

## PERSONAL LEARNING REQUIREMENTS

### BSB41419 Certificate IV in Work Health and Safety

The skills and abilities required to study in this course and work in the industry include:

#### Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to communicate clearly and effectively in times of crisis and under pressure
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to lead meetings with team members / stakeholders
- Ability to speak clearly and audibly
- Communicate appropriately (including the use of correct terminology and within regulatory authority legislative requirements) with a range of internal/external clients
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. reports, compliance documents, instructional documentation, policies and procedures)
- Listen attentively to what is being said. Understand and respond to verbal communication accurately.
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language)
- Respond to all types of communication in a time efficient, accurate and appropriate manner
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

#### Physical Skills

- Capacity to use computers/smart devices
- Capacity to wear Personal Protective Equipment (PPE) (e.g. if required in the workplace)

#### Cognitive Skills

- Ability to give detailed instructions such as explaining workplace policies and procedures
- Ability to give oral presentations
- Ability to learn new processes, methods and equipment
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Able to apply and interpret industry related terminology, symbols, abbreviations and language
- Accept responsibility for accurate completion of work and seek help when required
- Anticipate problems in advance and act to avoid them
- Awareness / ability to diligently observe and respond (e.g. clients, equipment, broader environment)
- Be responsible for self and others' health and safety
- Critical thinking (e.g. using logic and reasoning to identify the strengths and weaknesses of alternative solutions or approaches to a problem)
- Develop, read, understand and interpret written work health and safety documentation
- Effective analytical and problem-solving ability (including in a time efficient manner)
- Innovation, creativity and alternative thinking
- Research skills, with the ability to undertake workplace risk investigations and interpret information and apply to industry and legislative requirements
- Understand and follow policies and procedures (e.g. work instructions, Work Health and Safety, internal processes, frameworks)

### Behavioural & Social Skills

- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to work as part of a team and/or independently
- Ability to work under pressure
- Accepts responsibility for own work and outcomes
- Adaptability/flexibility (e.g. being open to change and considerable variety in workplace)
- Attention to detail
- Commitment to safety (e.g. using Personal Protective Equipment)
- Comply with legal, ethical and/or licencing requirements of industry
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Hands-on, practical and realistic approach to work
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

### Technical Skills

- Capacity to develop knowledge of machines and tools, including safe use and maintenance
- Operational knowledge of computers/smart devices, including capacity to use industry specific software

### Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

### Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

**Phone:** 03 5225 0500

**Email:** [courinfo@gordontafe.edu.au](mailto:courinfo@gordontafe.edu.au)

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>

- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon courses here: <https://www.thegordon.edu.au/courses/all-courses>