. Report is compiled according to organizational policies and procedures.
	7.2. Report is forwarded to appropriate personnel for review and action according to organizational policies and procedures.
	7.3. Additional information and evidence identified from review are gathered and compiled in report.
	7.4. Final report is forwarded through **appropriate channels** for processing.

Variable	Range
Type of investigation or situation	May include, but not limited to: • Non-compliance with legislation • Workplace fatality

	• Accident, injury or incident • Dangerous occurrence • Workplace relations issues • Workers compensation issues • Complaints • Public safety • Workplace illnesses • Change to targeted campaigns • Safety of workers and public

Assessment of matters affecting incident situation and investigation	May include, but not limited to:
	• Preservation of life or property
	• Prevailing weather, which may require additional resources to preserve and protect incident situation
	• Climatic conditions
	• Human interference
	• Language barriers
	• Right of entry and access
	• Minimization of business disruption
	• Dangerous or unpleasant conditions, such as:
	   ➢ hazards
	   ➢ injured or deceased persons
	• Stressed or traumatized individuals
	• Cultural and Union issues

Safeguards	May include, but not limited to: • Clear brief as to who has access to situations • Physical barriers • Entry limited to essential personnel • Delegation of authority to control entry • Record of all persons who enter/leave the situation and reasons • PPE • Following procedures to work in pairs • Trauma counseling
Persons contacted	May include, but not limited to: • Technical and scientific experts • Legal experts • Witnesses • Victims • Union representatives • Workplace relations officers • Employers and employees • Police and emergency services • Human resources staff

	• Media • Coroners • Employee representatives • OHS committee • Company representatives • Management • Health and safety representatives • Inspectors • Health and safety officers • Relevant government departments

Resources	May include, but not limited to:
	• Technical and scientific experts
	• Experienced investigators
	• Research database
	• Legal information
	• Legal request
	• Subpoena
	• Advice sheets
	• Legislative framework
	• Equipment, such as:
	   ➢ camera
	   ➢ sample kits
	• Other organizations

Details of the situation	May include, but not limited to: • Time, date and location • Jurisdiction • Sequence of events • Possible causes • People involved • Property involved • Victims • Witnesses • Damage, including damage to property • Injury • Historical information • Injury to persons • Physical details of situation • Evidence • Organization personnel and non-employees involved • Other organizations involved • Current status of investigation • Action taken to date • Adjoining properties and activities

Evidence	May include, but not limited to:
	• Physical, such as:
	   ➢ plant
	   ➢ containers
	   ➢ fibers
	   ➢ samples
	   ➢ tool marks
	   ➢ chemical and biological
	   ➢ identifying numbers
	   ➢ record books
	   ➢ dangerous goods and hazardous substances
	• Documentary, such as:
	   ➢ witness statements
	   ➢ employer or employee documentation
	   ➢ safety management records
	   ➢ workplace agreements
	   ➢ employment contracts
	   ➢ company records, including:
	     ✓ attendance records
	     ✓ maintenance records
	     ✓ time and wage records
	     ✓ training records
	   ➢ industrial instruments
	   ➢ union documents
	   ➢ government records
	   ➢ expert reports
	   ➢ work method statements
	   ➢ standard operating procedures
	   ➢ log books
	   ➢ contracts
	   ➢ policy documents
	   ➢ workers compensation claims information
	   ➢ register of injuries
	   ➢ first aid treatment book

Evidence collection	May include, but not limited to: • Recording interviews • Formal legal request for documentation • Subpoena • Photographing/videoing • Photocopying documentation • Requisitioning documentation • Using items in sampling kit • Appropriate environmental monitoring
Packaging evidence	May include, but not limited to: • Metal and plastic containers

	• Plastic bags • Paper bags • Glass vials • Items in sample kit
Evidence	May include, but not limited to: • Receipts • Photocopying and certifying 'true copy' • Photography • Audio and visual recording • Using notebook • Identifying samples • Seizing property logs
Preservation integrity of evidence	May include, but not limited to: • Controlling site access and egress • Covering evidence • Recording chain of evidence handling • Removing evidence to ensure its protection
Details	May include, but not limited to: • Name • Age • Contact details • Roles and responsibilities • Qualifications • Details of organization's operating procedures • Workplace and training practices • Information about the situation
Appropriate channels	May include, but not limited to: • Police • Relevant state or federal court or tribunal • Special investigation units • Arbitration • Internal review committees/units and management • Legal units and Prosecuting authorities

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Undertake comprehensive planning of investigative responses • Conduct detailed examination of potential or reported breaches • Prepare resources required to conduct investigations • Carry out a range of information-gathering activities to substantiate recommendations • Prepare reports on a range of breaches.

Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Federal and state workplace legislative framework applying to workplace inspections, including legislation relating to OHS and workplace relations • Risk management principles relating to personal and workplace safety • Labour law principles applying to inspection of workplaces • Powers of workplace inspectors under jurisdictional legislation • Functions and roles of other professionals and experts who may be called in to advise on possible breaches or to act as witnesses • Organizational investigation procedures • Rules of evidence and evidence management

Underpinning Skills	Demonstrate skills in:
	• Literacy skills to:
	  ➢ undertake legal research
	  ➢ record statements
	• Analytical skills to evaluate information in investigating breaches
	• Self-management skills to:
	  ➢ apply principles of natural justice and procedural fairness
	  ➢ apply legislative requirements and organizational policies and procedures in all investigations
	  ➢ apply risk management principles to investigative procedures, including personal safety
	• Communication skills to use a range of communication methods and strategies, including:
	  ➢ negotiation
	  ➢ dealing with conflicting information
	  ➢ dealing with conflict
	  ➢ interviewing and questioning
	• Observation and analysis skills to ensure due consideration of information and evidence
	• Planning and organizing skills to ensure the coordinated and thorough investigation of possible breaches of workplace legislation
	• Decision-making to reflect deliberation of the evidence and the risk assessment

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Develop a Systematic Approach to Manage OHS**
Unit Code	**LSA OHS5 10 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge and skills required to effectively design and develop a systematic approach to manage OHS for a specific workplace to ensure it is, as far as practicable, safe and without risks to the health and safety of employees and others. In practice, developing a systematic approach to manage OHS may overlap with other generalist or specialist public sector work activities such as promoting ethical practice, applying government systems, influencing opinion, fostering leadership, managing resources, managing compliance with legislation, etc.

Element	Performance Criteria
1 Analyze the workplace to identify needs	1.1. ***External motivators*** for development of ***systematic approaches to manage OHS*** are identified in consultation with managers and other stakeholders.
	1.2. ***Internal motivators*** for development of systematic approaches to manage OHS are identified.
	1.3. ***Workplace factors*** that may impact on the design and development of systematic approaches to manage OHS are identified.
2 Design integrated approaches to manage OHS	2.1. ***Relevant standards****,* codes of practice and guidance material that provide a basis for systematic approaches to manage OHS are reviewed, in consultation with managers and other ***stakeholders***.
	2.2. ***Elements of systematic approaches to manage OHS*** are defined to suit the workplace in consultation with stakeholders.
	2.3. Elements are evaluated for compliance with ***legal obligations***.
	2.4. Situations are identified where ***OHS specialists*** and ***technical advisors*** may be required.
3 Plan and develop integrated approaches	3.1. ***Policies and procedures*** are developed to support systematic approaches to manage OHS, taking account of workplace factors.
	3.2. Links with ***other functional areas and management systems*** are identified and incorporated.

	3.3. Relevant roles and responsibilities are identified and allocated.	
	3.4. Training needs for the introduction and ongoing maintenance of systematic approaches are identified and documented to manage OHS.	
	3.5. **Resources** necessary to introduce and maintain systematic approaches to manage OHS are identified and documented.	
	3.6. A strategic implementation plan is developed to manage OHS.	
4 Support planning and implementation of integrated approaches	4.1. Priorities for action are determined in consultation with managers and employee representatives.	
	4.2. Action plans are developed with allocated responsibilities and time lines.	
	4.3. Advice and support are provided to managers and other **key personnel**.	
	4.4. Implementation is monitored, in consultation with stakeholders, to ensure practicality, compatibility with other management systems and management practices, and acceptance of systematic approaches and support of programs by all levels of the organization.	
	4.5. Regular reports and feedback including recommendations for adjustment in the implementation are provided to key personnel.	
5 Evaluate the design and development of integrated approaches	5.1. The **evaluation protocol** is designed in consultation with stakeholders.	
	5.2. A plan is developed for collection of **information and data**.	
	5.3. Information and data are analyzed and evaluated	
	5.4. Recommendations are made for improvement in the systematic management of OHS as a result of the evaluation findings.	
	5.5. A report is provided to management on the outcomes of the evaluation and the recommendations for further development and improvement.	

Variable	Range
External motivators	May include, but not limited to:

	• Legal obligations • Customer/contract demand • Corporate image/reputation
A systematic approach to manage OHS	May include, but not limited to: • Is part of the organization's overall management system that covers developing, implementing, reviewing and maintaining the activities to manage OHS • Is not a commercial package or folders on the shelf • May involve use of OHS management systems developed in the workplace to meet the OHS situation in that particular workplace
Internal motivators	May include, but not limited to: • Accident, injury and illness prevention (ethical) • Industrial relations • Financial
Workplace factors	May include, but not limited to: • Whether certification is required • Organizational structure • Management commitment • Management style, and OHS knowledge and skills of organization • Workplace culture, including industrial relations and safety culture • Consultation and communication processes • Other management systems requiring interface or integration with systematic approaches to manage OHS • Resources available • Nature of hazards and level of risk • Staff profile including language, literacy and numeracy, cultural diversity and special needs for employees
Relevant standards	May include, but not limited to: • Ethiopian standards • Standards developed by OHS authorities • Industry standards
Stakeholders	May include, but not limited to: • Managers • Supervisors • Employees • Employers • Unions • Health and safety and other employee representatives • OHS committees • Government authorities

Elements of systematic approaches to manage OHS	May include, but not limited to:
	• A list of key requirements or major principles that are combined in a methodical and ordered manner to minimize the risk of accident, injury or ill health in the workplace, and may include for example:
	   ➢ Processes of OHS planning
	   ➢ Allocation of resources
	   ➢ Communication and consultation
	   ➢ Hazard management
	   ➢ Record keeping and reporting
	   ➢ Training and competency
	   ➢ Review and evaluation for ongoing improvement of OHS

Legal obligations	May include, but not limited to: • OHS • Equity • Workplace diversity • Privacy • Freedom of information • Trade practices • Industrial relations
OHS specialists	May include, but not limited to: • Ergonomists • Occupational hygienists • Injury management advisors • Health professionals
Technical advisors	May include, but not limited to: • Legal practitioners • Engineers (such as design, acoustic, safety, chemical, electrical, mechanical, civil) • Workplace trainers and assessors • Maintenance and trade persons
Policies and procedures	May include, but not limited to: • Policies and procedures underpinning OHS • Purchasing and contracting procedures • Documents describing how tasks, projects, inspections, jobs and processes are to be undertaken • Standard operating procedures • Job/task statements • Quality system documentation
Other functional areas and management systems	May include, but not limited to: • Strategic planning • Purchasing, procurement and contracting • Logistics:

	• Human resource, industrial relations and personnel management, including payroll • Engineering and maintenance • Information, data and records management • Finance and auditing • Environmental management • Quality management
Resources	May include, but not limited to: • Financial requirements • Personnel, including time allocation • Equipment • Specialized resources
Key personnel	May include, but not limited to: • Those people who have a key role in OHS including managers, supervisors, OHS representatives and other functional areas
Evaluation protocol	May include, but not limited to: • Criteria for evaluation • How the criteria will be measured • How the information and data will be collected • Time period for collection of information and data
Information and data	May include, but not limited to: • Minutes of meetings • Workplace inspections • Feedback from questionnaires • Workshops • Audit reports

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Roles and responsibilities under OHS legislation of employees including supervisors, contractors, OHS inspectors, etc. • Principles of duty of care including concepts of causation, foresee ability, preventability • Legislative requirements for OHS information and data, and consultation • Principles of incident causation and injury processes • Hierarchy of control and considerations for choosing between different control measures, such as possible inadequacies of particular control measures • Principles and practices of a systematic approach to manage OHS

Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Roles and responsibilities in relation to communication and consultation for OHS committees, OHS representatives, line management, employees and inspectors
	• Structure and forms of legislation including regulations, directives, codes of practice, associated standards and guidance material
	• Difference between labour law, civil law and criminal law
	• Concept of labour law duty of care
	• Requirements for recordkeeping that address OHS , privacy and other relevant legislation
	• Nature and use of information and data that provides valid and reliable results on performance of OHS management processes including Positive Performance Indicators (PPIs) and limitations of other types of measures
	• Development of tools such as PPIs in assessment of OHS performance
	• Requirements for reporting under OHS and other relevant legislation including notification and reporting of incidents
	• Requirements of OHS and standards related to systematically managing OHS
	• Other function areas that impact on the management of OHS
	• Internal and external sources of OHS information and data
	• How the characteristics and composition of the workforce impact on risk and the systematic approach to manage OHS e.g.
	  ➢ labor market changes
	  ➢ structure and organization of workforce e.g. part-time, casual and contract workers, shift rosters, geographical location
	  ➢ language, literacy and numeracy
	  ➢ communication skills
	  ➢ cultural background/workplace diversity
	  ➢ gender
	  ➢ workers with special needs
	• Organizational behavior and culture as it impacts on OHS and on change
	• Ethics related to professional practice
	• Methods of providing evidence of compliance with OHS legislation

	• Professional liability in relation to providing advice • Principles of effective meetings including agendas, action planning, chair and secretarial duties, minutes and action items • Organizational OHS policies and procedures • Nature of workplace processes (including work flow, planning and control) and hazards relevant to the particular workplace • Key personnel, including identifying 'change agents', within workplace management structure • Formal and informal communication and consultation processes and key personnel related to communication • Language, literacy and cultural profile of the work group • Organizational culture as it impacts on the workgroup
Underpinning Skills	Demonstrate skills in: • Relating to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities, person with special needs • Communicating effectively with personnel at all levels of organization and OHS specialists and, as required, emergency service personnel • Preparing reports for a range of target groups including OHS committee, OHS representatives, managers, supervisors and other stakeholders • Advanced written communication including development of policies and procedures, plans • Applying continuous improvement and action planning processes • Contributing effectively to the strategic OHS performance of the organization • Achieving change using project management processes • Managing own tasks within time frame • Using consultation and negotiation skills, particularly in relation to developing plans and implementing and monitoring designated actions • Contributing to the assessment of the resources needed to systematically manage OHS and, where appropriate, access resources • Interpreting information and data to identify areas for improvement • Conducting effective formal and informal meetings • Using information and data gathering techniques such as brainstorming, polling, interviews

	• Using language and literacy skills appropriate to the workgroup and the task • Using computer and information technology skills to access internal and external information and data on OHS
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Develop OHS Data Analysis and Reporting Processes**
Unit Code	**LSA OHS5 11 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the design and development of a system for managing the collection, analysis and dissemination of OHS information and data, statistics and records. In practice, developing OHS information and data analysis, reporting and recording processes may overlap with other generalist or specialist public sector work activities such as promoting ethical practice, applying government systems, influencing opinion, fostering leadership, managing resources, managing compliance with legislation, etc.

Element	Performance Criteria
1 Identify requirements for OHS	1.1. ***Relevant legislation*** and ***standards*** are reviewed to identify obligations relevant to OHS information and data.
	1.2. Policies and procedures are accessed to identify requirements for OHS information and data.
	1.3. Priorities for OHS information and data collection and management are determined in consultation with relevant ***stakeholders***.
	1.4. ***Workplace factors*** that may impact on the design and development of OHS information and data processes are identified.
	1.5. Recommendations are made for appropriate indicators of OHS performance.
	1.6. Requirements for OHS information and data are drafted in consultation with relevant stakeholders.
2 Make recommendations for the design of the OHS	2.1. ***Relevant sources*** and ***types of OHS information and data*** are identified and accessed.
	2.2. ***Formats*** for, and availability of, databases are investigated to identify the most appropriate format.
	2.3. Legal and ***ethical requirements*** are addressed in recommendations.
	2.4. Limits of own professional expertise are recognized and advice is sought from ***relevant specialists*** as required.

		2.5. Specifications are prepared for the OHS information and data processes.
3	Develop the OHS information ,data and reporting	3.1. **Tools** for recording and collating information and data are identified and accessed or developed, recognizing the limitations of information and data and measurement indices, and controlling for potential biases.
		3.2. Links with **other functional areas and management systems** to ensure comprehensive information and data collection are identified and facilitated.
		3.3. Relevant roles and responsibilities are identified and allocated.
		3.4. Policies, procedures and tools are developed for the collection, collation and recording of workplace OHS information and data, taking account of workplace factors and system requirements.
		3.5. Training needs for collection, collation and analysis of OHS information and data are identified and documented.
		3.6. **Resources** necessary for the collection, collation, recording, analysis and distribution of OHS information and data are identified.
4	Record and analyze information and data to monitor OHS	4.1. **Descriptive and analytical techniques** for systematic evaluation of OHS performance monitoring (including **positive performance indicators**) and areas for improvement are identified and applied.
		4.2. **Information and data** is accessed and applied to determine potential associations between workplace hazards and their adverse effects on exposed workers.
		4.3. Information and data is recorded to assist identification of patterns of occupational hazards, injury and disease within particular areas.
		4.4. Information and data collection, recording, analysis and application are managed ethically.
		4.5. OHS information and data is critically evaluated to ensure accuracy, reliability, relevance and **validity**.
		4.6. Outcomes of information and data analysis are appropriately formatted and disseminated, considering the target audience and legal and ethical requirements.

		4.7. Appropriate strategies for improvement are identified, and recommendations are formulated as a consequence of information and data analysis.
5	Monitor and evaluate the effectiveness of information and data collection and analysis processes	5.1. OHS information and data collection, recording, analysis and application processes are regularly reviewed to ensure relevance to the needs of the organization in managing OHS and compliance with legislative requirements. 5.2. Frequency, method and scope of review are determined in consultation with stakeholders. 5.3. Recommendations are made for improvement to OHS information and data processes as required. 5.4. Improvement strategies arising from the review are implemented.

Variable	Range
Relevant legislation	May include, but not limited to: • OHS policy • Labor law • Civic law • OHS directives • OHS, including serious injury and incident reporting • Workers compensation • Equity and workplace diversity • Freedom of information • Trade practices
Standards	May include, but not limited to: • standards developed by OHS authorities • international, and/ or industry standards
Stakeholders	May include, but not limited to: • Managers • Supervisors • Employees • Employers • Unions • Health and safety and other employee representatives • OHS committees • Government authorities
Workplace factors	May include, but not limited to: • Size of organization and industry type • Organizational structure • Management commitment

	• Management style and OHS knowledge and skills of organization • Workplace culture, including industrial relations and safety culture • Other management systems requiring interface or integration with the information and data processes for OHS • Resources available • Nature of hazards and level of risk • Staff profile including language, literacy and numeracy, cultural diversity • Required level of security for OHS system, including prevention of theft and fraud; access security; prevention of interruption of services; inadvertent release of material; and information and data destruction, corruption and alteration
Relevant sources of OHS information and data	May include, but not limited to: • External sources such as: ➢ OHS legislation, policies, directives, standards, codes of practice and guidance material ➢ Ethiopian industry standards ➢ Ethiopian Statistics Agency (ESA) ➢ Ministry of Labor and Social Affairs ➢ OHS associations ➢ Insurance companies ➢ Universities ➢ unions and industry bodies ➢ OHS professional bodies ➢ internet, journals and magazines ➢ technical information and data ➢ research literature ➢ manufacturers' manuals and specifications • Internal sources such as: ➢ employees ➢ OHS policies and procedures ➢ work instructions, Job and work System Analysis (JSAs) ➢ risk assessments (past and present) ➢ MSDSs and registers ➢ manufacturers' manuals ➢ OHS positive performance indicators ➢ insurance and incident investigation records ➢ workers compensation data ➢ safety handbooks

	➢ employee information papers, brochures, notes and newsletters
	➢ OHS reports including, workplace inspections, hazard and incident/accident reports, technical reports, consultations and observations
Types of OHS information and data	May include, but not limited to:
	• Risk management records
	• OHS positive performance indicators
	• Incident/Accident reports, including reports on near misses, hits, incidents, injuries, first aid reports, illness, disease and dangerous occurrences
	• Enforcement notices and actions
	• Lost time reports and summaries
	• Sickness absence records
	• Workers' individual histories of exposure to specific substances, such as lead, asbestos, benzene and vinyl chloride
	• Medical records, including results of medical tests
	• Results of workplace environmental monitoring such as occupational, industrial hygiene monitoring, health screening and surveillance
	• Rehabilitation information, including case management
	• Workers compensation records
	• Performance appraisal and training records, including instruction and supervision logs, diaries and workbooks
	• Certification, registration and licensing
	• Reports for committees
	• Reports from OHS consultants
	• Research results
	• Rectification action reports and plans, inspections, plant maintenance and servicing records, and records of plant stoppages
	• Correspondence with agencies
	• Reports of proposed changes that may affect OHS
	• Safety manuals for plant and tools
	• Workplace procedure manuals
	• Registers, such as hazards, risk, hazardous substances, Dangerous Goods, MSDSs, confined spaces
	• Results of tests, measurements and analyses, for example noise and air
	• Risk assessments
	• Training records, including records of competencies to operate plant, and records of load shifting equipment

	and tools, such as Elevating Work Platform (EWP) and explosive powered tools • Occupational health information and data • Ergonomic information and data, such as job and task analysis
Formats	May include, but not limited to: • Electronic information and data management systems, where system refers to computer software, hardware, users and other elements • Paper-based systems such as cards, files, registers and spreadsheets
Ethical requirements	May include, but not limited to: • Privacy • Confidentiality • Access to personal records
Relevant specialists	May include, but not limited to: • Ergonomists • Occupational hygienists • Health professionals • Legal practitioners • OHS professionals • Injury management advisors • Emergency services personnel who may need to access hazardous substances and dangerous goods information and data • Medical and first aid personnel who may need to access relevant medical records and hazardous substances information and data • Information and data technology and database management support
Tools	May include, but not limited to: • Registers • Software for information and data recording and analysis • Performance monitoring charts and checklists • Handbooks • Available system of backup/archiving/storage/disposal
Other functional areas and management systems	May include, but not limited to: • Strategic planning • Purchasing, procurement and contracting • Logistics • Human resource, industrial relations and personnel management including payroll • Engineering and maintenance

	• Information, data and records management • Finance and auditing • Environmental management • Quality management
Resources	May include, but not limited to: • Financial requirements • Personnel, including time allocation • Equipment • Specialized resources, such as electronic information and data management system, communications media and information/data technology equipment

Descriptive and analytical techniques	May include, but not limited to:
	• Statistical tests and methods such as:
	  ➢ mean, standard deviation, regression analysis and percentage change
	  ➢ making comparisons using basic tests of significance
	  ➢ broad analytical studies to determine estimates of risk

Positive performance indicators	Are means of focusing on assessing how successfully a workplace is performing through measuring OHS processes
Information and data	May include, but not limited to: • Organizational information and data • Industry information and data • Epidemiological studies such as: descriptive studies examining who, what, where, when, why - distribution and frequency • Analytical studies attempting to analyze cause or determinants of disease by testing a hypothesis • Experimental or intervention approaches such as clinical and community trials • Evaluation of particular occupational health programs

Validity	May include, but not limited to:
	• a reflection of the true state of a test result and includes tests for systematic distortions such as:
	  ➢ information/data bias
	  ➢ observational bias
	  ➢ selection bias
	  ➢ confounding bias
	  ➢ recall bias

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Principles of duty of care including concepts of causation, foresee ability, preventability

	• Roles and responsibilities in relation to communication and consultation for OHS committees, OHS representatives, line management, employees and inspectors • OHS legislation (policy, directives, regulations, codes of practice, associated standards and guidance material) including prescriptive and performance approaches and links to other relevant legislation such as industrial relations, equal employment opportunity, workers compensation, rehabilitation etc. • Other function areas that impact on the management of OHS • Principles and practices of a systematic approach to manage OHS • Applying continuous improvement and action planning processes • Carrying out simple arithmetical calculations (e.g. % change), and producing graphs of workplace information and data to identify trends and recognize limitations of information and data • Carrying out simple statistical analysis e.g. Mean, standard deviation, regression
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Roles and responsibilities under OHS legislation of employees including supervisors, contractors, OHS inspectors, etc. • Legislative requirements for OHS information and data, and consultation • Structure and forms of legislation including directives, regulations, codes of practice, associated standards and guidance material • Difference between labor law, civil law and criminal law • Concept of labor law duty of care • Requirements for recordkeeping that address OHS , privacy and other relevant legislation • Requirements of effective records management systems including collection, filing, retention, retrieval, archiving and disposal • Standards related to OHS information and data, statistics and records management including requirements for information and data under elements of systematically managing OHS • Examples of OHS information and data management systems and tools

	• Nature and use of information and data that provides valid and reliable results on performance of OHS management processes including Positive Performance Indicators (PPIs) and limitations of other types of measures
	• Development of tools such as PPIs in assessment of OHS performance
	• Methods of collecting reliable information and data, commonly encountered problems in collection, and strategies for overcoming such problems
	• Principles and practices of continuity and validity of evidence retention for potential legal action
	• Requirements for reporting under OHS and other relevant legislation including notification and reporting of incidents
	• Requirements of OHS and standards related to systematically managing OHS
	• Internal and external sources of OHS information and data
	• How the characteristics and composition of the workforce impact on risk and the systematic approach to manage OHS e.g.:
	  ➢ labor market changes
	  ➢ structure and organization of workforce e.g. part-time, casual and contract workers, shift rosters, geographical location
	  ➢ language, literacy and numeracy
	  ➢ communication skills
	  ➢ cultural background/workplace diversity
	  ➢ gender and workers with special needs
	• Ethics related to professional practice
	• Organizational OHS policies and procedures
	• Key personnel, including identifying 'change agents', within workplace management structure
	• Formal and informal communication and consultation processes and key personnel related to communication
	• Language, literacy, numeracy and cultural profile of the work group
	• Organizational culture as it impacts on the workgroup

Underpinning Skills	Demonstrate skills in: • Relating to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities, person with special needs • Communicating effectively with emergency service personnel at all levels of organization

	• Preparing reports for a range of target groups including OHS committee, OHS representatives, managers, supervisors and other stakeholders • Advanced written communication including development of policies and procedures, plans • Contributing effectively to the strategic OHS performance of the organization • Achieving change using project management processes • Managing own tasks within time frame • Using consultation and negotiation skills, particularly in relation to developing plans and implementing and monitoring designated actions • Contributing to the assessment of the resources needed to systematically manage OHS and, where appropriate, access resources • Analyzing relevant workplace information and data, make observations including of workplace tasks and interactions between people, their activities, equipment, environment and systems • Using electronic information and data systems to enter workplace information and data and produce effective graphical representations • Interpreting information and data to identify areas for improvement • Conducting effective formal and informal meetings • Using information and data gathering techniques such as brainstorming, polling, interviews • Using language and literacy skills appropriate to the workgroup and the task • Using computer and information technology skills to access internal and external information and data on OHS • Paying attention to detail when making observations and recording outcomes
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Apply Occupational Hygiene and Ergonomic Principles**
Unit Code	**LSA OHS5 12 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the outcomes required to apply ergonomic and hygiene knowledge, principles and techniques to control OHS risk. In practice, applying ergonomic principles to control OHS risk may overlap with other generalist or specialist public sector work activities such as promoting ethical practice, applying government systems, influencing opinion, fostering leadership, managing resources, managing compliance with legislation, etc.

Element	Performance Criteria
1 Assess the degree of match	1.1. The extent of human variability in the organization is identified.
	1.2. Demands placed on people in the organization by their activities, equipment, environment and systems are determined.
	1.3. People's capacity to interact optimally with their activities, equipment, environment and systems are determined.
	1.4. The match between people and their activities, equipment, environment and systems is determined.
	1.5. **Specialist advisers** and relevant **stakeholders** are identified for **sources of information and data**, and consulted during the assessment process.
2 Design ergonomic and hygiene interventions	2.1. **Ergonomic and hygiene interventions** in the design process are identified to optimize the match between people and their activities, equipment, environment and systems.
	2.2. The work environment is designed to optimize the match between people, their activities, equipment, environment and systems.
	2.3. **Tools and databases** are used to assess tasks and designs to minimize risk.
	2.4. Recommendations are made to optimize the integration of controls and displays into the decision making processes within the work system.
3 Implement	3.1. Advice is provided on the impact of **legislation, codes**

ergonomic and hygiene interventions	*of practice and standards* on the selection and implementation of ergonomic interventions. 3.2. **Key personnel**, stakeholders and users are consulted when developing, selecting and implementing ergonomic interventions. 3.3. Links are made with **other functional areas and management systems**. 3.4. Implementation of the agreed intervention is facilitated. 3.5. Training needs are identified and documented. 3.6. **Resources** necessary to introduce and maintain the agreed interventions are identified and documented. 3.7. The outcomes of ergonomic assessments and interventions are reported to key personnel and stakeholders.
4 Evaluate ergonomic interventions and hygiene practices	4.1. Quality and outcomes of ergonomic interventions are evaluated in consultation with stakeholders and users. 4.2. Modification of interventions is facilitated as required as a result of the evaluation findings. 4.3. Recommendations regarding future interventions are made as a result of the evaluation.

Variable	Range
Specialists advisors	May include, but not limited to: • Specialist ergonomists • Occupational hygienists • Engineers (such as design, acoustic, safety, chemical, electrical, mechanical, civil) • Health professionals • OHS professionals • Legal practitioners • Designers • Manufacturers and suppliers
Stakeholders	May include, but not limited to: • Managers • Supervisors • Employees • Employers • Unions • Health and safety and other employee representatives • OHS committees • Government authorities

Sources of information and data	May include, but not limited to:
	• External sources such as:
	   ➤ OHS regulatory bodies
	   ➤ Ethiopian industry standards
	   ➤ Ethiopian Statistics Agency (ESA)
	   ➤ Ministry of Labor and Social Affairs
	   ➤ OHS associations
	   ➤ Insurance companies
	   ➤ Universities
	   ➤ Unions and industry bodies
	   ➤ OHS professional bodies
	• OHS legislation and codes of practice
	• International and Ethiopian standards
	• National Plant and Certification Standards and associated guidance material
	• Professional associations such as OHS Society of Ethiopia, Institute of Engineers, Design Institute of Ethiopia and Building Design Professionals
	• Employer groups, unions and industry bodies
	• OHS professionals, including those involved in safety engineering, occupational hygiene, occupational health, injury management, toxicology, ergonomics and epidemiology
	• Internal sources such as:
	   ➤ manufacturers' manuals and specifications
	   ➤ purchasing, contract and tendering procedures
	   ➤ hazard, incident and investigation reports
	   ➤ enforcement notices and actions
	   ➤ workplace inspections
	   ➤ minutes of meetings
	   ➤ reports
	   ➤ audits, questionnaires and surveys
	   ➤ job and task statements
	   ➤ documents describing how tasks, projects, inspections, jobs and processes are undertaken
	   ➤ employees

Ergonomic and hygiene interventions	May include, but not limited to: • Design of tools • Design of workplaces • Design of products • Design of equipment • Design of work systems, processes or organization including work flow, planning and control • Job design • Development of new decision making processes • New forms and organizations of work

Tools and databases	May include, but not limited to: • Engineering models • Ethiopian and international standards • Ethiopian and international anthropometric databases
Legislation, codes of practice and standards	May include, but not limited to: • Current Ethiopian OHS legislation, regulations, codes of practice, associated standards and guidance material • Workers compensation • Contract law • Trade practices • Criminal law • Labor law • Civil law • Industrial relations law • Equal employment opportunity and anti-discrimination law • Ethiopian and international standards
Key personnel	Are managers involved in OHS decision making or who may be impacted by decisions
Other functional areas and management systems	May include, but not limited to: • Strategic planning • Purchasing, procurement and contracting • Logistics • Human resource, industrial relations and personnel management including payroll • Engineering and maintenance • Information and records management • Finance and auditing • Environmental management • Quality management
Resources	May include, but not limited to: • Financial requirements • Personnel, including time allocation • Equipment • Specialized resources such as electronic management systems, communications media and information/data technology equipment

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Roles and responsibilities under OHS legislation of employees, including supervisors, contractors, OHS inspectors, etc. • Difference between hazard and risk

	- Characteristics, mode of action and units of measurement of major hazard types - Principles of human behavior and response to interactions with human, physical and task environment to identify psychosocial hazards - Preparing reports for a range of target groups including OHS committee, OHS representatives, managers, supervisors and other stakeholders - Applying continuous improvement and action planning processes - Achieving change using project management processes - Managing own tasks within time frame - Carrying out simple arithmetical calculations (e.g. % change), and producing graphs of workplace information and data to identify trends and recognize limitations of information and data
Underpinning Knowledge and Attitude	Demonstrate knowledge of: - Principles of duty of care including concepts of causation, foresee ability, preventability - Legislative requirements for ohs information and data, and consultation - Risk as a measure of uncertainty and the factors that affect risk - Requirements under hazard-specific ohs legislation and codes of practice - Physiology and functional anatomy relevant to identifying and controlling ergonomic hazards - Human error and implications for design of equipment, work practices and controlling ergonomic hazards - The basics of anthropometry and biomechanics - Basic human cognitive and perceptual capabilities relevant to the design of human/machine interfaces - Risk factors for manual handling injury and risk assessment techniques for manual handling - Direct and indirect influences that impact on ohs and the environment in the design of product/s - Interdependent relationships between ergonomics and workplace stressors such as psychosocial factors, occupational violence, shift work, repetitive work, awkward postures, lighting, thermal environment and work layout - Hierarchy of control and considerations for choosing between different control measures, such as possible inadequacies of particular control measures - Standard industry controls for a range of hazards

	• Strategies for minimizing risk through application of ergonomic design and engineering, work layout, work processes, work organization
	• Types of hazard identification tools including job and work system analysis (JSAs)
	• Limitations of generic hazard and risk checklists and risk ranking processes
	• Pertinent sections of relevant Ethiopian and other standards such as as/NZS 4360: risk management, national standard for the storage and handling
	• Principles and practices of a systematic approach to manage OHS
	• Other function areas that impact on the management of OHS
	• Internal and external sources of OHS information and data
	• How the characteristics and composition of the workforce impact on risk and the systematic approach to manage OHS e.g.:
	  ➢ labor market changes
	  ➢ structure and organization of workforce e.g. part-time, casual and contract workers, shift rosters, geographical location
	  ➢ language, literacy and numeracy
	  ➢ communication skills
	  ➢ cultural background/workplace diversity
	  ➢ gender
	  ➢ workers with special needs
	• Organizational behavior and culture as it impacts on OHS and on change
	• Ethics related to professional practice
	• Organizational OHS policies and procedures
	• Nature of workplace processes (including work flow, planning and control) and hazards relevant to the particular workplace
	• Key personnel, including identifying 'change agents', within workplace management structure
	• Formal and informal communication and consultation processes and key personnel related to communication
	• Language, literacy and cultural profile of the work group
	• Organizational culture as it impacts on the workgroup

Underpinning Skills	Demonstrate skills to: • Relating to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities, person with special needs

	• Communicating effectively with personnel at all levels of organization and OHS specialists and, as required, emergency service personnel • Using consultation and negotiation skills, particularly in relation to developing plans and implementing and monitoring designated actions • Contributing to the assessment of the resources needed to systematically manage OHS and, where appropriate, access resources • Analyzing relevant workplace information and data, make observations including of workplace tasks and interactions between people, their activities, equipment, environment and systems • Interpreting information and data to identify areas for improvement • Using a range of communication media • Conducting effective formal and informal meetings • Using language and literacy skills appropriate to the workgroup and the task • Using computer and information technology skills to access internal and external information and data on OHS • Undertaking basic research to access relevant information and data • Using anthropometric tables effectively • Paying attention to detail when making observations and recording outcomes
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Advise on the Application of Safety Design to Risk**
Unit Code	**LSA OHS5 13 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the knowledge and skills required of the OHS practitioner to advise on applying safe design principles to control OHS risk during a product's life cycle. In practice, advising on the application of safe design principles to control OHS risk may overlap with other generalist or specialist public sector work activities such as promoting ethical practice, applying government systems, influencing opinion, fostering leadership, managing resources, managing compliance with legislation, etc.

Element	Performance Criteria
1. Advise on the OHS requirements of the design process	1.1. Organization **decision makers** are made aware of their responsibility for the safety of downstream users and beneficiaries.
	1.2. Decision makers are advised of their obligation under law to **design** and supply a safe designed product by eliminating OHS **hazard** and controlling for **residual OHS risk**.
	1.3. OHS is promoted within the design requirements and includes an overall risk evaluation of the designed product's life cycle.
	1.4. The most current knowledge of OHS principles, materials, technology and systems is sourced and made available for application in the design of the product.
	1.5. Required education and training to enable decision makers to have the necessary skills and knowledge to identify and eliminate OHS hazards, and to control OHS risk in the design phase, is identified and made available.
	1.6. Relevant **sources of information and data** are identified and accessed in particular equipment users.
	1.7. Potential users of the equipment are consulted during the design phase.
	1.8. Situations are identified where **specialist advisers** may be required.
2. Develop a systematic	2.1. OHS hazards are identified and associated risks

hazard identification and OHS risk evaluation	analyzed across the **life cycle** of the designed product.
	2.2. The **likelihood** and **consequence** of accident, injury or illness arising are systematically analyzed from exposure to identified OHS hazards guides the selection and implementation of the most appropriate OHS risk controls for the designed product.
	2.3. Hazard identification and risk analysis have included potential alterations to the designed product during its life.
	2.4. Decision making during the **OHS risk evaluation** process is **documented** and made accessible to all parties.
	2.5. **A residual risk register** is established, recording OHS hazards not eliminated in the design together with possible control strategies, and distributed to those involved in the downstream or subsequent life cycle stages.
	2.6. The design is monitored as it evolves to identify potential new OHS hazards and to manage risks if they become evident.
3. Advise on principles of OHS risk control	3.1. Design is advised to minimize risk is based on the **hierarchy of control.**
	3.2. The designed product have included to fail-to-safe action to minimize the impact of possible failure or defect.
4. Advise on consultation processes	4.1. Decision makers are advised to consider the range of people who will use or interact with the designed product.
	4.2. Consultation between all **parties** is arranged during the concept and detailed design phases to identify and eliminate OHS hazards and minimize risk.
	4.3. Residual OHS risk in the designed product is communicated appropriately to those who will use or interact with the designed product throughout its life cycle.
5. Advise on contractual arrangements and procurement systems	5.1. Decision makers involved in **purchasing and contractual arrangements** are advised to include a requirement to eliminate OHS hazards, minimize OHS risks, and provide information and data on residual OHS risk.

	5.2. The **design brief or draft specifications** has/have included an agreement to carry out a **Safe Design** approach.

Variable	Range
Decision makers	Are any party with influence over the specifications of the designed product including but not limited to the designer, client or commissioning agent, financier, manufacturer, supplier, purchaser, installer, user, insurer, importer, erector, maintainer and regulator, and employees of these agents
Design	May include, but not limited to: • The process of bringing together innovation, aesthetics and functionality to plan and create a product, processes or system to meet the artistic, industrial or performance requirement of an individual or group; and • Involves a series of activities where an idea is conceived, shaped, developed, produced and then acted upon to produce a designed product; and • Includes any subsequent alteration of a designed product such as redesign or retrofit
Hazard	Is a source or situation with a potential for harm in terms of human injury or ill health, damage to property or the environment, or a combination of these
Residual OHS risk	Is risk that is unable to be designed out of the product
Sources of information and data	May include, but not limited to: • International and Ethiopian standards, codes of practice and guidance material • Industry advisory bodies • Industry bodies • Government and other advisory bodies such as National Health and Medical Research Institute, • OHS and other regulatory bodies • Ethiopian industry standards • Ethiopian Statistics Agency (ESA) • Ministry of Labor and Social Affairs • OHS associations • Insurance companies • Universities • National Plant and Certification Standards and associated guidance material • Research literature • Ethiopian and international anthropometric databases

	• Professional associations such as OHS Society of Ethiopia, Institute of Engineers, Design Institute of Ethiopia and Building Design Professionals • OHS professionals, including those involved in safety engineering, occupational hygiene, occupational health, injury management, toxicology, ergonomics and epidemiology • Employer groups • Unions • Employees
Specialist advisers	May include, but not limited to: • Engineers (such as design, acoustic, safety, mechanical, chemical, electrical, civil) • Architects, interior designers and builders • Design professionals • Drafts people, quantity surveyors and surveyors • Building surveyors and certifiers • Occupational hygienists • OHS professionals • Specialist ergonomists • Health professionals • Legal practitioners • Insurers • Technical professionals • Maintenance and trades personnel • Manufacturers • Suppliers and distributors • Workplace trainers and assessors
Life cycle	May include, but not limited to: • Design, construction/manufacture, supply/installation, use, maintenance/servicing, decommissioning/dismantling and disposal • Life cycle cost considerations may also include environmental cleanup and redesign/retrofit
Likelihood	Is the probability of an event occurring
Consequence	Is the injury or damage outcome of an event which may be expressed quantitatively or qualitatively; it should include an estimate of cost of injury or ill health
OHS risk evaluation	Is a comparison of risk with pre-established criteria for tolerance (or as low as reasonably achievable) and the subsequent ranking of risks requiring control
Documentation	May include, but not limited to: • Methods used • Groups involved/consulted

	• Description of consequences and their likelihood • Information and data used in estimates • Assumptions • Effectiveness of existing controls • Uncertainty in analysis • Factors affecting level of risk • Further information and data, and investigation required
A residual risk register	May include, but not limited to: • A list of the risks including: • Scenarios or circumstances under which damage or injury may occur • Possible consequences or outcomes in terms of injury or damage • An indication of the likelihood of the consequence/s occurring

Hierarchy of control	May include, but not limited to:
	• Eliminate the hazard and where this is not practicable, minimize risk by:
	  ➢ substitution
	  ➢ isolating the hazard from personnel
	• Using engineering controls
	• Using administrative controls (e.g. procedures, training)
	• Using PPE

Parties	May include, but not limited to: • User • Manufacturer • Designer • Builder • Importer • Supplier and/or distributor • Installer • Maintenance agencies • Contractors • Commissioning agent • Disposer
Purchasing and contractual arrangements	May include, but not limited to: • Specifications • Statement of work • Supplier pre-qualification • Tender documentation • Purchase order
Design brief or draft specifications	May include, but not limited to: • Form or outline of document for design brief • Instructions

| | • Technical requirements or specifications for a designed product, structure, item, systems or process |

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Roles and responsibilities under OHS legislation of employees including supervisors, contractors, OHS inspectors etc. • Responsibilities of designers etc.under OHS legislation • Principles of duty of care including concepts of causation, foresee ability, preventability • Principles of incident/accident causation and injury processes • Principles of human behavior and response to interactions with human, physical and task environment to identify psychosocial hazards • Principles and practices of a systematic approach to manage OHS • Preparing reports for a range of target groups including OHS committee, OHS representatives, managers, supervisors and other stakeholders • Using consultation and negotiation skills, particularly in relation to developing plans and implementing and monitoring designated actions • Analyzing relevant workplace information and data, make observations including of workplace tasks and interactions between people, their activities, equipment, environment and systems
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Legislative requirements for OHS information and data, and consultation • Difference between hazard and risk • Risk as a measure of uncertainty and the factors that affect risk • Requirements under hazard-specific OHS legislation and codes of practice • Human error and implications for design of equipment, work practices and controlling ergonomic hazards • The basics of anthropometry and biomechanics • Basic human cognitive and perceptual capabilities relevant to the design of human/machine interfaces • Risk factors for manual handling injury and risk assessment techniques for manual handling • Direct and indirect influences that impact on OHS and the environment in the design of product/s

	• Interdependent relationships between ergonomics and workplace stressors such as psychosocial factors, occupational violence, shift work, repetitive work, awkward postures, lighting, thermal
	• Hierarchy of control and considerations for choosing between different control measures, such as possible inadequacies of particular control measures
	• Knowledge of a range of risk analysis/assessment techniques and tools and the application and limitations of those techniques and tools
	• Standard industry controls for a range of hazards
	• Strategies for minimizing risk through application of ergonomic design and engineering, work layout, work processes, work organization
	• Types of hazard identification tools including Job and work System Analysis (JSAs)
	• Pertinent sections of relevant Ethiopian standards including Risk management, National Standard for the Storage and Handling
	• Limitations of generic hazard and risk checklists and risk ranking processes
	• Range of risk analysis/assessment techniques and tools and their application and limitations
	• Internal and external sources of OHS information and data
	• How the characteristics and composition of the workforce impact on risk and the systematic approach to manage OHS e.g.:
	   ➢ labor market changes
	   ➢ structure and organization of workforce e.g. part-time, casual and contract workers, shift rosters, geographical location
	   ➢ language, literacy and numeracy
	   ➢ communication skills
	   ➢ cultural background/workplace diversity
	   ➢ gender
	   ➢ workers with special needs
	• Organizational behavior and culture as it impacts on OHS and on change
	• Ethics related to professional practice
	• Professional liability in relation to providing advice
	• Key personnel, including identifying 'change agents', within workplace management structure
	• Formal and informal communication and consultation processes and key personnel related to communication

Underpinning Skills	Demonstrate skills to: • Relating to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities, person with special needs • Communicating effectively with personnel at all levels of organization and OHS specialists and, as required, emergency service personnel • Achieving change using project management processes • Managing own tasks within time frame • Contributing to the assessment of the resources needed to systematically manage OHS and, where appropriate, access resources • Using a range of communication media • Conducting effective formal and informal meetings • Using information and data gathering techniques such as brainstorming, polling, interviews • Using language and literacy skills appropriate to the workgroup and the task • Using computer and information technology skills to access internal and external information and data on OHS • Undertaking basic research to access relevant information and data
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Evaluate an Organization's OHS Performance**
Unit Code	**LSA OHS5 14 0518**
Unit Descriptor	This unit covers the knowledge, skills and attitude required the outcomes required to make judgments as a consequence of an OHS audit and to evaluate an organization's arrangements for identifying hazards, assessing and controlling risks, and monitoring and improving the effectiveness of the management of OHS and compliance against agreed benchmarks. In practice, evaluating an organization's OHS performance may overlap with other generalist or specialist public sector work activities such as promoting ethical practice, applying government systems, influencing opinion, fostering leadership, managing resources, managing compliance with legislation, etc.

Element	Performance Criteria
1 Evaluate effectiveness of systematic approaches to OHS hazards	1.1. Workplace **hazard** identification activities being undertaken are identified and compared with organizational policies and procedures.
	1.2. Products, processes and systems are examined to determine whether **hazards of long latency** and **low frequency/high consequence** are included and minimized.
	1.3. Products, processes and systems are examined to determine whether **risks** to **persons other than employees** are identified and minimized.
	1.4. **Organizational factors** that impact on OHS are identified.
	1.5. Outcomes of the evidence gathering are reviewed with **specialist personnel**, if required.
2 Evaluate the effectiveness OHS risk management	2.1. Appropriateness of the organization's risk assessment tool/s and processes is evaluated.
	2.2. Outcomes of the risk assessment process are assessed for validity, reliability and inclusion of all major OHS risks, in particular demonstrated use of risk assessment methods in the organization.
	2.3. Risk controls are evaluated for suitability and effectiveness in relation to the organization's systematic management of OHS.

3	Evaluate the effectiveness of OHS monitoring processes	3.1. The scope of organizational processes is evaluated to monitor the implementation and status of systematic approaches to manage OHS.
		3.2. The quality of information and data obtained from the monitoring processes is evaluated.
		3.3. The managerial level of response to the issues raised in the monitoring process is evaluated in relation to the level of risk.
4	Assess OHS management improved performance	4.1. Performance indicators (including **positive performance indicators**) are evaluated to determine whether they provide a true, reliable and timely measure of the effectiveness of the OHS management approaches to reducing OHS risk.
		4.2. Reported performance is compared with evidence gathered, and differences are documented.
		4.3. Outcomes of evaluation of performance are documented in a clear and objective manner.
5	Assess and advise on organizational OHS compliance	5.1. Systematic analysis is undertaken to identify areas of OHS compliance and non-compliance with **benchmarks**.
		5.2. Advice on the impact of legislation and standards on the selection, suitability and implementation of a range of OHS performance interventions is provided.
		5.3. Outcomes of evaluation of compliance are documented and reported to **key personnel and stakeholders**.

Variable	Range
Hazard	Is a source or situation with a potential for harm in terms of human injury or ill health, damage to property or the environment, or a combination of these
Hazards of long latency	Are conditions, illnesses and other health risks that result from longer term exposure to specific triggers such as chemicals, noise, radiation, biological and psychosocial factors
Low frequency/high consequence	Means high impact events that occur rarely such as explosions, fires and building collapses but may result in very serious injury, death or multiple death situations
Risks	May include, but not limited to: • The chance of something occurring that will result in injury or damage • Measured in terms of consequences (injury or damage) and likelihood of the consequence

Persons other than employees	May include, but not limited to: • Neighborhood or local community members • Contractors • Visitors to premises • Customers/Clients
Organizational factors	May include, but not limited to: • Geographical spread of sites • Roster and shift arrangements • Supervision structure • Participatory arrangements • Authority and reporting structure • Workforce structure such as labor hire, contractors, part-time and casual workers • Cultural diversity • Workplace culture including industrial relations and safety culture • Other management systems requiring interface or integration with management of OHS • Nature of hazards and level of risk
Specialist personnel	May include, but not limited to: • External consultants specializing in specific areas of OHS such as safety engineering, ergonomics, hygiene, toxicology, psychology, occupational health • Specialist staff within government agencies offering assistance in specialist or problem areas within OHS
Positive performance indicators	Are means of focusing on assessing how successfully a workplace is performing through measuring OHS processes
Benchmarks	May include, but not limited to: • Specific legislation • OHS management system standards • Industry specific standards • Organization's business plan
Key personnel and stakeholders	May include, but not limited to: • Boards of management and shareholders • Management, persons in control of the workplace, supervisors • Employees and other parties across a range of levels and roles including health and safety representatives and OHS committee members • Customers/Clients • Governments authorities

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Roles and responsibilities under OHS legislation of employees including supervisors, contractors, OHS inspectors, etc. • Principles of incident/accident causation and injury processes • Characteristics, mode of action and units of measurement of major hazard types • Principles of human behavior and response to interactions with human, physical and task environment to identify psychosocial hazards • Structure and forms of legislation including regulations, codes of practice, associated standards and guidance material • Types of hazard identification tools including JSAs • Communicating effectively with personnel at all levels of organization and OHS specialists and, as required, emergency service personnel • Preparing reports for a range of target groups including OHS committee, OHS representatives, managers, supervisors and other stakeholders • Analyzing and evaluating a range of information and data carrying out simple statistical analysis e.g. Mean, standard deviation, regression formats including graphs, maps, matrices, technical reports • Using computer and information technology skills to access internal and external information and data on OHS
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • Responsibilities of designers etc. Under OHS legislation • Principles of duty of care including concepts of causation, foresee ability, preventability • Legislative requirements for OHS information and data, and consultation • Roles and responsibilities in relation to communication and consultation for OHS committees, OHS representatives, line management, employees and inspectors • OHS legislation (policies, labor law, directives, regulations, codes of practice, associated standards and guidance material) including prescriptive and performance approaches and links to other relevant legislation such as industrial relations, equal employment opportunity, workers compensation, rehabilitation etc.

	• Difference between labor, civil law and criminal law
	• Concept of labor law duty of care
	• Requirements for recordkeeping that address OHS , privacy and other relevant legislation
	• Standards related to OHS information and data, statistics and records management including requirements for information and data under elements of systematically managing OHS
	• Nature and use of information and data that provides valid and reliable results on performance of OHS management processes (including Positive Performance Indicators (PPIs) and limitations of other types of measures
	• Development of tools such as PPIs in assessment of OHS performance
	• Methods of collecting reliable information and data, commonly encountered problems in collection, and strategies for overcoming such problems
	• Requirements for reporting under OHS and other relevant legislation including notification and reporting of incidents
	• Difference between hazard and risk
	• Risk as a measure of uncertainty and the factors that affect risk
	• Requirements under hazard-specific OHS legislation and codes of practice
	• Hierarchy of control and considerations for choosing between different control measures, such as possible inadequacies of particular control measures
	• Knowledge of a range of risk analysis/assessment techniques and tools and the application and limitations of those techniques and tools
	• Standard industry controls for a range of hazards
	• Limitations of generic hazard and risk checklists and risk ranking processes
	• Sampling methodologies, application and related statistical measures
	• Principles and practices of a systematic approach to manage OHS
	• Range of risk analysis/assessment techniques and tools and their application and limitations
	• Requirements of OHS and standards related to systematically managing OHS
	• Other function areas that impact on the management of OHS

	- Internal and external sources of OHS information and data - How the characteristics and composition of the workforce impact on risk and the systematic approach to manage OHS e.g.: - labor market changes - structure and organization of workforce e.g. part-time, casual and contract workers, shift rosters, geographical location - language, literacy and numeracy - communication skills - cultural background/workplace diversity - gender - workers with special needs - Auditing methods and techniques - Benefits, limitations and use of a range of communication strategies and tools appropriate to the workplace - Organizational behavior and culture as it impacts on ohs and on change - Ethics related to professional practice - Methods of providing evidence of compliance with ohs legislation - Professional liability in relation to providing advice - Principles of effective meetings including agendas, action planning, chair and secretarial duties, minutes and action items - Organizational ohs policies and procedures - Nature of workplace processes (including work flow, planning and control) and hazards relevant to the particular workplace - Formal and informal communication and consultation processes and key personnel related to communication - Language, literacy and cultural profile of the work group - Organizational culture as it impacts on the workgroup
Underpinning Skills	Demonstrate skills in: - Relating to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities, person with special needs - Contributing effectively to the strategic ohs performance of the organization - Managing own tasks within time frame - Using consultation and negotiation skills, particularly in relation to developing plans and implementing and monitoring designated actions

	• Analyzing relevant workplace information and data, make observations including of workplace tasks and interactions between people, their activities, equipment, environment and systems • Using electronic information and data systems to enter workplace information and data and produce effective graphical representations • Interpreting information and data to identify areas for improvement • Using a range of communication media • Conducting effective formal and informal meetings • Using information and data gathering techniques such as brainstorming, polling, interviews • Using language and literacy skills appropriate to the workgroup and the task • Paying attention to detail when making observations and recording outcomes
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Manage Project Quality**
Unit Code	**LSA OHS5 15 0518**
Unit Descriptor	This unit specifies the outcomes required to manage quality within projects. It covers determining quality requirements, implementing quality assurance processes, and using review and evaluation to make quality improvements in current and future projects.

Elements	Performance Criteria
1. Determine quality requirements	1.1. **Quality objectives**, standards and levels are determined, with input from stakeholders and guidance of a higher project authority, to establish the basis for quality outcomes and a **quality management plan**.
	1.2. Established **quality management methods, techniques and tools** are selected and used to determine preferred mix of quality, capability, cost and time.
	1.3. Quality criteria are identified, agreed with a higher project authority and communicated to stakeholders to ensure clarity of understanding and achievement of quality and overall project objectives.
	1.4. Agreed quality requirements are included in the project plan and implemented as basis for performance measurement.
2. Implement quality assurance	2.1. Results of project activities and product performance are measured and documented throughout the project life cycle to determine compliance with agreed quality standards.
	2.2. Causes of unsatisfactory results are identified, in consultation with the client, and appropriate actions are recommended to a higher project authority to enable continuous improvement in quality outcomes.
	2.3. Inspections of quality processes and **quality control** results are conducted to determine compliance of quality standards to overall quality objectives.
	2.4. A quality management system is maintained to enable effective recording and communication of quality issues and outcomes to a higher project authority and stakeholders.

3. Implement project quality improvements	3.1. Processes are reviewed and agreed changes implemented continually throughout the project life cycle to ensure continuous improvement to quality.
	3.2. Project outcomes are reviewed against performance criteria to determine the effectiveness of quality management processes and procedures.
	3.3. Lessons learned and recommended *improvements* are identified, documented and passed to a higher project authority for application in future projects.

Variable	Range
Quality objectives	May include, but not limited to: • Requirements from the client and other stakeholders • Requirements from a higher project authority • Negotiated trade-offs between cost, schedule and performance • Those quality aspects which may impact on customer satisfaction
Quality management plan	May include, but not limited to: • Established processes • Authorizations and responsibilities for quality control • Quality assurance and continuous improvement
Quality management methods, techniques and tools	May include, but not limited to: • Brainstorming • Benchmarking • Charting processes • Ranking candidates • Defining control • Undertaking benefit/cost analysis • Processes that limit and/or indicate variation • Control charts • Flowcharts • Histograms • Pareto charts • Scatter gram • Run charts
Quality control	May include, but not limited to: • Monitoring conformance with specifications • Recommending ways to eliminate causes of unsatisfactory • Performance of products or processes • Monitoring of regular inspections by internal or external agents

Improvements	May include, but not limited to: • Formal practices, such as total quality management or continuous improvement • Improvement by less formal processes which enhance both the product quality and processes of the project, for example client surveys to determine client satisfaction with project team performance

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: • Lists of quality objectives, standards, levels and measurement criteria • Records of inspections, recommended rectification actions and quality outcomes • Management of quality management system and quality management plans • Application of quality control, quality assurance and continuous improvement processes • Records of quality reviews • Lists of lessons learned and recommended improvements • How quality requirements and outcomes were determined for projects • How quality tools were selected for use in projects • How team members were managed throughout projects with respect to quality within the project • How quality was managed throughout projects • How problems and issues with respect to quality and arising during projects were identified and addressed • How projects were reviewed with respect to quality management • How improvements to quality management of projects have been acted upon
Underpinning Knowledge and Attitude	Demonstrate knowledge of: • The principles of project quality management and their application • Acceptance of responsibilities for project quality management • Use of quality management systems and standards • The place of quality management in the context of the project life cycle • Appropriate project quality management methodologies; and their capabilities, limitations, applicability and contribution to project outcomes

	• Attributes:
	  ➢ Analytical
	  ➢ Attention to detail
	  ➢ Able to maintain an overview
	  ➢ Communicative and positive leadership

Underpinning Skills	Demonstrate skills of: • Ability to relate to people from a range of social, cultural and ethnic backgrounds, and physical and mental abilities • Project and quality management • Planning and organizing • Communication and negotiation • Problem-solving • Leadership and personnel management • Monitoring and review skills
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Capitalize Change and Creativity**
Unit Code	**LSA OHS5 16 0518**
Unit Descriptor	This unit specifies the outcomes required to plan and manage the introduction and facilitation of change; particular emphasis is on the development of creative and flexible approaches, and on managing emerging opportunities and challenges.

Elements	Performance Criteria
1. Participate in planning the introduction and facilitation of change	1.1. Concept, nature importance and objective of change are understood.
	1.2. Steps tools and approaches of changes are planned and made in consultation with ***appropriate stakeholders***.
	1.3. The relationship among innovation, quality, change and cost is understood.
	1.4. Environments that facilitate the expedition of change are understood.
	1.5. ***Change resistance reducing techniques*** are identified and implemented.
2. Manage growth and transition of business	2.1. ***Needs for growth*** are identified.
	2.2. ***Growth strategies*** are identified.
	2.3. Selected growth strategies are implemented.
2 Develop creative and flexible approaches and solutions	3.1. Concepts, types and nature of problem are understood.
	3.2. Variety of problem solving techniques and approaches are identified and analyzed to manage workplace issues.
	3.3. ***Risks*** are identified and assessed, and action initiated to manage these to achieve a recognized benefit or advantage to the organization.
	3.4. Workplace is managed in a way which promotes the development of innovative approaches and outcomes.
	3.5. Creative and responsive approaches to resource management are-used to improve productivity and services, and/or reduce costs.
3 Manage emerging challenges and opportunities	3.1. Future challenges and opportunities are identified in reference to global business situation
	3.2. The role of technology and its value additions are explained.

	3.3. Technology and innovation based system is introduced and implemented
	3.4. Individuals and teams are supported to respond effectively and efficiently to changes in the organization's goals, plans and priorities.
	3.5. Coaching and mentoring are made to assist individuals and teams to develop competencies to handle change efficiently and effectively.
	3.6. Opportunities are identified and taken as appropriate to make adjustments and respond to the changing needs of customers and the organization.
	3.7. **Information needs** of individuals and teams are anticipated and facilitated as part of change implementation and management.
	3.8. Recommendations are identified, evaluated and negotiated for improving the methods to manage change with appropriate individuals and groups.

Variables	Range
Appropriate stakeholders	May include, but not limited to: • Organization directors and other relevant managers • Teams and individual employees who are both directly and indirectly involved in the proposed change • Union/employee representatives or groups • OHS committees • Other people with specialist responsibilities • External stakeholders where appropriate - such as clients, suppliers, industry associations, regulatory and licensing agencies
Change resistance reducing techniques	May include, but not limited to: • Education and communication • Participation and involvement • Facilitation and support • Negotiation and agreement • Manipulation and cooptation • Explicit and implicit coercion
Needs for growth	May include, but not limited to: • Survival • Economies of scale • Expansion of market • Owners mandate • Technology

	• Government policy
	• Self sufficiency
Growth Strategies	May include, but not limited to:
	• Franchising
	• Outsourcing
	• Sub-contracting and Merging
Risks	May include financial and non-financial risks
Information needs	May include, but not limited to:
	• New and emerging workplace issues
	• Implications for current work roles and practices including training and development
	• Changes relative to workplace legislation, such as OHS , workplace data such as productivity, inputs/outputs and future projections
	• Planning documents
	• Reports
	• Market trend data
	• Scenario plans and customer/competitor data

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge to:
	• Participate in planning the introduction and facilitation of change
	• Manage growth and transition of business
	• Develop creative and flexible approaches and solutions
	• Manage emerging challenges and opportunities
Underpinning Knowledge and Attitude	Demonstrate knowledge of:
	• Relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination
	• Growth strategies
	• The principles and techniques involved in:
	➢ Change and innovation management
	➢ Development of strategies and procedures to implement and facilitate change and innovation
	• Use of risk management strategies:
	➢ Identifying hazards,
	➢ Assessing risks and implementing risk control measures
	➢ Problem identification and resolution
	➢ Leadership and mentoring techniques
	➢ Management of quality customer service delivery
	➢ Consultation and communication techniques

	➢ Record keeping and management methods ➢ The sources of change and how they impact ➢ Factors which lead/cause resistance to change ➢ Approaches to managing workplace issues
Underpinning Skills	Demonstrate skills on: • Communication, planning, managing and team works
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Occupational Health and Safety Service Level V	
Unit Title	**Manage Continuous Improvement Process (Kaizen)**
Unit Code	**LSA OHS5 17 0518**
Unit Descriptor	This unit describes the performance, outcomes, knowledge, attitude and skills required to sustain and develop an environment in which continuous improvement, innovation and learning are promoted, rewarded and managed.

Elements	Performance Criteria
1. Diagnose the current status.	1.1. **Parameters** used for study current situation are obtained.
	1.2. Internal and external environment is analyzed.
	1.3. Problems related to targeted environment is recognized and identified.
	1.4. Problems regarding to current situation are analyzed.
	1.5. Alternatives are generated.
	1.6. Best alternatives are selected.
2. Design an effective continuous improvement process (kaizen).	2.1. The values, mission and goals of kaizen management system are clarified.
	2.2. The **kaizen management template** and a visual management logo full of purpose and meaning are developed.
	2.3. A clear action strategy (master and detailed plans) is defined.
	2.4. The most effective and proven **kaizen tools** are chosen and applied.
	2.5. A practical way is identified to involve all employees in **Gemba activities** (top, middle and bottom).
3. Develop change capability.	3. 1. Kaizen Promotion Team Structure is developed.
	3. 2. The Kaizen Training Plan is defined and started.
	3. 3. Supervisors' kaizen capability and habits are developed.
	3. 4. Key people are developed in terms of **individual leadership capability**.
4. Implement improved processes.	4.1. **Sustainability/continuous improvement** are promoted as an essential part of doing business.

	4.2. Impacts of change and consequences are addressed for people, and transition plans implemented.
	4.3. Objectives, time frames, measures and communication plans are ensured in place to manage implementation.
	4.4. Contingency plans are implemented in the event of non-performance.
	4.5. Failure is followed-up by prompt investigation and analysis of causes.
	4.6. Emerging challenges and opportunities are managed effectively.
	4.7. Continuous improvement systems and processes are evaluated regularly.
	4.8. Improvements are communicated to all relevant groups and individuals.
	4.9. Opportunities are explored for further development of value stream improvement processes.
5. Establish direction and control.	5.1. A **system audit tool** is defined and implemented.
	5.2. The kaizen management system is deployed across all company levels and functions.
	5.3. Results are checked and corrections made.
	5.4. **Standard operating procedures** are developed and maintained.
	5.5. The recruit, training and evaluation systems are improved and **HR practices** compensated.

Variables	Range

Parameters	May include, but not limited to:
	• Working condition
	• Resources may Include, but not limited to:
	   ➢ Human
	   ➢ Material and Machine
	• Kaizen elements

Kaizen management template	May include, but not limited to:
	• Visual management board for:
	   ➢ Displaying characteristic figures, data and graphics
	   ➢ Depicting and controlling processes
	   ➢ Identifying and marking sources of risks, setting and standards
	   ➢ Displaying company's values and goals of kaizen

Kaizen tools	May include, but not limited to:

	• 5S (a visual workplace management) • 7 QC tools(Cause and Effect Diagram, Check Sheet , Pareto Diagram , Histogram, Scatter Diagram, Control Chart and Flow Chart) • Brainstorming • Basic Industrial Engineering (IE) tools such as time study, motion study, line balancing, work sampling • JIT (JUST IN TIME) principles • MUDA identification and elimination tools • Kanban • Poka-yoke and Takt- time
Gemba activities	May include, but not limited to: • Value-adding activities to satisfy the customer • Employee autonomous operations (participating in team to identify nonconformity, propose solutions and implement them autonomously)
Individual leadership capability	May include, but not limited to: • Personal and interpersonal skills • Courage • Honour and integrity • Energy and drive • Strategic skills • Operating and Organizational positioning skills

Sustainability/continuous improvement	May include, but not limited to:
	• Improvements made by following PDCA (Plan, Do, Check and Act) cycle for:
	  ➢ Improvements in one's own work
	  ➢ Saving in energy, material and other resources
	  ➢ Improvements in the working environment
	  ➢ Improvements in machines and processes
	  ➢ Improvements in jigs and tools
	  ➢ Improvement in office work
	  ➢ Improvements in product quality
	  ➢ Ideas for new products
	  ➢ Customers services and customer relations

System audit tool	May include, but not limited to: • 5S audit • Patrol system • Kaizen board • 5M check lists and Key Performance Indicators (KPIs)

Standard operating procedure	May include, but not limited to:
	• Administrative standards for:
	  ➢ Managing the business
	  ➢ Administration

	➢ Personnel Guidelines ➢ Job Descriptions ➢ Guidelines for preparing cost information - Operation standards for: ➢ Describing the way a job is done. ➢ Help realizing Quality, cost, delivery. ➢ Addressing the need to satisfy customers. ➢ Using the process that's the best. ➢ Producing work in the most cost effective manner. ➢ Assuring total quality for the customer.
HR practices	May include, but not limited to: ➢ Resources may Include recruit and retain high quality people with innovative skills and a good track, record in innovation - HR development is used for strategic capability and provide encouragement and facilities for enhancing innovating skills and enhancing the intellectual capital of the organization - Reward will provide financial incentives and rewards and recognition for successful innovation

Evidence Guide	
Critical Aspects of Assessment	Demonstrates skills and knowledge competencies to: - Establish policy and cross-functional goals for kaizen - Deploy and implement goals as directed through policy deployment and cross-functional management. - Realize goals through deployment and audits. - Build systems, procedures, and structures conducive to kaizen. - Use kaizen in functional capabilities. - Introduce Kaizen as a corporate strategy - Provide support and direction between allocating resources - Establish, maintain and upgrade standards. - Make employees conscious through training programs. - Assist employees develop skills and tools for problem solving.
Underpinning Knowledge and Attitude	Demonstrate knowledge of: - Quality management and continuous improvement theories - Creativity/innovation theories/concepts - Competitive systems and practices tools, including: ➢ 5S ➢ JUST IN Time (JIT) ➢ Mistake proofing

	➢ Process mapping ➢ Establishing customer pull ➢ Setting of KPIs/metrics ➢ SOP ➢ Kaizen elements/targets. ➢ Identification and elimination of waste/MUDA ➢ Continuous improvement processes including implementation, monitoring and evaluation strategies for a whole organization and its value stream ➢ Difference between breakthrough improvement and continuous improvement ➢ Organizational goals, processes and structure ➢ Approval processes within organization ➢ Methods of determining the impact of a change ➢ Customer perception of value ➢ Define, Measure, Analyze, Improve and Control (DMAIC) to sustain process
Underpinning Skills	Demonstrate skills to: • Use leadership skills to foster a commitment to quality and openness to improvement. • Analyze training needs and implementing training programs • Prepare and maintain quality and audit documentation • Undertake self-directed problem solving and decision-making on issues of a broad and/or highly specialized nature and in highly varied and/or highly specialized contexts • Communicate at all levels in the organization and to audiences of different levels of literacy and numeracy • Analyze current state/situation of the organization. • Analyze individually and collectively the implementation of competitive systems and practices tools in the organization and determining strategies for improved implementation • Solve highly varied and highly specialized problems related to competitive systems and practices implementation and continuous improvement to root cause • Negotiate with stakeholders, where required, to obtain information required for implementation and refinement of continuous improvements, including management, unions, employees and members of the community. • Review relevant metrics, including all those measures which might be used to determine the performance of the improvement system, including:

	➢ Key Performance Indicators (KPIs) for existing processes ➢ Quality statistics ➢ Delivery timing and quantity statistics ➢ Process/equipment reliability ('uptime')
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: • Interview/Written Test • Observation/Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Sub-sector: Labor
Occupational Area: Occupational Health and Safety Service

Level V — Occupational Health and Safety Service

Level IV — Occupational Health and Safety Service

Level III — Occupational Health and Safety Service

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