

BSBWHS407 Assist with claims management and return to work programs

Assessment Task 7

Student name: _____

This task requires you to assist with monitoring and evaluating a rehabilitation or return-to-work program and making recommendations for improvement.

Read the following scenario

John is a trades assistant / labourer on one of the construction sites in Western Australia that you are responsible for. When lifting and moving a section of formwork he experienced severe back pain. He visited his doctor and underwent physiotherapy. He has returned to work after 2 weeks absence on an RTW program – light duties. He still attends physiotherapy sessions on a weekly basis and his income is supplemented by workers' compensation payments.

During your weekly meeting with John, he expresses frustration at the rate of his recovery and inability to perform most of the jobs that he used to do. He says that he is bored with standing around on the site watching others do tasks beyond his abilities and can see no likelihood of ever being able to go back to his previous work role because of his back injury.

You discuss John's problem with the site supervisor, who advises that John has always been a motivated and loyal worker and is a good candidate for re-training in work which does not involve manual handling or heavy physical labour.

After further discussion with John, he expresses an interest in operating a crane. The site supervisor considers this would be an excellent option and an opportunity is available in the pre-fabrication production area for a gantry crane operator. In order for John to perform this work, he will need re-training.

You need to investigate the qualifications required for gaining a licence as a bridge or gantry crane operator in Western Australia, the options for training and the costs involved. Once you have gathered this information you will be able to present it to the workers compensation case manager to request authorisation (since the insurer will bear the cost).

You can find out about qualifications at www.training.gov.au.

- ★ Access the unit of competency TLILIC3003A Licence to operate a bridge and gantry crane – see *Support Materials*.
- ★ Review the requirements of the unit with particular reference to pre-requisites, the performance criteria and the required skills and knowledge.
- ★ Provide a recommendation to the workers' compensation case manager to make recommendations for modifying the RTW program to provide the training.

1. What information in this outline would help you understand if this is a qualification and career that John would be suited to?

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Assessor Comments:

2. What services or activities may be useful to help identify John's suitability to this kind of career?

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Assessor Comments:

3. How would you go about finding a course? What would you be interested in when selecting a training provider?

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Assessor Comments:

Completed on (<i>enter date</i>):	
Satisfactory (Y/N):	
Assessor Name:	
Assessment Date:	