

AUSTRALIAN EDITION:

eLearning Module Summary

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 matter 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.



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 Identification Number (CIN) and add 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'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.

General Learning

- Fair Work Statement
- Australian Casual Employment Information Statement
- Officer 'Due Diligence'
- Privacy
- A Guide for Administering On-Hired Workers
- Cyber Security Awareness
- Fraud and Corruption in the Workplace
- Working Safely from Anywhere
- Mental Health in the Workplace
- Family & Domestic Violence Factsheet
- Modern Slavery
- Fixed Term Contract Information Statement
- Returning to Work After Injury or Illness

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

As of 27 March 2021, the Fair Work Act 2009 (FW Act) was amended to change workplace rights and obligations for casual employees. The changes were made by the Fair Work Amendment (Supporting Australia's Jobs and Economic Recovery) Act 2021 (Amendment Act). The change impacts all Australian businesses who engage casual workers. This module provides an overview of key changes, including:

- Definition of a casual employment
- Pathways for a casual worker to convert to permanent employment
- It also includes a copy of the new Casual Employment / Information Statement which employers must provide to all casual workers.

Officer 'Due Diligence'

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

This module introduces and reminds workers and 'Persons Conducting a Business or Undertaking' (PCBU) of different elements relating to managing personal information and what to be aware of when dealing 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
- Reportable data breaches
 - Marketing
 - Cross border disclosure
 - Government identifier
 - Accuracy and completeness
 - Security
 - Request time frames
 - Corrections

General Learning

A Guide for Administering On-Hired Workers

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

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:

- Cyber Threats
- Intrusion Vectors
- Cyber Security Measures & Cyber Resilience
- Cyber Protection Recommendations
- Mandatory Data Breach Reporting

Fraud and Corruption in the Workplace

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:

- Definitions of Fraud and Corruption
- Examples of Fraud and Corruption
- How to Identify 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

Working Safely from Anywhere

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 it is 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 whitecollar 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

Mental Health in the Workplace

In today's world of work, 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 has become a widespread issue around the country and 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

Modern Slavery

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



Fixed Term Contract Information Statement

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.

The Statement is available for eLearning customers to distribute within the eLearning library to help you meet your regulatory obligation.

The statement will be stored in your personal candidate profile in WorkPro.

Returning to Work After Injury or Illness

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.

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 for Workers
- Container Packing and Unpacking Guide for Supervisors
- Hazardous Manual Task
- Handling and Transporting Dangerous Goods
- Resources Worker Safety
- Automotive Workshop Safety

General Trades and Labour 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

Manufacturing Safety

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

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 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

Construction Worker Safety

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 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

Stores Worker Safety

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

Transport and Logistics Safety

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

Container Packing and Unpacking for Workers

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

Container Packing and Unpacking Guide for Supervisors

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

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

Handling and Transporting Dangerous Goods

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

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

- 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

Automotive Workshop Safety

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)

White Collar

- Office Safety
- Contact Centre Safety
- ICT Worker Safety
- Privacy
- Keeping Safe When Working Alone
- Work Safely from Anywhere

Office Safety

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 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

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

ICT Worker Safety

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, 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

Privacy

This module introduces and reminds workers and Persons Conducting a Business or Undertaking (PCBU) of different elements relating to managing personal information and what to be aware of 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

Keeping Safe When Working Alone

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 it is 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 obligations of all parties

- Managing risk, including implementing a risk assessment and program
- Physical and psychological awareness and hazards
- Consultation, incident reporting and issue resolution

Working Safely from Anywhere

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 it is 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 obligations of all parties
- Managing risk, including implementing a risk assessment and program
- Physical and psychological awareness and hazards
- Consultation, incident reporting and issue resolution

COVID-19

- Working from Home Safely
- Working from Home Safely Checklist
- A Manager's Guide to a COVID-19 Safe Workplace
- A Worker Guide to a COVID-19 Safe Workplace

Working from Home Safely

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
- Mental health
- Sedentary work and the importance of exercise
- Emergency management and reporting

Working from Home Safely Checklist

This checklist is a template for working from home that can accompany Module #36 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
- Workstation setup
- Nature of tasks
 - Physical demand
 - Work practices
- Individual factors

A Manager's Guide to a COVID-19 Safe Workplace

This module provides an overview for managers and team leaders to ensure they are meeting their work safety obligations when managing staff returning to the workplace. This includes the administration of contractors and visitors

The module includes:

- Introduction to a COVID-19 safe workplace
- WHS duties and worker's rights
- Physical distancing
- Hygiene and cleaning
- Health monitoring
- Consultation with other duty holders and module summary

A Worker Guide to a COVID-19 Safe Workplace

This module provides an overview of what you should expect as a worker in returning to a COVID safe workplace and what your responsibilities are as a worker to protect and maintain your safety at the workplace.

The module includes:

- Introduction to a COVID-19 safe workplace
- WHS duties and worker's rights
- Physical distancing
- Hygiene and Cleaning
- Health monitoring and module summary

Good Manufacturing Practice

- Introduction to Good Manufacturing Practice
- GMP In Warehouses
- Microbiology in the Workplace Cleaning and
- Sanitation Documentation and Records
- Contamination and Control
- Production Controls
- Packaging Controls
- Quality Assurance and Control Corrective and
- Preventative Action

Introduction to Good Manufacturing Practice

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

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

Microbiology in the Workplace

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

Cleaning and Sanitation

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

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

Contamination and Control

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
 - Cleaning and sanitation
 - Premises
 - Equipment

Production Controls

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**



Packaging Controls

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

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

**Good Manufacturing
Practice**



Corrective and Preventative Action

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

Health Sector

- Safety in Nursing
- CPR and BLS
- Emergency Management
- Safety for Allied Health Workers
- Elder Abuse
- Safety in Locum Work
- Food Safety Management
- Drug Calculation in Health (Assessment Only)

Safety in Nursing

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

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

Emergency Management

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

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
- Serious Incident Response Scheme (SIRS)

Safety in Locum Work

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

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

Food Safety Management

This module provides the learner with the basic principles of Food Safety and Food Hygiene.

WorkPro's Food Handling module has been endorsed by Marj Harvey, a national food handling subject matter expert.

After witnessing deficient food handling practices working in commercial kitchens early in her career, Marj has committed close to 20 years demystifying Food Safety through formal study and applying her learnings commercially. She was appointed as the first female DHHS 3rd Party Food Safety Auditor in Victoria in 2002 and established a Registered Training Organisation.

Marj now specialises in delivering Food Safety Courses and consults, formulates, and advises on Food Safety Systems for a broad range industry. Although she specialises in Hospitals and Aged Care, Marj also consults to Childcare and Hospitality to implement programs that are practical yet promote and adhere systematically to the legislated framework.

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.

This module focusses 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

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

Quality Assurance and Control

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

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.

Retail Worker Safety

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

Hospitality Worker Safety

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

Major Events Worker Safety

This module provides an 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 Person Conducting a Business or Undertaking (PCBU) responsibilities
- Grooming
- Personal hygiene
- Working outdoors
- Licenced, tickets and certified work
- Workplace hazards

Facilities Management 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:

- 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

Food Safety Management

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- Workplace inspections
- Handling Food as it relates to aged care and specialist facilities such as childcare

Anti Bullying, Discrimination and Harassment

This module examines workplace 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 including examples, and impacts
- Duty of the worker and the 'Person Conducting a Business or Undertaking' (PCBU)
- What is not bullying
- Reasonable action management, including a case study
- Paths and options to resolve issues and complaints

Mental Health in the Workplace

In today's world of work, 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. The module includes:

- The definition of psychosocial risk and hazard
- Examples of situations that may impact your mental health at work
- Common psychosocial hazards
- Responsibilities of workers and employers
- The importance and expectations of reporting

WHS for Permanent Employees

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

Overview of WHS and EEO

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 workers 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

Keeping Safe when Working Alone

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

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

Working from Home Safely Checklist

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 Anywhere

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 it is 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 obligations of all parties
- Managing risk, including implementing a risk assessment and program
- Physical and psychological awareness and hazards
- Consultation, incident reporting and issue resolution

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