|  |  |
| --- | --- |
| Student Name: |  |

**Rehabilitation and Return to work coordinator course - rrtwc**

**BSBWHS417 -** Assist with managing WHS implications of return to work

QPS Student Assessment Workbook - Online

**Instructions to Students**

**Ready to complete your workbook? Here are a few tips to help you get through.**

* Complete after each section as indicated in the online platform;
* Should you need assistance please use the messaging function provided within the course, email training@kinnecttraining.com.au or call 1300 591 548;
* Your Assessor will be looking to ensure that you have addressed the question in its entirety and have taken into account any referenced documents or sources of information;
* **Remember** this is a Certificate IV level program so your Assessor will need to see that you have demonstrated broad factual, technical and relevant theoretical knowledge of the required topic and be able to apply this understanding to a variety of activities and problems.

**NOTE:** *A pure ‘cut and paste’ answer will generally not satisfy this need for demonstrated understanding in most instances.*

# Assessment Task 1

This task requires you to outline relevant legislation and insurance requirements, as well as identify return to work requirements.

The goal of this section is to start the familiarisation with the relevant legislation for your jurisdiction and help understand the framework in which you will be working.

You may need to access the governing Act and Regulations from the relevant website or from the resources page as provided within this course here - [RRTWC Resources - QPS Link](https://kinnecttraining.com.au/rrtwc-resources-qps/)

|  |
| --- |
| 1. Who are the Workers’ Compensation Scheme **Insurers** in your jurisdiction?

*(There is more than one)* |
|  |
| Assessor Comments: |
| 1. Each workers' compensation scheme has a state regulatory body who oversees the system. Each state has insurers who handle the claims process. What is the name of the workers’ compensation **REGULATOR** in your jurisdiction, who oversees the insurer’s decisions? *(Note: this is* ***not the Insurer****).*
 |
|  |
| Assessor Comments: |
| 1. What legislation governs workers’ compensation and rehabilitation in your jurisdiction?

*(There is more than one)*  |
| 1.2. |
| Assessor Comments: |
| 1. What is the basic principle behind workers’ compensation?
 |
|  |
| Assessor Comments: |
| 1. Under Workers’ Compensation in Queensland, advise whether the injured worker would be covered for their injury? (Take information on face value without worrying about other criteria)

Answer yes or no to these statements:a) A worker was told not to pick up a heavy box on his own, but did it anyway, which caused a back injury.b) A lettuce grower at the Sunshine Coast hired some backpackers from overseas for picking season, however he never knew he needed a WorkCover Qld policy. After picking season, a female worker made a claim through her GP for a shoulder injury. As soon as the employer found out he terminated her employment so he would not have to worry about the claim or WorkCover.c) a security guard with a chronic back injury from his osteoarthritis was man-handling a disruptive patron out of the nightclub when he aggravated his pre-existing condition. d) An apprentice was running late for work when he had a car accident because he went too fast around a corner. He suffered a broken leg in the car accident. |
| a)b)c)d) |
| Assessor Comments: |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
|  |  |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |

# Assessment Task 2

This task requires you to identify return to work requirements and assist with preparing return to work for injured workers.

One of the Police Officers working in Brisbane Head Quarters (named Jane Smith) has sent in a medical certificate stating she has Occupational Overuse Syndrome (repetitive strain injury from working at the computer).

You telephone the worker at home and discuss whether they wish to make a workers’ compensation claim and she agrees to make a claim.

The workers’ compensation scheme insurer is WorkCover Queensland. You now need to process the claim.

|  |
| --- |
| 1. What is the role of the insurer when a worker is injured? How will they help Jane?
 |
|  |
| Assessor Comments: |
| 1. What will WorkCover consider in determining if she is a worker?
 |
|  |
| Assessor Comments: |
| 1. Summarise in your own words Jane’s main obligations to her employer and to her insurer if she wants to make a claim for her work injury?
 |
|  |
| Assessor Comments: |
| 1. What is your role as the RRTWC at this point? Why will you need to assist Jane to make an application?
 |
|  |
| Assessor Comments: |
| 1. The injured worker will need to be kept informed of the progress of the claim. Outline a **communication plan** to ensure rapport & communication is maintained.
 |
|  |
| Assessor Comments: |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
|  |  |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |

# Assessment Task 3

This task requires you to assist with preparing return to work for injured workers, as well as assist with implementing return to work.

The goal of this section is to understand the benefits of returning to work to recover from injury, the purpose of this kind of rehabilitation, and standards set for workplace rehabilitation in Queensland.

You will need to watch the video in the course notes: Lenny – Back on the Road.

You will also need to access the [***Guidelines for Standard for Rehabilitation (2nd Ed)***](https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0009/76806/Guidelines-for-standard-for-rehabilitation-second-edition.pdf) (also found at the RRTWC Resources-QPS page as provided within this course).

|  |
| --- |
| 1. Watch the video about Lenny – Back on the Road. Lenny clearly benefited from his rehabilitation & return to work program.
* What was Lenny telling us about being injured and off work?
* Why was RTW good for Lenny?
* Key things employer did that helped?
 |
|  |
| Assessor Comments: |
| 1. How can work colleagues help the Injured Worker?
 |
|  |
| Assessor Comments: |
| 1. What is the **purpose of rehabilitation** in a workers’ compensation setting?
 |
|  |
| Assessor Comments: |
| 1. In the ***Guidelines for Standard for Rehabilitation***, what does the RRTWC role include?
 |
|  |
| Assessor Comments: |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
|  |  |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |

# Assessment Task 4

This task requires you to assist with processing and analysing a workers' compensation claim. It also requires you to identify return to work requirements by demonstrating an understanding of the impact of an injury on an injured worker.

* Read the following scenario

You have received a report from a Senior Sergeant at a Gold Coast Police Station that an Officer was seriously injured whilst on the job. The injured Police Officer, Sarah, was attending a traffic crash when a gas cylinder in the boot of one of the cars exploded. The Police Officer was not close enough to receive burns however she did get hit by flying debris which fractured her lower leg in 2 places and she has some deafness in one ear. Her injury was a compound fracture of her tibia, so she was rushed to hospital and underwent the surgery immediately to pin it together.

The injured worker is still recovering from surgery and is not able to make a claim for workers’ compensation on her own behalf at this stage.

The Senior Sergeant is following organisational procedures by informing you first. It is your responsibility to manage the claim process. The workers’ compensation scheme insurer is WorkCover Queensland.

* Use the questions below to list the actions you need to take, in a logical order. *You will need to reference the WorkCover Queensland claims process.*

|  |
| --- |
| 1. What other government authority (*not the Insurer or the Workers’ Compensation Regulator*) will you need to notify in the case of this injury? Why?
 |
|  |
| Assessor Comments: |
| 1. This incident will need to be investigated by the authority. What will you need to tell the Site Supervisor about the site where the incident occurred [(refer to s39 of the Work Health and Safety Act 2011)](https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2011-018)?
 |
|  |
| Assessor Comments: |
| 1. Explain an employer's duty to report an injury to the Workers’ Compensation agency in your jurisdiction? Ensure you include any time frames applicable.
 |
|  |
| Assessor Comments: |
| 1. Sarah does not really understand her rights and obligations under workers’ compensation law, or the opportunities for RTW. She is worried her career is over. You need to explain them to her.

The first step will be to make notes of what you need to tell her. Then you will need to give Sarah the explanation.A) Explain who the insurer is?B) What she needs to do to lodge her claim and how you can help with this? (since she is still in hospital)C) In broad terms, how the organisation will assist her RTW? |
|  |
| Assessor Comments: |
| 1. What information will you need to gather to provide to WorkCover Queensland when you telephone them to lodge the claim?
 |
|  |
| Assessor Comments: |
| 1. What are the 3 eligibility criteria for a worker to receive workers’ compensation in your state?

Briefly explain how this injured worker qualifies? |
|  |
| Assessor Comments: |
| 1. In your own words, what are the differences in the role of the Customer Advisor, from WorkCover Qld, when they advise an injured worker that their claim has been accepted, compared to when the claim has been rejected?
 |
| Accepted - Rejected –  |
| Assessor Comments: |
| 1. Discuss the meaning of ‘**injury**’ within your legislation. Answer in relation to what it includes for:
* Where the injury occurs?
* the activity being performed?
* the significance of employment?
 |
|  |
| Assessor Comments: |
| 1. Explain how Sarah will be paid whilst off work for this injury?

 A) Who will pay her salary during the time while WorkCover Queensland is assessing whether to accept liability? B) How long the assessment will take to determine? |
|  |
| Assessor Comments: |
| 1. What kinds of payments are provided by workers’ compensation? (Provide 4)
 |
|  |
| Assessor Comments: |
| 1. What are the benefits for the injured worker and the employer if an application for compensation is made sooner rather than later?
 |
|  |
| Assessor Comments: |
| 1. Once the claim is in motion, you will need to manage the period that this worker is likely to be absent from work. Who can you ask? What do you want to know?
 |
|  |
| Assessor Comments: |
| 1. Once you have an idea of how long the injured worker will be absent, arrangements will need to be made. What may be the role of the RRTWC at this point?
 |
|  |
| Assessor Comments: |
| 1. Julie is having a hard day at work and getting quite frustrated with her job. Unusually, she decides to go for a walk on her lunch break to wear off some of the frustration and get some fresh air. As she was returning to the office she stumbled while stepping off the gutter to cross the road and sustains a lower back muscle strain. With reference to legislation for your area, would it be likely that Julie would be entitled to claim compensation for the medical expenses incurred? Why?
 |
|  |
| Assessor Comments: |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
|  |  |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |

# Assessment 5 (Part 1)

This task requires you to assist with planning for and implementing a successful rehabilitation or return-to-work program

* Read the following case study from a real work incident:

A Watch House Police Officer was punched and kicked by with a violent offender whilst he was trying to restrain the accused at a police station watch house. This resulted in a painful shoulder injury for the Police Officer. Initial assessments, as to his likely recovery, were estimated at over 12 months due to the surgery and rehabilitation required. The initial estimate for the injury placed by the insurer was $150,000.

The insurer approved the immediate use of a respected orthopaedic surgeon resulting in an operation being performed within 10 days. After a Return to Work program was put in place the employee resumed suitable duties within 3 months.

* Assume you are the RTW Coordinator in the case study by gathering information needed so as to develop the RTW program.
* Consult with relevant personnel who have knowledge of planning return to work and identify what you would need to do in order to assist in planning the RTW program for this injured worker.
* Describe your actions in the following questions.

NB: you can refer to your Course Notes, Support Materials, and particularly **Guidelines of the Standard for Rehabilitation** to answer this assessment.

|  |
| --- |
| 1. What information do you need to gather from the treating doctor and/or other health professionals who are treating the injured worker?
 |
|  |
| Assessor Comments: |
| 1. What information do you need to gather from the injured worker? This includes information about the worker that may help you find them suitable duties.
 |
|  |
| Assessor Comments: |
| 1. What information do you need to gather from the Officer’s Superior who usually supervises the injured worker that will help him return to duties safely?
 |
|  |
| Assessor Comments: |
| 1. What information might you need to gather from other commanding officers in different work units within the organisation that may also assist the return to work early?
 |
|  |
| Assessor Comments: |
| 1. There are many ways to ensure an injured worker has the opportunity to RTW. Not all of these may be obvious or even in the same work environment.

When developing the Suitable Duties Plan, what options should you explore in relation to facilitating the injured worker’s early return to work? You may need to think outside the box. |
|   |
| Assessor Comments: |
| 1. How promptly should the RTW Program be implemented and what will need to be confirmed before it can be implemented.
 |
|   |
| Assessor Comments: |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
|  |  |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |

# Assessment Task 5 (Part 2)

This task requires you to assist with preparing return to work for an injured worker by negotiating content of a SDP and documenting a SDP.

**Suitable Duties Program**

* Read the following scenario.
* You are the RRTWC for this situation. You may have to create a name for the Supervisor. Please ensure you complete all fields in the SDP.
* Complete the suitable duties plan on the next page for George based on the following documents:
	+ - * his [**Work Capacity Certificate**](https://kinnecttraining.com.au/wp-content/uploads/2020/06/George-Costanza-QPS-Work-capacity-certificate.pdf) (Found in [**RRTWC Resources-QPS Link**](https://kinnecttraining.com.au/rrtwc-resources-qps/))
			* tasks outlined on his [***Job Task Profile for Frontline Operational Officer***](https://kinnecttraining.com.au/wp-content/uploads/2020/06/TaskProfile-Frontline-Operational-Officer-w-Administrative-Tasks.pdf)

(Found in RRTWC Resources-QPS Link)

* + - * Unit of Competency - [***POLINV011 - Conduct investigative interviews***](https://training.gov.au/Training/Details/POLINV011) for ideas when developing suitable duties. (also found in RRTWC Resources-QPS Link).
			* Sample of Tactical Crime Squad Operational Tasks:
				+ <https://mypolice.qld.gov.au/southbrisbane/2019/05/09/drug-seizure-mount-gravatt-tactical-crime-squad/>
				+ <https://mypolice.qld.gov.au/brisbanecentral/2015/06/24/diary-of-a-fyc-tactical-crime-squad/>
				+ <https://mypolice.qld.gov.au/brisbanecentral/2013/12/12/tactical-crime-unit/>
* Ensure the suitable duties you include in your plan are specific (not just “admin”) and are realistic and meaningful for the amount of hours George will be at work (For eg. He cannot be assigned filing for 20 hours/week).

Senior Constable George Costanza is a Frontline Operational Police Officer in the Tactical Crime Squad. Senior Constable Costanza and his partner Senior Constable Seinfeld were chasing a perpetrator through a dark backstreet at night when he fell in a deep pothole, badly breaking his right ankle.

The ankle was set in a surgical procedure and he is required to wear a plaster cast for 2 weeks then a moon boot and use crutches for a minimum of 6 weeks. George is keen to return to work and it has been decided that he will be on desk duty as there are plenty of paperwork tasks to do around the Police Station. George may also do some other approved Suitable Duties for other areas which don't require long periods of standing or require any lifting.

Inspector Bill Roach, the Area Commander, has asked you to give a talk to the Station Crews at their next Monday Team Briefing, explaining the benefits of George returning to work. George is an experienced Police Officer, a “team player” who helps others and is well liked by his co-workers.

Policy documentation lists the benefits of an effective return to work program as follows:

**Benefits to the employer**

* Reduced staff turnover and training costs by retaining experienced and knowledgeable workers.
* Ability to participate in and contribute to the rehabilitation process.
* Improved morale and employee relations by offering Return-to-Work plans for both work-related and non-work-related injury or illness
* Minimized non-recoverable expenses such as employee benefits, the hiring and training of replacement workers, and the cost of inexperienced workers.
* Improved accident experience, which may be important for companies bidding on contracts.
* Completion of tasks that may have been delayed due to other priorities.
* Decreased number of grievances and arbitrations.

**Benefits to co-workers**

* Improved productivity because skilled and productive workers are kept on the job
* Improved accident experience, which improves safety overall.
* Completion of meaningful alternative duties that may not have otherwise been done due to other priorities

**Benefits to the injured worker**

* Maintaining the employment relationship, which provides job security and financial independence
* Minimizing the loss of physical fitness and muscle tone due to inactivity
* Maintaining financial credibility. Financial institutions are uncomfortable about renewing mortgages and loans if their client is without a job
* Maintaining superannuation payments
* Maintaining holiday / sick leave benefits
* Maintaining social contact and support from co-workers and friends
* Focusing on their abilities and not their disabilities
* Maintaining dignity and self-worth by remaining productive
* Maintaining necessary job skills
* Alleviating feelings of dependency and lack of control
* Being able to return earlier to a healthy and productive life
* Reducing the amount of time for recovery

# Assessment 5 (Part 2) – Practical



**SUITABLE DUTIES PLAN**

|  |  |  |
| --- | --- | --- |
| **Injured worker details** |  | **Plan details** |
| **Worker** |  | Goal – long term: …… |
| **Claim number** |  | Plan completed by (choose): Employer/Provider/Insurer |
| **Phone** |   | Objective of this plan: …… |
| **Supervisor** | …… | Duration of this plan |
| **Phone** | …… | From: | …… | To: | …… |
| **Treating medical practitioner** | Fit for suitable duties (restricted return to work) |
| .. | From: | …… | To: | …… |
| **Phone** | …… | Job description: …… |

|  |
| --- |
| **Task details** |
| **Week** | **Duties** | **Restrictions** |
| Week 1 – commencing: …… | …… | …… |
| Days: …… |
| Hours: …… |

|  |  |  |
| --- | --- | --- |
| Week 2 – commencing: …… | …… | …… |
| Days: …… |
| Hours: …… |

|  |  |  |
| --- | --- | --- |
| Week 3 – commencing: …… | …… | …… |
| Days: …… |
| Hours: …… |

|  |  |  |
| --- | --- | --- |
| Week 4 – commencing: …… | …… | …… |
| Days: …… |
| Hours: …… |

|  |  |  |  |
| --- | --- | --- | --- |
| Treatment occurring during this plan (e.g. physiotherapy): | Training required:  | Yes  | No  |
| …… | If ‘Yes’, given by: …… |
| Plan to be reviewed on: …… | Training given on: …… |

|  |
| --- |
| **Signatures** |
| **Treating medical practitioner** | **Worker** |
| .. |  |
| I approve this plan. | I have been consulted about the content of this plan and agree to participate. |
| Signature: | Signature: |
| Date signed: …… | Date signed: …… |
|  |  |
| **Supervisor** | **Rehabilitation and return to work coordinator** |
| Name: …… | Name: …… |
| I agree to ensure this plan is implemented in the work area. | I agree to monitor this plan. |
| Signature: | Signature: |
| Date signed: …… | Date signed: …… |
|  |  |

|  |
| --- |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
|  |  |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |

**Team Briefing – Assessment 5 (Part 3)**

* Think about the way that you will communicate the return to work plan in the workplace to George’s colleagues. Provide the information in a way that is sensitive, tactful and appropriate – bearing in mind that George and his manager will also be present at the briefing.
* Prepare the Team Briefing. Make notes (bullet points) of what you will say in the space below. Consider all areas to ensure a smooth transition back to the workplace, including welcoming George back, how things will work whilst he is on a SDP, what is expected of everyone else etc. *(It is expected this question can be answered sufficiently in approximately 300 words).*

|  |
| --- |
|  |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |

# Assessment Task 6

This task requires you to assist with monitoring and evaluating a rehabilitation or return-to-work program. This activity can be completed as a small group however, each participant will need to complete their own workbook. Read the following information and answer the questions provided.

The Australian Institute for Primary Care published a research paper (literature review) on Facilitators and Barriers to Return to Work. Some extracts are quoted below:

There is evidence that communication, cooperation and establishing common agreed goals between the injured worker, health providers, supervisors and management is critical for improvement in both clinical and occupational outcomes.

There is evidence that psychosocial factors such as workers’ fears and beliefs about their conditions and the impact of re-entry to the workplace on their health, and the promotion of self-responsibility and self-care are critical domains that need to be included in these rehabilitation approaches.

There is growing consensus that while attending to the physical/medical aspects of the work-disabled employee is important, much of the variability in return-to-work outcomes is accounted for by what takes place at the workplace.

Higher levels of liaison between the injured workers’ general practitioners and the workplace were independently associated with better return-to-work rates.

* **Read the following scenario**

Constable Arik is a Scenes of Crime Officer at a Regional HQ. He developed a serious rash which was believed to be due to contact with the fingerprinting powder.

He was approved for workers compensation and was away from work for a month. It was clear that fingerprinting crime scenes would not be an option when he returned to work and he was given re-training as a Photographer.

Arik was medically assessed as fit for work and his workers’ compensation payments were discontinued. He returned to work as a Crime Scene Photographer within his same Scenes of Crime Unit. Having worked for 2 weeks, he is now off sick and has submitted a medical certificate stating the rash has returned.

Arik’s immediate Supervisor, Senior Sergeant Paul Bell, contacted you with concerns that Arik was not showing any signs of physical discomfort while at work. In the Senior Sgt Bell’s opinion, Arik is in breach of the terms of his rehabilitation and return to work program.

* **Discuss this situation with your colleagues or fellow students as you answer the questions below.**

|  |
| --- |
| 1. What are the obligations of a worker in relation to participation in a return to work program and what section of the legislation relates to this?
 |
|  |
| Assessor Comments: |
| 1. What are the obligations of an employer in relation to participation in a return to work program and what section of the legislation relates to this?
 |
|  |
| Assessor Comments: |
| 1. In this case, do you consider that the worker is in breach – if so, why? If not, why not?
 |
|  |
| Assessor Comments: |
| 1. A) What do you think about the Supervisor’s comments?
2. How will you investigate this situation?
 |
|  |
| Assessor Comments: |
| 1. Do you think you will need to contact the workers’ compensation insurer? Why?
 |
|  |
| Assessor Comments: |
| 1. When you contact the doctor, she advises that a skin rash, once it has occurred through purely physical causes, can re-emerge due to emotional imbalance and depression. The doctor is unable to say whether this is the case for the worker, but it is a possibility.

How can you investigate whether the worker’s re-emergence of the rash was caused by environmental causes in the workplace? *(Hint – what workplace investigations can be utilised? We need to rule in or out the environmental exposure causes.)* |
|  |
| Assessor Comments: |
| 1. After investigation, you can find no reason for the worker’s rash to re-emerge through environmental causes. Who do you notify of this?
 |
|  |
| Assessor Comments: |
| 1. Expert advice indicates the worker’s problem is psychological and could have been caused by the workplace culture on site and the attitude of the Supervisor.

Will you need to investigate whether the employer could be in breach of their workplace obligations? (yes/no) |
|  |
| Assessor Comments: |
| 1. On further investigation, you find that, during the rehabilitation period, other workers taunted the injured worker, and this was ignored by the Supervisor. Why is this a breach of the employer’s obligations?
 |
|  |
| Assessor Comments: |
| 1. a) What will you report to your manager about this case?
2. What will you recommend?
 |
|  |
| Assessor Comments: |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
|  |  |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |

# Assessment Task 7

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

Sergeant John Smith is a Dog Handler in the Dog Squad at one of the police stations you are responsible for. When acting as an “agitator” in police dog training 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 sitting & standing around at work watching others do tasks beyond his abilities with the dogs, and he is not allowed to be operational in the role in case of re-injury. He admits he can see no likelihood of ever being able to go back to his previous work role because of his back injury however he still loves being a police officer.

You discuss John’s problem with his Area Commander and his Senior Officer, who advise that John has always been a motivated, loyal worker who is a good candidate for re-training in work which does not involve frontline work, manual handling, or heavy physical labour.

After further discussion with John, he expresses an interest in becoming a Training/Assessor for new Recruits however is not sure he has what it takes, what functional requirements the job would really involve or skills he would need. The Area Commander considers this would be an excellent option and knows an opportunity is available at the Training Academy. For John to be able to perform this work though, he will need to re-training to gain the appropriate qualification.

You need to research the qualifications required for becoming a Trainer/Assessor, the options for training courses 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 and approval for the insurer to bear the costs of the re-training.

Consider finding out about qualifications at [www.training.gov.au](http://www.training.gov.au).

See instructions on the next page.

## As an example to send to the Workers’ Compensation insurer, access the Unit of Competency [BSBLED401 – Develop teams and individuals (Release 2)](https://training.gov.au/Training/Details/BSBLED401), which is one unit from the TAE40116 – Cert IV in Training & Assessment (also found at [RRTWC Resources-QPS link](https://kinnecttraining.com.au/rrtwc-resources-qps/)).

## Review the requirements of the unit with reference to the Elements & Performance criteria and the Foundation Skills or Performance & Knowledge Evidence.

* Use the following questions to formulate a recommendation to the Customer Advisor at WorkCover to modify the RTW program to allow for the training to be factored in.

|  |
| --- |
| Whilst looking at the Unit of competency **TAE40116 - Certificate IV in Training and Assessment - Release 2):**1. A) What information in TAE40116would help show this is a qualification and career that John would be suited to?
2. List 4 examples of skills from the TAE40116 Unit of Competency which would help John to move forward with his interests.
 |
|  |
| Assessor Comments: |
| 1. Thinking about John's current situation and abilities, what services or activities might you ask the insurer to arrange to help John determine his suitability to this kind of work?

*(There are at least 2 important ones that were discussed in the course notes).* |
| 1.2. |
| Assessor Comments: |
| 1. A) How would you go about finding a suitable training course or provider?
2. What factors would you research / consider when determining an appropriate training provider to choose?
 |
|  |
| Assessor Comments: |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |

# Assessment Task 8

This task requires you to assist with evaluating RTW programs in order to identify areas for improvement of the organisation’s RTW plan.

* Meet with your colleagues and discuss the steps to take and the people to interview at the close of an RTW program, in order to evaluate the success of the program.
* Consider what makes an RTW program successful.
* Design a checklist of questions that you can ask. You are seeking feedback on the rehabilitation and return to work policy, procedures and processes in your workplace including return to work culture and communication.
* Your goal is for continuous improvement in return to work, so you are looking for valuable information on the **processes in your workplace**, notthe person’s individual injury experience.

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| --- |
| 1. Questions to ask the injured worker at the close of the RTW program

*(provide a minimum of 5).* |
|  |
| Assessor Comments: |
| 1. Questions to ask the injured worker’s supervisor at the close of the RTW program

*(provide a minimum of 5).* |
|  |
| Assessor Comments: |
| **Assessor Comments:** |
| Date: | Comment: |
|  |  |
| Final Completion Date (*enter date)*: |  |
| Satisfactory (Y/N): |  |
| Assessor Name: |  |