

Module Summaries

Fair Work Statement

The Fair Work Statement delivered by WorkPro is the Statement mandated under the Fair Work Act, making up one part of the National Employment Standards. The delivery of this Statement can be turned off if necessary, but otherwise, is a mandatory part of an individual's registration to read and accept as read.

Module #01 - On-Hired Employee Safety Induction

This module provides an introduction to “on-hired employment”, sometimes known as ‘temping’, ‘contracting’ and labour hire.

The module provides a general overview of:

- Key WHS definitions
- Responsibilities in on-hired employment
- A definition of unsafe work
- What to do if the person encounters an unsafe work environment, particularly when on an on-hire assignment
- The steps to take if the person is injured

It also outlines incident management, including Emergency Management, and the actions to take in the event of an injury.

Module #02 - Office Worker Safety Induction

This module provides an overview of Office Safety Procedures and requirements, including:

- An examination of Emergency Response
- Office ‘Housekeeping’
- Workstation set-up
- Manual Task
- Office Security
- Aggression Response
- Slips, Trips & Falls
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips
- Other hazards in the workplace associated with working in a Blue Collar environment. i.e. Pedestrians and traffic management

Module #03 - Manufacturing Worker Safety Induction

This module outlines the risks and controls associated with manufacturing, including:

- Typical hazards & risks
- Manual Handling
- Slips, trips & Falls
- Falls from heights
- Electrical hazards

- Mobile plant
- Fixed plant
- Loading & unloading trucks
- Hazardous substances
- First Aid
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #04 - Store Worker Safety Induction

This module provides an overview of storage and manual order picking risks and controls, including:

- Typical risks & hazards
- Hazardous manual handling
- Safe lifting
- Handling pallets
- Slips, trips & falls
- Working at height
- Mobile Plant – operation, maintenance & risk
- Loading & unloading trucks
- Hazardous substances
- First aid
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #05 – Contact Centre Worker Safety Induction

This module outlines Contact Centre risks and controls, and office safety procedures and requirements. It includes:

- An examination of Emergency Response
- Office 'Housekeeping'
- Workstations
- Manual Task
- Office Security
- Aggression Response
- Fatigue
- Earphone 'Acoustic Shock'
- 'Hot-desking'
- Headset Hygiene
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #06 - Nursing Worker Safety

This module covers:

- The most common hazards and risks in nursing work.
- What the individual can do to prevent these risks injuring them or someone else, as well as how to prevent illness, and
- Broader safe work principles.

The module topics include:

1. Manual Handling, including:
 - Some of the most common handling risks
 - Explanation of Minimal or 'No Lift Policy'
 - Safe Lifting Techniques
 2. Infection Control, including:
 - Use of gloves and hand washing
 - Cleaning blood and bodily fluids
 - Appropriate response to exposure
- Sharps
 - Hazardous substances and the MSDS
 - Identifying and preventing occupational violence and an occupational violence plan
 - Fire and Emergency Response Procedure
 - Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #07 - Retail Worker Safety Induction

This module is a general introduction to safety for retail workers, including:

- Manual Task
- Slips and Trips
- Standing Fatigue
- Machinery and Equipment
- Sharp Equipment and Tools
- Electrical Hazards
- Security, including procedures for handling security issues
- Handling Cash
- Opening & Closing Procedures
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #08 - Hospitality Worker Safety Induction

This module provides a general overview of the risks and hazards involved in hospitality work and an overview of general safety procedures, including:

- Typical Hospitality Hazard and Risks
- Grooming and personal hygiene
- General food safety
- Manual Task, including hazards and risks and safe lifting techniques
- How to reduce manual task incidents
- Hazardous Chemicals
- Biological Waste
- Outdoor Work
- Slips and Trips, including examples
- Plant & Equipment: including use of equipment, handling storage
- Emergency information and first aid
- Electrical Hazards
- Security

- Burns and Scalds
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #09 - Forklift Operator Safety

This module has been developed to remind individuals of some of the most important elements of safe forklift operations. It does not replace formal training to gain a forklift licence.

The module includes:

- Forklift Hazards and Risks
- Forklift instability and how to manage it
- Reminders about forklift speed and braking distances, and how to reduce the risk associated with forklift speed
- Handling loads, including falling loads
- Cabin information and potential risks and hazards and how to manage these
- Typical sprains and strains involved in operating a forklift
- Forklift Maintenance and operator checklists
- Pedestrians and traffic management planning

Module #10 - Discrimination, Harassment and Bullying

This module examines workplace discrimination, harassment and bullying, and how to prevent it. The module includes:

- Definition and examples of Human Rights
- Discrimination – definitions, examples and case studies
- Discrimination and the Law
- Harassment – content covered includes sexual and workplace harassment
- Victimisation
- Responding to Discrimination and Harassment
- Bullying - a definition, examples, and impacts
- Duty of the Worker and Employer
- What is not bullying
- Reasonable Action Management, including a case study
- Paths and options to resolve bullying
- Details of the new bullying provisions as of 1 January 2014

Module #11 – WHS & EEO (01 & 10 combined)

This module combines on-hired employee safety and discrimination, bullying and harassment information.

This module addresses:

- Definition of the person's role
- The person's role in an on-hire assignment when it comes to safety and discrimination, harassment and bullying
- People's workplace safety responsibilities
- Definition of unsafe work
- Common hazards and risks
- What to do if the person encounters unsafe work
- Emergency Management
- Definitions of discrimination, bullying and harassment
- Options and avenues to respond to discrimination, harassment and bullying
- Details of the new bullying provisions as of 1 January 2014

Module #12 - Working Alone Safety Induction

This module provides information for those individuals who work alone regularly and in an unfamiliar environment the majority of the time.

The module includes:

- Types of working alone environments
- Types of jobs performed in working alone environments
- The importance of communication for lone workers, and a recommended communication plan, and possible communication systems that can be used
- Identifying and assessing risks
- A working alone safety plan
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #13 - Emergency Mgmt in Nursing

This module provides general emergency management information and training for individuals working in health care facilities.

The topics covered include:

- The most common emergencies in health care facilities
- The colour codes assigned to each type of emergency
- The emergency response procedure for each code
- Portable Fire Extinguisher Guide

Module #14 – WHS Induction for Permanent Employees

This 30 minute module, coupled with a site or company specific induction, will ensure that permanent employees have been thoroughly inducted to meet current WHS Legislation. The module content includes:

- WHS Definitions
- The employees responsibility relating to WHS
- The employers responsibility relating to WHS
- Risk Management, Consultation and Issue Resolution
- Common workplace hazards
- Action to take upon identifying a hazard
- Hazardous Manual Task and safe lifting techniques
- Personal Protective Equipment (PPE)
- Ergonomics
- Slips, trips and falls
- Emergency Management
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips
- Discrimination
- Sexual Harassment
- Bullying
- Victimisation
- Responding to Discrimination, Harassment and Bullying in the workplace
- Seeking internal and external advice on discrimination, harassment and bullying

Module #15 - Construction Worker Safety Induction

This module covers:

- The most common hazards and risks in general construction
- What an individual can do to prevent these risks injuring someone or making them ill
- Broad safe work principles

This module focuses specifically on safety elements for general construction activities therefore it does not cover all aspects of construction or site specific requirements and does not replace formal safety training. This module focuses on the following general risks and hazards:

- Hazardous manual task and how to prevent injuries
- Working at Heights
- Passive Fall Prevention controls
- First Aid and First Aid Response
- Managing Mobile Plant in a Construction environment
- On site Emergency Response and evacuation procedures
- Personal Protective Equipment (PPE)
- Skin Protection and Sun (UV)
- Licenced, Ticketed and Certificated work
- Electrical Hazards and Residual Current Devices (RCD)
- Working with power tools and electrical equipment
- Permit Work (Confined spaces, Hot and cold work)
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #16 – ICT Worker Health & Safety Induction

This module is specifically built for IT workers, whether permanent employees, on-hired or contracted. It covers:

- The workers and employers role and responsibility in work health and safety
- Typical risks associated with IT work in an office environment
- Risk management, consultation and issue resolution
- Safety and health expectations in the working environment
- Emergency Planning and Management
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips
- Bullying and how to manage and address bullying, including details of the new bullying provisions as of 1 January 2014
- Slips, trips and falls
- Electrical safety
- Manual Tasks and safe lifting technique
- Occupational Overuse
- Workstation ergonomics

Module #17 - CPR & BLS

Designed as a theoretical module that complements practical training, this module has been developed for those individuals who work in health-care facilities.

It includes:

- Current guidelines for CPR compression location and technique
- Current guidelines for compression and breath ratios when performing CPR
- Use and correct application of Automated External Defibrillators (AED)
- Managing an Emergency
- Moving a Victim
- Airway Management, including obstructions
- Rescue Breathing Methods

Module #18 – WHS Training for Job Active Participants

This one hour training and induction module, including competency-based assessment, will provide an appreciation of common workplace risks and hazards, including bullying, discrimination and harassment. The module is self-paced, and includes words, audio and movies to appeal to different learning styles. The content meets current WHS legislation, and will ensure the job seeker is 'work ready'.

The module content includes:

- WHS Definitions
- The employees responsibility relating to WHS
- The employers responsibility relating to WHS
- Risk Management, Consultation and Issue Resolution
- Common workplace hazards
- Action to take upon identifying a hazard
- Hazardous Manual Task and safe lifting techniques
- Personal Protective Equipment (PPE)
- Ergonomics
- Slips, trips and falls
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips
- Emergency Management
- Discrimination
- Sexual Harassment
- Bullying
- Victimisation
- Responding to Discrimination, Harassment and Bullying in the workplace
- Seeking internal and external advice on discrimination, harassment and bullying

Module #19 - Officers 'Due Diligence'

This course is an induction/educational module for an Officer of an Organisation. The module provides an overview of an Officer's obligations under the National Model Work Health and Safety laws.

It includes:

- Definition of an 'Officer'
- The duty imposed on Officers' by the Model Work Health and Safety Act
- Practical steps to fulfill due diligence obligation

Module #20 – Hazardous Manual Task

This course is a stand-alone module and provides individuals with specific and detailed information around this key risk.

It includes:

- Definitions and characteristics of hazardous manual tasks
- Understanding how hazardous manual tasks can cause injury
- How to identify, assess and control hazardous manual task risks
- Understanding the obligations of the 'person conducting the business or undertaking' (PCBU)/employer/host organisation in the process of managing the risk of hazardous manual tasks
- Understand your obligations as a worker in the process of managing the risk of hazardous manual tasks
- How to apply risk management principles to hazardous manual tasks

Module #21 – Resources Worker Safety

This module is a generic training course applicable to workers in the resources industry in Australia. The module is a 2 hour training module designed to be complemented by a mine site induction. The module is intended to be aligned with some of the outcomes in the Nationally Accredited Unit Resources Industry unit RIIOHS201A Work Safely and will follow WHS policies and procedures.

The topics covered include:

- An overview of the inherent generic hazards of a mine site, including applying and accessing site safety procedures
- Explanations of the risks an individual is likely to be exposed to:
 - Hazardous tool – hand tools (grinders, knives, hardened steel hammers and tools)
 - Plant Operations – training – familiarization – challenge testing – authorization
 - Hazardous substances
 - Vehicle Safety
 - Noise
 - Heat
- Isolation awareness & tagging – basic overview of isolation principles and practices
- An introduction to safe work practices
- An introduction to risk assessments
 - Risk Assessment Processes – basic overview of risk assessment process and types of risk assessment tools that may be used (formal and informal).
- An introduction to writing job hazard analysis (JHA's)
- Mine site signage and functions
- How to use basic PPE
- Housekeeping
- Introduction to permit use
 - Hazardous Work – Hot Work – Confined Space – working at heights
- Fitness for work
 - Drug and Alcohol Awareness – basic overview of D&A, types of tests that may be encountered (Alcohol Testing, Saliva Drug Testing, Urine Drug Testing)
- Reporting injuries and incidents.
 - Injury Management and Return to Work Principals
- Importance of a positive safety culture
- Planned Job Observations and Safety Interactions, Safety Observations – cultural practice where an assessment may take place in the work environment, during the work being undertaken and where the safety issues of the work will be examined and discussed.

- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #22 – Human Services Worker Induction

This module is designed to provide those specialists working in a broad range of 'Human Services' sector roles with a relevant work health and safety module to make them aware of the inherent risks and hazards specific to their environment and how to manage those risks.

The topics covered include:

- Common Workplace Hazards as a Human Services worker
- Emergency Management
- Manual Handling
- Infection Control, including hand washing and gloves
- Cleaning blood and other bodily fluids
- Dealing with Aggressive Behaviours and Occupational Violence Plans
- Working Alone
- Discrimination, harassment and bullying
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

Module #23 – Transport & Logistics

This module is for employees, whether they are permanent, on-hired or contracted that work within the transport & logistics industry.

This module covers:

- Current statistics and trends (both AU and NZ)
- Applicable legislative overview
 - OHS/WHS
 - Chain of Responsibility
 - Responsibilities of both employee and employer
 - Risk Assessment and Control
 - Safe work practices
- Accident and Incident Reporting
- Personal Protective Equipment
- Common hazards and management of hazards
 - Fatigue
 - Safe driving (i.e. speed, mass/dimension/load limits)
 - Drugs and Alcohol
 - Hazardous manual handling (i.e. loading/unloading and prolonged postures)
 - Falls
 - From Height
 - Same level, slips and trips
- Safe access and egress from mobile plant & trucks & hydraulic tail gate safety.
- Mobile plant (forklifts, tuggers, reach trucks)?
- Pallet Racking – loading & unloading pallet racking
- Vehicle safety checks
- Working Alone
- Health and Well-being – tips for drivers
 - Resources and Support – AU & NZ

Module #24 – A Guide for Managers and Supervisors

Engaging on-hired workers can have significant benefits for your business.

However, to ensure that your company is not at risk of being incorrectly perceived as the employer, it's essential that the worker's employment be administered correctly.

This guide is general information that seeks to assist in mitigating employment risk to your company.

The module includes:

- Responsibilities of the on-hire company
- Responsibilities of the company where the on-hired worker is placed.
- A general list of do's and don'ts for both parties

Module #25 – Food Handling Safety

The Food Safety Induction Module will give the participant the basic principles of Food Safety and Food Hygiene.

The major factors in mishandling food are:

- Incorrect food storage, leading to cross-contamination;
- Inadequate temperature control;
- Preparing food several hours before a meal and leaving it unprotected;
- Inadequate hand washing procedures;
- Not using disposable gloves or sanitised utensils for handling ready-to-eat foods.

The Food Safety Induction Module will focus on these key areas:

- Food storage & temperature Control
- Labelling
- Personal hygiene, including hand washing
- Use of disposable gloves
- Waste management
- HACCP
- Reporting hazards & incidents
- Workplace inspections

Module #26 – General Trades Safety

This module focuses specifically on safety elements for general trade and laboring roles. This module focuses on the following general risks and hazards:

- Hazardous manual task and how to prevent injuries
- Working at Heights
- First Aid and First Aid Response
- Managing Mobile Plant
- Fixed Plant
- Hazardous Substances
- On site Emergency Response and evacuation procedures
- Personal Protective Equipment (PPE)
- Skin Protection and Sun (UV)

- Licenced, Ticketed and Certificated work
- Electrical Hazards and Residual Current Devices (RCD)
- Working with power tools and electrical equipment
- Permit Work (Confined spaces, Hot and cold work)
- Working Alone

Module #27 – Privacy

Privacy of personal information has been a legal concept for over 25 years. It is not new but it is probably something many of us take for granted. This module will introduce and remind you of different elements about managing your own personal information, and in your role at work, what you need to be aware of if and when you deal with the personal information of others. This module includes:

- What is Personal Information and how to protect yourself
- Definitions
- Australian Privacy Principles
 - Management of personal Information
 - Privacy
 - Collection
 - Retention
 - Notification
 - Purpose
 - Marketing
 - Cross Border Disclosure
 - Government Identifier
 - Accuracy and Completeness
 - Security
 - Request Time Frames
 - Corrections
- Reporting Data Breaches

Module #28 – Elderly Abuse Induction

This module provides general information for individuals working with the elderly either in their homes or in health care facilities.

The topics covered include:

- What is Elder Abuse
- Elder Abuse and Australian Law
- Reportable abuse
- Duty of Care
- Types of Abuse
- Potential Signs of Abuse

Module #29 – Handling & Transporting Dangerous Goods

This module provides general information for individuals handling, storing or transporting dangerous goods.

Topics covered are:

- Classes of Dangerous Goods
- Signage & Placards
- Register/Manifest
- Safety Data Sheet (SDS)/Material Safety Data Sheet (MSDS)
- Labels & Markings on Dangerous Good
- Risk Management
- Personal Protection Equipment
- Segregation
- Stability & Reactivity
- Transporting Dangerous Goods
- Access & Security
- Spill Containment
- Incident Reporting

Module #30 – Facilities Management & Cleaning Safety

This module provides an overview of key work health and safety elements for individuals managing facilities or working in the cleaning sector.

The module includes:

- Yours and your employers responsibilities
- Manual Task
- Safety when making beds
- Handling and Managing Linen
- Hazardous Equipment – vacuum and mopping
- Cleaning Bathrooms
- Cleaning and emptying bins
- Electricity & Electrical Safety
- Slips, Trips and Falls
- Hazardous Chemicals
- Sharps
- Personal Protective Equipment
- Emergency Management and First Aid
- Working Alone and importance of a Communication Plan

Module #31 – Events Worker Safety

This module provides an overview of key work health and safety elements for individuals working in or setting up events

The module includes:

- The importance of work health and safety
- Yours and your employers responsibilities
- Grooming
- Personal hygiene
- Working outdoors
- Licenced, tickets and certified work

- Workplace hazards
- Emergency management
- Fatigue & fatigue management
- Security
- Occupational violence – Handling aggression
- Reducing incidents

Module #32 – Container Packing & Unpacking Safety for Workers

This module is a work safety induction for those working as container packer and unpackers.

It provides information about the inherent risks and hazards of this role and seeks to educate workers about key safety areas, to help them quickly identify and correct unsafe practices.

The module includes:

- Information about Safe Work Method Statements (SWMS) and Job Safety Analysis (JSA)
- Details of Safe Work Procedures (SWP) and their use
- Key information about the most common container hazards including:
 - Fumigation & harmful substances
 - Traffic management
 - Crush Injuries
 - Environment risks and hazards
 - Falling loads
 - Slips, trips and falls
 - Fatigue
- Key injury areas for packers and unpackers
- Information about container inspection planning
- Manual Task and what to do to reduce the risk of manual task injury
- Information about packing and unpacking from a loading dock
- A general overview of work safety responsibility

Module #33 – Supervisors Guide to Container Packing & Unpacking Safety

This module is a guide for supervisors to assist in mitigating the risks associated with container packing and unpacking.

The module includes:

- Details of Safe Work Procedures (SWP) and their use
- Key information about the most common container hazards
- Key injury areas for packers and unpackers
- Information about container inspection planning
- Manual Task and what to do to reduce the risk of manual task injury
- Information about packing and unpacking from a loading dock
- A general overview of work safety responsibility

Module #34 – Automotive Workshop Safety

This module provides an overview of key work health and safety elements for individuals working in the Automotive industry.

The module includes:

- A general overview of work safety responsibility
- General Safety Expectations – Hierarchy of Control
- Risk Management
- Personal Protective Equipment (PPE)
- Common Workplace Hazards including:
 - Working under a vehicle
 - Working under the bonnet
 - Awkward postures inside a vehicle
 - Tyre fitting / changing
- Manual Task and what to do to reduce the risk of manual task injury
- Using hydraulic jacks, stand & ramps
- Tools & Equipment
- Hazardous substances & dangerous goods
- Working in confined spaces
- Working with airbags (SRS system)