AUSTRALIAN EDITION:

eLearning Module Summary

WorkPro

Welcome

The Smart Safety and Compliance eLearning Program for Busy Employers

Since 2006, WorkPro has been helping thousands of organisations to easily deliver and administer a practical safety and compliance learning program

WorkPro's learning modules are written by subject content experts and practitioners, and are designed to be job and industry based. This approach ensures that the experience is relevant to the learner and therefore it is more likely that the information is retained as they undertake their role.

WorkPro's learning modules cover the most fundamental of safety and compliance information to ensure that workers are aware of their obligations, rights, and responsibilities.

Why Companies use WorkPro as their eLearning and Safety Induction Program of Choice

Compliance Confidence

Whether you need to deliver one module to one person, or create a learning program for a division, project, or your entire workforce, WorkPro partners with subject matter practitioners to ensure that you are meeting your mandated legal obligations. We also take care of any updates, with an annual review process of all content.

One Online Dashboard to Easily Manage Compliance

Send learning requests either as a single or bulk request, and automatically track completion and status updates. Use the dashboard to quickly search or filter, view, and validate the learning and readily monitor module expiries for refresher requirements.

WorkPro

Flexible Delivery in a Digital Profile

WorkPro's learning program is available on any device for flexible, convenient delivery.

Additionally, once a learning module has been completed, it remains with the candidate from job to job, to reduce learning repetition and enable faster hiring.

Simply request the candidate's unique WorkPro ID and import them to your company dashboard for rapid learning and compliance completion.

Support at Your Fingertips

From time to time, people need support. Whether it is a technical question, a question about a module, or a set up question. We are here to respond and help you resolve your issue quickly. Live, local phone and email support is available Monday to Friday. Additionally, our online help may also have an answer to your question 24/7.

The Program is Affordable for any Business

There is a requirement for every employer to deliver work safety and compliance information and instruction to every person they engage, regardless of the length of time that you engage the person, or the engagement circumstances. We understand that this can be a cost burden for some businesses and organisations and commit to keeping WorkPro's learning program affordable for everyone.

WorkPro

General Learning

Blue Collar

Health Sector

White Collar

WorkPro

General Safety & Compliance

COVID-19

Good Manufacturing Practice

WorkPro's practical learning modules, including competency based assessment, provides you with the confidence that you are meeting your legal obligations.

Modules vary in length, but most take between 20 and 40 minutes, not including the assessment.

WorkPro
General Learning

- Fair Work Statement
- Australian Casual Employment Information Statement (for small business)
- Australian Casual Employment Information Statement (for business other than small business)
- Officer's Due Diligence
- Privacy
- A Guide for Administering On-Hired Workers
- Cyber Security Awareness
- Fraud and Corruption

- Working Safely from Anywhere
- Mental Health in the Workplace
- Family & Domestic Violence Factsheet
- Modern Slavery Awareness
- Fixed Term Contract Information Statement
- Returning to Work Following a Workplace Injury or Illness
- Closing Loopholes
- Working Safely with Groceries Responsible Serving of Alcohol (RSA)

Fair Work Statement

Australian Fair Work Statement is the Statement mandated under the Fair Work Act, making up one part of the National Employment Standards.

This Statement is enabled by default as part of a WorkPro subscription. You can choose to disable this.

Australian Casual Employment Information Statement (M43)

As of 26 August 2024, there are changes to casual employment as dictated by the Fair Work Commission. These changes relate to casual employees' workplace rights and obligations. The change impacts all Australian businesses who engage casual workers. This module provides an overview of key changes, including:

- The new definition of casual employment
- New pathways for a casual employee to request to convert to permanent employment (full or part time)
- Employer obligations
- A link to the latest Casual Employment Information Statement (CEIS)

General Learning

WorkPro

Officer's Due Diligence (M19)

An induction/educational module for an officer of an organisation. The module provides an overview of an officer's obligations under the Australian National Model Work Health and Safety laws. It includes:

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

Privacy (M27)

This module introduces and reminds workers and employers of different elements relating to managing personal information and what to be aware of when dealing with an individual's personal information.

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
- Reportable data breaches

General Learning

WorkPro

A Guide for Administering On-Hired Workers (M24)

Engaging on-hired workers can have significant benefits for a business. However, to ensure that your company is not at risk of being incorrectly perceived as the employer, it is 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

Cyber Security Awareness (M41)

As business becomes more reliant on digital technology, it makes us much more vulnerable to cyber-attacks. This module provides an overview of potential cyber threats and methods to reduce risks. Key areas include:

- Overview of cyber security
- Responsibilities and reporting cyber in line with legislation
- Common threats
- Identifying cyber security risks and reporting risks and incidents
- Best Practices in cyber security including safe use of devices, email, and internet and password management
- Actions to take in the case of a cyber incident

General Learning

WorkPro

Fraud and Corruption (M40)

The cost of fraudulent behaviour and corrupt activities will impact many areas of a business. From staff morale, to cashflow and asset risk, and reputational damage.

This Awareness learning module is an essential step in meeting the challenge that fraud, corruption and bribery can pose. It outlines how to identify and report suspected and actual fraudulent or corrupt activity in the workplace, as well as the necessary steps for the organisation to take to investigate and respond.

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

- Definitions of Fraud and Corruption
- Examples of Fraud and Corruption
- How to Identity and Deter Acts of Fraud and Corruption
- Internal Controls
- Implementing Policies and Procedures
- Statutory Reporting Duties
- The Importance of Background & Probity Checks to Reduce Risk

General Learning

Working Safely from Anywhere (M44)

Many industries and organisations have encountered a monumental shift and rethink about 'work' over the last few years.

What it is, how it is done, where is it undertaken, and the mechanisms in place for reporting, communicating, and maintaining the health and safety of a dispersed workforce.

This module recognises that for many, the 'workplace' could be anywhere – either as a temporary measure or a permanent arrangement, and it outlines the health and safety elements that should be considered to mitigate hazard and injury risks.

It is designed for those who primarily undertake 'office' or white collar work, and who may now be working from anywhere.

This module provides an overview of key health and safety concepts that you need to be aware of, and may be a risk, and that you need to work with your employer to reduce or mitigate. Topics include:

- Key Definitions
- Duties and Obligation of All Parties
- Managing Risk, Including Implementing a Risk Assessment and Program
- Physical and Psychological Awareness and Hazards
- Consultation, Incident Reporting and Issue Resolution

General Learning

WorkPro

Mental Health in the Workplace (M45)

Health and safety extends beyond the traditional view of physical injuries resulting from workplace incidents to things in the workplace that can harm a person's psychological health.

Health and safety at work is about preventing and managing physical and mental hazards, including 'psychosocial' hazards. Topics include:

- How to Navigate Psychological Hazards
- Common Psychological Hazards
- Risks Associated with Psychological Hazards
- Responsibilities and Reporting

Family & Domestic Violence Factsheet

Family & Domestic Violence affects an estimated one in six female workers and is estimated to cost Australian businesses $465 million every year. It's important that businesses understand the issue, the regulations surrounding it and procedures to have in place to support workers who may be experiencing it. Topics include:

- Definition of Family & Domestic Violence
- FDV as a Workplace Issue
- Leave Entitlements Under the National Employment Standard
- Flexible Working Arrangements
- Evidence & Record Keeping

General Learning

WorkPro

Modern Slavery Awareness (M46)

Modern slavery is a serious human rights violation involving the exploitation of individuals for labour or services through force, fraud, or coercion. It encompasses a range of different practices, including forced labour, debt bondage, human trafficking, child labour, and servitude.

Modern slavery can take many different forms and can occur in a variety of industries, but it is usually prevalent in industries that rely on low-skilled and low-paid labour, such as agriculture, construction, domestic work, fishing, manufacturing, mining, and sex work.

Employers need to provide staff with information about modern slavery, including a definition and overview, legal and ethical considerations, risks, how to identify and mitigate risks, and reporting protocols.

Whilst modern slavery is more prevalent in certain industries, and certain roles, it is important for everyone to have some basic understanding of the key elements of modern slavery.

The eLearning module includes:

- Examples of Modern Slavery in Industry
- Legal Considerations
- Ethical Considerations
- Identifying Risks
- Mitigating Risk & Reporting
- Summary

General Learning

WorkPro

Fixed Term Contract Information Statement (M47)

As of 6th December 2023, new rules have been introduced that limit the use of fixed term employment contracts.

In summary, an employer cannot employ someone on a fixed term contract:
- that is for longer than 2 years
- that has more than one extension option, or
- where the employee will be employed under consecutive contracts.

There are exceptions to the new rules which mean they don't apply to all fixed-term contracts. These rules don't apply to casual employees.

All employers hiring employees under new fixed term contracts should provide a copy of the Fixed Term Contract Information Statement (FTCIS).

The FTCIS needs to be given when the employee enters, or as soon as possible after entering, the fixed term contract.

WorkPro

Returning to Work Following a Workplace Injury or Illness (M48)

This module provides an overview of returning to work after an injury or illness and both party's obligations as it relates to an employee returning to work positively.

Key aspects of the module include:

- Importance of Returning to Work: Highlights the benefits of returning to work for physical and mental health, economic stability, and maintaining social and professional connections.
- Individual Responsibilities: Outlines responsibilities like participating in treatment, communication, honesty about capabilities, following rehabilitation plans, and adhering to safety practices.
- Employer's Responsibilities: Includes ensuring a safe work environment, making reasonable adjustments, managing workers' compensation, maintaining confidentiality, and providing flexible work options.
- Consequences of Non-Compliance: Details potential actions such as written warnings if obligations are not met.
- Special Considerations for Staffing Agencies: Discusses the roles of agencies and host employers in facilitating the return-to-work process.

General Learning

WorkPro

Closing Loopholes (M49)

There have been changes to the Australian Fair Work Act as part of the 'Closing Loopholes' legislation. This module aims to inform and educate your employees with an overview of the legislation and its changes, covering several areas including:

- Gig Economy Employees: The fair treatment and protection for gig economy workers – those who work for platforms such as food delivery or ride-sharing apps.
- Sham Contractors: Protections against sham contracting, where businesses falsely classify employees as contractors.
- Changes to Casual Employment: Clearer paths towards permanent employment.
- Respect@Work: Ensuring all workplaces are safe and respectful places for everyone.
- Key Amendments: How employers should engage with these new laws, and rights as an employee.
- Right to Disconnect: The right for employees to refuse to engage in work contact outside of the employee's working hours, unless unreasonable to do so.

Not all content will be relevant to all employees, however this module contains important details to understand about employment laws.

WorkPro

Blue Collar

- General Trades and Labour Safety

- Manufacturing Safety

- Forklift Operator Safety

- Construction Worker Safety

- Stores Worker Safety

- Transport and Logistics Safety

- Container Packing and Unpacking Safety

- Container Packing and Unpacking Guide for Supervisors

- Hazardous Manual Tasks

- Handling and Transporting Dangerous Goods

- Resources Worker Safety

- Automotive Workshop Safety

WorkPro

General Trades and Labour Safety (M26)

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

Manufacturing Safety (M03)

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

- Common hazards & risks
- Manual handling
- Slips, trips & falls
- Falls from heights
- Electrical hazards
- Mobile and 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

Blue Collar

WorkPro

Forklift Operator Safety (M09)

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 or renew 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

Stores Worker Safety (M04)

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

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

Blue Collar

WorkPro

Construction Worker Safety (M15)

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 tasks 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 certified 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
- 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

WorkPro

Transport and Logistics Safety (M23)

This module is for all workers, whether permanent, on-hired or contracted, that work within the transport and 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 (PPE)
- 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 (i.e Heights/ Same level or slips and trips)

- Safe access and egress from mobile plant and trucks and hydraulic tail gate safety
- Mobile plant (forklifts, tuggers, reach trucks)
- Pallet racking – loading and unloading pallet racking
- Vehicle safety checks
- Working alone
- Health and well-being
  – tips for drivers
  – Resources and support
  – AU and NZ

WorkPro

Container Packing and Unpacking Safety (M32)

This module contains information relating to the inherent risks and hazards of undertaking work packing and unpacking containers. The module is designed to educate workers about key safety areas, to help them quickly identify and correct unsafe practices, including:

- Information about Safe Work Method Statements (SWMS) and Job Safety Analysis (JSA)
- Details of Safe Work Procedures (SWP) and their use
- Key safety risks including:
  - Fumigation and 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

Blue Collar

WorkPro

Container Packing and Unpacking Guide for Supervisors (M33)

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

- 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

Hazardous Manual Tasks (M20)

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 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
- How to apply risk management principles to hazardous manual tasks

Blue Collar

WorkPro

Handling and Transporting Dangerous Goods (M29)

This module provides general information for individuals handling, storing, or transporting dangerous goods. Topics covered are:

- Classes of dangerous goods
- Signage and placards
- Register/manifest
- Safety Data Sheet (SDS)/Material Safety Data Sheet (MSDS)
- Labels and markings on dangerous goods
- Risk management
- Personal Protection Equipment (PPE)
- Segregation
- Stability and reactivity
- Transporting dangerous goods
- Access and security
- Spill containment
- Incident reporting

Resources Worker Safety (M21)

This module is a generic theoretical learning and refresher module, 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

Blue Collar

WorkPro

- 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 and 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 the types of D&A tests
  - 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

Blue Collar

WorkPro

Automotive Workshop Safety (M34)

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

- 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 tasks and what to do to reduce the risk of manual task injury
- Using hydraulic jacks, stand and ramps
- Tools and equipment
- Hazardous substances and dangerous goods
- Working in confined spaces
- Working with airbags (SRS system)

Blue Collar

WorkPro

White Collar

- Office Safety

- Contact Centre Safety

- ICT Worker Safety

WorkPro

Office Safety (M02)

Office safety procedures and requirements, including:

- Office 'housekeeping'
- Emergency management
- Workstation set-up
- Manual task
- Office security
- Aggression response
- Slips, trips and falls

- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips
- For those working in a white collar role in a blue-collar environment, additional information relating to additional hazards to be aware of in the workplace, e.g. pedestrians and traffic management

Contact Centre Safety (M05)

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

- Emergency management
- Headsets Safety
- 'Hot-desking'
- Office 'housekeeping'
- Workstation set-up
- Manual task

- Office security
- Aggression response
- Fatigue
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips

WorkPro

White Collar

ICT Worker Safety (M16)

This module is specifically built for those who work in technology, perhaps as a developer, technician or help desk role, whether permanent employees, on-hired or contracted. It covers:

- The workers and employer's 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
- Slips, trips, and falls
- Electrical safety
- Manual tasks and safe lifting technique
- Occupational overuse
- Workstation ergonomics

WorkPro

White Collar

Good Manufacturing Practice

- Introduction to Good Manufacturing Practice

- GMP In Warehouses

- Microbiology in the Workplace

- Documentation and Records

- Contamination and Control

- Production Controls

- Packaging Controls

- Quality Assurance and Control Corrective and

- Corrective Preventative Action

- Cleaning and Sanitation

Introduction to Good Manufacturing Practice (GMP01)

This module provides a detailed introduction to the control and management of manufacturing for producing products against specific quality standards. Topics include:

The module includes:

- Definitions of Good Manufacturing Practice (GMP)
- Importance of GMP practices in the production process
- Stages of GMP
- Personal Hygiene for quality control
- Hand washing

- Basic requirements of GMP
- Documentation
- Facilities
- Processes

GMP in Warehouses (GMP02)

This module outlines how Good Manufacturing Practice applies to the warehouse, specifically the receipt, storage, issue and distribution of products and starting materials. It also covers basic warehouse safety processes and requirements. Topics include:

- Receipt of raw materials
- Criteria for acceptance of produce
- Storage of products and starting materials
- Issuing products and starting materials
- Safety in the warehouse

Good Manufacturing Practice

WorkPro

Microbiology in the Workplace (GMP03)

This module covers the basic principles of microbiology, the effect that microorganisms, bacteria and fungus can have in the workplace, and industry hygiene practices for dealing with spills and preventing contamination. Topics include:

- Bacteria, viruses and mould
- Overview of good hygiene practices:
- Personal protection
- Workbench hygiene
- Spillage management
- Sterilisation and disinfection
- Sterilisation and disposal of waste
- How to prevent microbiological contamination

- Different sources of microbiological contamination:
- Physical
- Microbiological
- Chemical

Good Manufacturing Practice

WorkPro

Cleaning and Sanitation (GMP04)

This module provides an overview of the key objectives of the cleaning and sanitation process and why it's critical in manufacturing, correct cleaning methods, and the safe use of approved cleaning products. Topics cover:

- The cleaning and sanitation process
- Controlling the risks of cross-contamination
- Cleaning methods
- Chemical handling
- Cleaning schedules and staff requirements

- Between batch' cleaning
- Waste disposal programs
- Principles for maintaining clean premises
- Rules for cleaners in laboratories
- Best practice sanitation

Documentation and Records (GMP05)

This module covers the importance of good documentation as part of a quality assurance system, as well as requirements, best practice and standards for keeping, maintaining and managing documents and records in the workplace. Topics include:

- Why documentation is important
- General requirements to maintain an effective documents system
- Documentation systems and specifications

- Batch production records
- Retention of documents

Good Manufacturing Practice

WorkPro

Contamination and Control (GMP06)

Pharmaceutical focused.

This module covers the common types of contamination and crosscontamination, common causes, manufacturing control measures and systems, as well as standard processes and procedures for cleaning and sanitation to reduce contamination risk. The module includes:

- Definitions for contamination
- Common types of contamination:

  - Physical   - Biological
  - Chemical

- Sources of contamination:
  - Personnel and uniform   - Premises
  - Cleaning and sanitation   - Equipment

Production Controls (GMP07)

Pharmaceutical focused.

This module outlines the various controls used for packaging materials, labelling operations and line clearance. It also covers how to set up properly before the packaging process, handling and documenting materials for packaging, authorisations and minimising risk. The module includes:

- Accepting raw materials into warehouses
- Controls and safety for dispensing raw materials
- Processing raw materials

- Documentation for raw materials
- Reconciliation and yield statements for raw materials

Good Manufacturing Practice

WorkPro

Packaging Controls (GMP08)

Pharmaceutical focused.

This module outlines the various controls used for packaging materials, labelling operations and line clearance. It also covers how to set up properly before the packaging process, handling and documenting materials for packaging, authorisations and minimising risk. The module includes:

- Preparing for packaging
- Working with packaging materials
- Labelling and mislabelling

- Packaging controls to reduce cross-contamination, substitutions and other issues
- Rules for effective line clearance

Quality Assurance and Control (GMP09)

Pharmaceutical focused.

This module takes a look at the difference between Quality Assurance (QA) and Quality Control (QC) and how it is relevant to manufacturing for the production of safe, effective products that meet quality standards. It includes:

- Differences between quality assurance and quality control
- Elements of a quality assurance system
- Principles of quality assurance

- Best practice quality control system
- Principles of quality control systems

WorkPro

Corrective Preventative Action (GMP10)

This module reviews corrective and preventative action as applied to manufacturing, covering an industry-standard process for approaching and resolving issues in the workplace. It includes:

- Defining Corrective Action and Preventative Action
- The 5-step Corrective Action process
- Identification: defining the problem
- Evaluation: assessing magnitude and impact
- Investigation: researching the problem
- Implementation: executing an action plan
- Following up: verifying and assessing results
- Preventative controls

Good Manufacturing Practice

WorkPro

Health Sector

- Safety in Nursing

- CPR and BLS

- Emergency Management in Nursing

- Safety for Allied Health Workers

- Elder Abuse

- Safety in Locum Work

- Food Safety Management

- Drug Calculation in Health (Assessment Only)

- Fatigue Management in Health and Aged Care

WorkPro

Safety in Nursing (M06)

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, and reporting management.

- Safe work practices including:
  - Manual Handling:
  - Common handling risks
  - Minimal or 'no lift policy'
  - Safe lifting techniques
  - Infection control
  - Use of gloves and hand washing
  - Cleaning blood and bodily fluids
  - Appropriate response to exposure
- Sharps
- Hazardous substances and the SDS
- 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

CPR and BLS (M17)

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

WorkPro

Emergency Management in Nursing (M13)

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, and reporting management.

- 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

Elder Abuse (M28)

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

- A definition of elder abuse
- Risk factors
- Aged care quality standards
- Code of conduct
- Serious Incident Response Scheme (SIRS)
- Distinguishing priority one and priority two incidents

- Extension of the serious incident reporting scheme
- Types of reportable incidents
- Three important differences in compulsory reporting
- Forms of abuse
- Duty of care and reporting elder abuse
- Reporting responsibilities

WorkPro

Health Sector

Safety in Locum Work (M35)

This module provides an overview of key work health and safety elements for individuals working as a locum. The module covers:

- A general overview of work safety rights, responsibility, and shared duty of care
- Common workplace hazards including:
  - Working alone
  - Biological hazards (medical locum)
  - Hand hygiene (medical locum)
  - Home visits (medical Locum)
  - Work-related stress
  - Workplace behaviour
  - Work-related violence and appropriate/responses/escalations
  - Fatigue
  - Reporting hazards and incidents
  - Emergency procedures

Safety for Allied Health Workers (M22)

This module is designed to provide specialists working in a broad range of 'Human Services' sector roles, such as a psychologist working in a health facility, a physiotherapist, or speech pathologist, with an overview of work health and safety to ensure they are 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

Health Sector

WorkPro

Food Handling Safety (M25)

This module provides the individual with 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.

Fatigue Management in Health and Aged Care (M50)

This module provides health and aged care professionals with the tools and knowledge to identify, manage, and reduce fatigue-related risks in their workplace. Topics covered include:

- Understanding Fatigue in Care Settings
- Recognising Contributing Factors
- Health and Safety Compliance
- Impact on Care and Performance
- Prevention and Self-Management Strategies

Drug Calculation in Health (Assessment Only)

This assessment allows employers to validate an individual's competency in drug calculations

This module focuses on key areas including:

- Food storage and temperature control
- Labelling
- Personal hygiene, including hand washing
- Use of disposable gloves
- Waste management
- HACCP
- Reporting hazards and incidents
- Workplace inspections
- Handling Food as it relates to aged care and specialist facilities such as childcare

WorkPro

Health Sector

General Safety and Compliance

- Safety in On-Hired Work
- Trainee and Apprentice Safety
- Retail Worker Safety
- Hospitality Worker Safety
- Major Events Worker Safety
- Facilities Management Safety
- Food Handling Safety
- Anti-Bullying, Discrimination and Harassment
- Keeping Safe when Working Alone
- WHS for Permanent Employees
- Overview of WHS and EEO
- Working from Home Safely
- Working from Home Safely Checklist
- Working Safely from Anywhere
- Managing Psychosocial Safety in the Workplace
- Managing Workplace Fatigue

WorkPro

Safety in On-Hired Work (M01)

This module is an introduction to "on-hired employment", sometimes known as 'temping', 'contracting' and labour hire. This module provides a general overview, including:

- Key definitions
- Roles, rights and responsibilities
- The importance of reporting hazards and incidents
- Incident management
- The steps to take if you encounter unsafe work
- Emergency management

Trainee and Apprentice Safety (M39)

This module has been specifically designed to provide trainees and apprentices an overview of key safety concepts to keep them and their co-workers safe at the workplace. Topics covered include:

- Responsibilities of the Government Training Organisation (GTO) and the 'host' employer
- The apprentice/trainee health and safety rights and responsibilities
- What safe work looks like
- Consultation and their role in the consultation process to reduce safety risk
- Safety equipment
- The importance of safety instruction, training and supervision
- A bullying free workplace
- The importance of speaking up
- Workers compensation
- Common risks and hazards and incident management
- Support and mentoring
- Situational awareness
- Mobile phone use
- Fatigue
- Issue resolution
- Emergency management
- The Importance of wellbeing to reduce safety – rest, nutrition, physical and mental health.

WorkPro

Retail Worker Safety (M07)

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 and closing procedures
- Workplace stress, including a definition, common causes, how to identify and manage workplace stress and some helpful tips
- Working safely with ladders
- Occupational violence – handling aggression

Hospitality Worker Safety (M08)

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 and 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

WorkPro

Major Events Worker Safety (M31)

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

- Importance of work health and safety
- Yours and the employer's responsibilities
- Grooming
- Personal hygiene
- Working outdoors
- Licenced, tickets and certified work
- Workplace hazards

Facilities Management Safety (M30)

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:

- Definitions and responsibilities
- Hazardous manual task
- Safety when making beds
- Handling and managing linen
- Hazardous equipment – vacuum and mopping
- Cleaning bathrooms
- Cleaning and emptying bins
- Electricity and 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

WorkPro

Anti-Bullying, Discrimination and Harassment (M10)

This module examines workplace bullying, cyber-bullying, discrimination, and harassment- how to identify it, how to prevent and steps to report it. It includes:

- Definitions and examples of basic human rights
- A definition of discrimination and examples
- An overview of discrimination and the law
- An overview of harassment
- Victimisation
- Responding to discrimination and harassment

- An overview of bullying and cyber-bullying including examples, and impacts
- Duty of the worker and the employer
- What is not bullying
- Reasonable action management, including a case study
- Paths and options to resolve issues and complaints
- Respect@Work laws as part of the updated Closing Loopholes legislation
- QLD sexual harassment legislation requiring workplaces to implement a Sexual Harassment and Sex or Gender-Based Harassment Prevention Plan

WorkPro

WHS for Permanent Employees (M14)

This module, coupled with a site or company specific induction ensures permanent employees understand work safety. The module content includes:

- WHS definitions
- Worker responsibility for work safety
- The employer's responsibility for work safety
- Risk management, consultation, and issue resolution
- Common workplace hazards
- Action to take upon identifying a hazard
- Hazardous manual tasks 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

- Seeking internal and external advice on discrimination, harassment, and bullying

Safety, Discrimination, Harassment & Bullying in On-Hire Work (M11)

This module combines information relating to safety in on-hired work and discrimination, harassment and bullying.

It is a 15-minute module, designed to be complimented with a further module from the library, which provides comprehensive information for an on-hired worker. This module includes:

- Key definitions
- The worker's role in an on-hire assignment as it relates to safety and bullying, discrimination, and harassment
- Workplace safety responsibilities
- Definition of unsafe work
- Common hazards and risks
- What to do if a worker encounters unsafe work
- Emergency management
- Definitions of discrimination, harassment and bullying
- Options and avenues to respond to discrimination, harassment, and bullying
- Respect@Work laws as part of the updated Closing Loopholes legislation
- QLD sexual harassment legislation requiring workplaces to implement a Sexual Harassment and Sex or Gender-Based Harassment Prevention Plan

General Safety and Compliance

Working Alone Safely (M12)

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

- 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

Working from Home Safely Checklist (M36c)

This checklist is a template for working from home that can accompany the Working from Home Safely module or can be used in isolation. It highlights the most fundamental of elements that workers and management need to understand, assess and work to minimize to ensure safety when working from home. It includes:

- The Work environment
  - Designated work area
  - Environmental conditions
  - Emergency exit
  - Safety equipment
  - Security
  - Electrical
- TWorkstation setup
- Nature of tasks
  - Physical demand
  - Work practices
- Individual factors

Working Safely From a Home Office (M36)

This module provides an overview of key work health and safety elements for individuals working from home. The module includes:

- The importance of conducting a Risk Assessment
- Communication planning
- Workplace set up and ergonomics
- Health and hygiene

WorkPro

Managing Psychosocial Safety in the Workplace (M51)

This module covers how to identify psychosocial hazards, understand legal responsibilities, and apply practical strategies to support psychological safety and foster a respectful, high-performing workplace. The module includes:

- Defining psychological safety and its value
- Identifying common psychosocial hazards
- Understanding legal duties under Australian law
- Applying strategies to support mental wellbeing
- Promoting a respectful, inclusive culture

Managing Workplace Fatigue (M52)

This module helps workers and employers recognise, manage, and reduce workplace fatigue to support safety, legal compliance, and wellbeing. This module includes:

- Recognising signs and causes of fatigue
- Assessing fatigue risks in work patterns
- Understanding legal duties under WHS laws
- Applying practical strategies to manage fatigue
- Promoting a culture of safety and wellbeing

WorkPro

Working Safely with Groceries (M52)

This module has been specifically designed to provide grocery warehouse workers with an overview of key safety concepts to help maintain a safe, clean, and efficient working environment. Topics covered include:

- Proper use and maintenance of Personal Protective Equipment (PPE)
- Cleanliness, housekeeping, and spill management
- Emergency procedures including fire safety, first aid, and evacuation
- Manual handling techniques and injury prevention
- Team lifting and use of mechanical aids
- Preventing slips, trips, and falls
- Safe storage practices to avoid falling objects

- Task rotation and warm-ups to reduce repetitive motion injuries
- Chemical handling, PPE, and Safety Data Sheets (SDS)
- Incident and hazard reporting procedures
- Self-awareness and your role in maintaining a safe workplace
- The importance of refresher training and ongoing safety engagement

Responsible Serving of Alcohol (RSA)

This module is tailored for hospitality workers in Australia, providing essential knowledge and practical skills to ensure alcohol is served responsibly, safely, and in line with legal requirements. Topics covered include:

- Legal responsibilities under state and territory liquor laws
- Identifying signs of intoxication
- Refusing service and managing conflict situations
- Preventing intoxication through responsible service strategies
- Handling underage patrons and verifying ID

- Workplace scenarios in bars, restaurants, and events
- Recording and reporting incidents as required
- Employer obligations in supporting RSA compliance
- Importance of RSA accreditation, refresher training, and certificate currency of safety and wellbeing

General Safety and Compliance

WorkPro

WorkPro
The smart compliance tech for a job-ready workforce
We take charge, so you can take flight

eLearning
Deliver always up to date and industry standard eLearning modules

- Practical job and industry-specific learning
- pre-built modules that meet Aus & NZ Standards
- Formal certificates & expiry alerts
- Mobile-friendly

Background Checks
Automated provisioning with turnaround times you can rely on

- Access local & global checks
- Fast, official results from government databases
- Real-time status updates
- Secure data management
- Flexible, on-demand pricing

Licence and Ticket Management
Request documents and set notifications and alerts for renewal

- Unlimited document storage
- Send candidate requests from any device
- visual dashboard with renewal & expiry device
- always meet industry compliance

Customise Your WorkPro
Brand WorkPro solutions as your own for a seamless staff and candidate experience

- Branded Portal - put your best foot forward and create a lasting first impression for your users with a custom login page.
- Branded Communications - Extend your brand interactions and delight your users.
- Custom Content - enhance your elearning by taking your internal training documents online with customised modules in WorkPro.

More about our services here

The smart compliance tech for a job-ready workforce

We take charge, so you can take flight

WorkPro