

Cross-Sector Infection Control Training Construction & Property Services industry: Companion Volume Implementation Guide



Cross sectoral skill set developed in response to COVID-19

As a result of COVID-19, many workers across different industries require skills to reduce risk and prevent transmission of infection while undertaking their daily duties. In response to this immediate demand, the Australian Industry and Skills Committee, alongside the Department of Education, Skills and Employment has developed a new cross sectoral unit and skill set to support workers in applying infection prevention and control procedures to their own work activities. Further, while the fundamental principles of infection prevention and control may be consistent, the exact work tasks, skills and equipment may differ across sectors and may therefore require contextualisation in individual industries.

Purpose of this document

Although the skill set has been designed for cross sectoral use, the skill set must be delivered in way that is relevant to a worker's job role and to the tasks expected of that job role. **This document seeks to provide additional information to Registered Training Organisations (RTOs), industry and learners on how the requirements of this cross-sectoral training can be adhered to in specific industry settings.**

Delivery of the skill set ([BSBSS00095 Cross-Sector Infection Control Skill Set](#)) and its component unit of competency ([BSBWHS332X Apply infection prevention and control procedures to own work activities](#)) must be done in compliance with the [Standards for RTOs 2015](#). This document does not act as a mandatory requirement for RTOs to adhere to, rather it is a non endorsable training package component which offers *guidance*, as provided by industry consultation and relevant resources, detailing how delivery in each industry setting may occur.

Document contents

Section	Page
Guidance for all RTOs	2-4
Construction & Property Services - Infection Control Contextualisation Guidance	5-35

Companion Volume Implementation Guide: RTO Guidance

Guidance for all RTOs on cross sectoral infection control training



Why is this Cross Sectoral Infection Control skill set needed?

The way people go about their daily lives has changed for the foreseeable future. Jobs in particular will be performed differently and workers will require new skills and knowledge to enable them to continue in their chosen vocation. A critical skill in the long-term recovery of all Australian jobs will be applying infection control practices in all jobs in order to reduce the spread of COVID-19 as people return to their workplaces. This cross sectoral skill set equips workers from all sectors with the skills and knowledge to return to work in a way that minimises the risk of community and workplace transmission.

How does this skill set interact with the three industry specific skill sets produced in May 2020?

In May 2020, three skill sets were produced to equip workers with skills and knowledge required to comply with infection control procedures for three priority areas in Retail, Transport & Logistics and Food Handling). These skill sets were designed to address the needs of priority industries which were at the frontline of the first wave of reopening Australia.

This cross sectoral skill set (approved in July 2020) is designed for workers in all industries as they reopen with lockdown measures continuing to ease. The cross sectoral skill set has been designed in a cross industry manner which refers to infection control, in one's own work tasks, and must therefore be delivered to suit the needs of individual learners.

This new cross sectoral unit includes some similar subject matter and skills development as what is contained in the three skill sets developed in May. It will be a matter for employers in the retail, food handling or transport and logistics sectors as to whether they would prefer workers to be trained using the industry-specific skill set, or this new cross-sectoral one. Where learners have completed one of the existing, industry specific skill sets they are able to seek recognition of prior learning through an RTO.

Who can deliver the training?

The unit which comprises the skill set will be added to the elective banks of two qualifications in the BSB Training Package:

- BSB30719 Certificate III in Work Health and Safety
- BSB30115 Certificate III in Business

RTOs regulated by the Australian Skills Quality Authority (ASQA) who have either qualification on scope will automatically have the new infection control unit and skill set added to their scope of registration. RTOs regulated by the Western Australian Training Accreditation Council and the Victorian Regulations and Qualifications Authority will need to follow normal processes for adding new units/skill sets to their scope. RTOs that have the skill set on scope will be able to start delivering the training as soon as they have appropriate arrangements in place.

RTOs who wish to add the unit and/or skill set to their scope of registration should do so via ASQA's [online portal](#). More information about the process can be found [here](#).

Companion Volume Implementation Guide: RTO Guidance

Guidance for all RTOs on cross sectoral infection control training



What support is available to RTOs to help them deliver the training?

Contextualisation guidance has been developed to support RTOs to deliver the new unit of competency and skill set. This responds to industry feedback that the cross sectoral skill set must be delivered in a way that is specific to that industry. For example, a cafe worker will need to demonstrate their competency in infection control in a very different environment to a mining worker. The guidance material seeks to provide additional information to learners and RTOs regarding how the requirements of the training can be adhered to in specific industry settings.

Delivery of the skill set and its component unit must of course be done in compliance with the [Standards for RTOs 2015](#). This document does not act as a mandatory requirement for RTOs to adhere to, rather it offers guidance, as provided by industry consultation, on how delivery in each industry setting may occur.

These will be available on the AISC website from late July 2020.

COVID-19 is not widely understood yet. What resources are available to assist the delivery of training as it relates to COVID-19?

SafeWork Australia's [website](#) contains multiple resources relating to COVID-19 and how workers and workplaces can adapt to the threat of the disease. This contains general cross sector information, alongside specific information about how industries can adapt. Many of these resources are included within the industry contextualisation document on later pages within this document. There are also a number of resources designed to be used in the workplace which would also assist the delivery of training, located within the [SafeWork Australia resource kit](#).

Are the courses to be conducted face to face, or online?

Online delivery of training is permitted provided that the learner has sufficient and suitable opportunities to perform the required work tasks, and that the demonstration of competence in a virtual context complies with the mandated assessment requirements. There are a number of online resources with further information and guidance about online delivery such as ASQA's [Distance Learning page](#) and [FAQs page](#). RTOs are encouraged to visit their regulator's website for further information.



Companion Volume Implementation Guide: RTO Guidance

Guidance for all RTOs on cross sectoral infection control training

Will the training be transferable across industries?

As the cross sectoral skill set comprises the same unit of competency regardless of which industry context it is delivered in, achievement of the unit will be transferable into any qualification which allows the unit to be used as credit towards the attainment of that qualification.

However, individual industries and employers may have views about whether achievement of a skill set in one industry may be recognised in another. It is possible for example, that an employer may require a person who has achieved the unit through a different industry skill set to undertake refresher training in the unit in the context of their industry's skill set. Employers may also require new employees to complete employer-specific training and induction programs.

Can completion of existing infection control units of competency (HLTINFCOV001 or HLTINF001) be used as evidence of competence in the requirements of the cross sectoral unit of competency (BSBWHS332X)?

As indicated in the AISC's [Statement on the implementation](#) regarding the release of HLTINFCOV001, credit transfer should only be granted following consideration of both content and learning outcomes. The same principle applies for transferring credit between this cross sectoral unit of competency and other vocational education and training which delivers the skills and knowledge that relate to infection control in other settings (HLTINFCOV001 or HLTINF001). If learners possess the skills and knowledge of the cross sectoral unit, they may be able to seek recognition of prior learning through a registered training provider.

Who pays to attend a course?

The skill set may be offered by RTOs on a fee for service basis. The skill set may also qualify for funding through the Infection Control Training Fund.

Where can I find out more about how to access a subsidised training place?

Information about how to access the subsidised training places will be made available by state and territory skills departments. The Department of Education, Skills and Employment is working with states to support communication efforts for the Fund.



Companion Volume Implementation Guide: Contextualisation guidance

Overview

Sub-sector 1

Sub-sector 2

Sub-sector 3

Sub-sector 4

Sub-sector 5

Sub-sector 6

Sub-sector 7

Sub-sector 8

Sub-sector 9

The Construction & Property Services industries are diverse and for the purposes of this guidance, has been segmented into nine sub-sectors: Construction, Engineering and technical services, Real estate services, Architectural services, Waste collection, Treatment and disposal services, Building cleaning services, Pest control services, Security services, Fire protection and fire safety services, and Swimming pool and spa servicing. In these professions, workers are required to visit various sites/properties to perform their jobs. Therefore, it is important that workers are appropriately trained and equipped to apply infection prevention and control procedures to their specific work tasks.

Construction & Property Services sub-sectors

Construction, Engineering and Technical services

What are the type and range of workplaces applicable?

Workplaces may include but are not limited to buildings, construction sites or outdoors on roads or earthworks sites.

Where will workers use infection control in these workplaces?

Situations may include but are not limited to situations in which workers use washrooms, interact with each other and clients on and around construction sites, use shared tools, equipment, machinery and plant, accept deliveries or operate work vehicles.

What relevant interactions do workers have with clients and co-workers?

Relevant interactions may include but are not limited to instances where workers interact with each other during shifts, such as during 'tool box talks' and using lifts/hoists, and during break times, when using washrooms and share work vehicles.

Real Estate services

What are the type and range of workplaces applicable?

Workplaces may include but are not limited to large and small offices, residential and commercial properties, as well as auction venues.

Where will workers use infection control in these workplaces?

Situations may include but are not limited to instances where workers access office spaces (e.g. door handles, desks, reception, washrooms) and properties for sale and rent (e.g. door handles and other high touch surfaces), use shared vehicles and interact with clients and potential renters and buyers.

What relevant interactions do workers have with clients and co-workers?

Relevant interactions may include but are not limited to where workers conduct property inspections with prospective buyers/renters, commute to various properties with other workers and use shared facilities such as a lunch-rooms or washrooms.



Companion Volume Implementation Guide: Contextualisation guidance

Overview

Sub-sector 1

Sub-sector 2

Sub-sector 3

Sub-sector 4

Sub-sector 5

Sub-sector 6

Sub-sector 7

Sub-sector 8

Sub-sector 9

Construction & Property Services sub-sectors

Architectural services

What are the type and range of workplaces applicable?

Workplaces may include but are not limited to office spaces where design work takes place, and buildings and other structures where architectural works are being constructed.

Where will workers use infection control in these workplaces?

Situations may include but are not limited to instances where workers interact on or around worksites, break areas or washrooms, use and share equipment and resources such as stationery, hard-copy documents/drawings and where workers travel together or in shared vehicles for work.

What relevant interactions do workers have with clients and co-workers?

Relevant interactions may include but are not limited to where workers conduct site visits, internal meetings and client meetings, take breaks, use washrooms and share work vehicles.

Waste collection, treatment and disposal services

What are the type and range of workplaces applicable?

Workplaces may include but are not limited to waste collection points at various places of business and in residential areas, waste treatment facilities, waste transfer centres and rubbish tips.

Where will workers use infection control in these workplaces?

Situations may include but are not limited to where workers prepare to enter work sites (e.g. bringing the appropriate PPE and equipment and tools), use shared equipment and plant, touch, use and dispose of contaminated resources and other items, and use shared vehicles and workstations.

What relevant interactions do workers have with clients and co-workers?

Relevant interactions may include but are not limited to instances where workers travel between worksites, take breaks, use washrooms and conduct work activities with other personnel.

Building cleaning services

What are the type and range of workplaces applicable?

Workplaces may include but are not limited to private, public and commercial buildings and outdoor areas including office spaces, residential properties, shopping centres, schools and other areas.

Where will workers use infection control in these workplaces?

Situations may include but are not limited to where workers prepare to enter work sites (e.g. using appropriate PPE and equipment and tools), share workstations, use high-touched surfaces (e.g. door handles) and access common spaces (e.g. break rooms).

What relevant interactions do workers have with clients and co-workers?

Relevant interactions with clients and co-workers may include but are not limited to instances where workers conduct work activities with each other and interact with others on site.

Companion Volume Implementation Guide: Contextualisation guidance

Overview

Sub-sector 1

Sub-sector 2

Sub-sector 3

Sub-sector 4

Sub-sector 5

Sub-sector 6

Sub-sector 7

Sub-sector 8

Sub-sector 9

Construction & Property Services sub-sectors

Pest control services

What are the type and range of workplaces applicable?

Workplaces may include but are not limited to residential and commercial properties where workers may be working indoors in small to large spaces.

Where will workers use infection control in these workplaces?

Situations may include but are not limited to the preparation before going onsite (e.g. ensuring that residents/clients do not need to self-isolate and bringing the appropriate PPE, equipment and tools to avoid multiple visits) and entering the premises (e.g. ensuring physical distancing measures are adhere to and avoiding unnecessary touching of surfaces).

What relevant interactions do workers have with clients and co-workers?

Relevant interactions may include but are not limited to where workers are travelling to the site and working onsite, especially if indoors and in a small space.

Security services

What are the type and range of workplaces applicable?

Workplace may include but are not limited to onsite locations including metropolitan, regional and remote locations (e.g. hotels, other accommodation services, hospitals, airports, port facilities and border protection, shopping centres).

Where will workers use infection control in these workplaces?

Situations may include but are not limited to interactions with people entering the premises and with people on the premises, including accompanying people in lifts, touching surfaces including other people's belongings, break rooms, and washrooms.

What relevant interactions do workers have with clients and co-workers?

Relevant interactions may include but are not limited to speaking with customers entering, exiting and on premises, isolating customers where infection risks are identified and interacting with colleagues while conducting work functions and having breaks.

Fire protection and fire safety services

What are the type and range of workplaces applicable?

Workplaces may include but are not limited to residential and commercial properties.

Where will workers use infection control in these workplaces?

Situations may include but are not limited to preparation before going onsite (e.g. ensuring that residents/clients do not need to self-isolate and bringing the appropriate PPE, equipment and tools to avoid multiple visits), entering the premises (e.g. ensuring physical distancing measures are adhere to and avoiding unnecessary touching of surfaces).

What relevant interactions do workers have with clients and co-workers?

Relevant interactions may include but are not limited to interactions with personnel on work sites and interactions with colleagues while conducting work functions and having breaks.



Companion Volume Implementation Guide: Contextualisation guidance

Overview

Sub-sector 1

Sub-sector 2

Sub-sector 3

Sub-sector 4

Sub-sector 5

Sub-sector 6

Sub-sector 7

Sub-sector 8

Sub-sector 9

Construction & Property Services sub-sectors

Swimming pool and spa servicing

What are the type and range of workplaces applicable?

Workplaces may include but are not limited to residential and commercial properties where workers may be working indoors or outdoors.

Where will workers use infection control in these workplaces?

Situations may include but are not limited to preparation before going onsite (e.g. ensuring that residents/clients do not need to self-isolate and bringing the appropriate PPE, equipment and tools to avoid multiple visits), and entering the premises (e.g. ensuring physical distancing measures are adhere to and avoiding unnecessary touching of surfaces).

What relevant interactions do workers have with clients and co-workers?

Relevant interactions may include but are not limited to interactions with customers at pool and spa facilities and interactions with colleagues while conducting work activities and having breaks.

Companion Volume Implementation Guide: Contextualisation guidance

Overview Sub-sector 1 Sub-sector 2 Sub-sector 3 Sub-sector 4 Sub-sector 5 Sub-sector 6 Sub-sector 7 Sub-sector 8 Sub-sector 9

The following table provides guidance for RTOs on how the requirements of *BSBWHS332X Apply infection prevention and control procedures to own work activities* can be contextualised for **Construction & Property Services** settings.

Sub-sector 1 - Construction, Engineering and Technical services

	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	Yes	See below.
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	No	
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	Yes	<p>Regular 'tool box' discussions may be implemented to enable workers to stay informed of risks and hazards as they relate to infection control for themselves and others.</p> <p>Obtain resident/client information before site visits to ensure that residents/clients are not required to self-isolate.</p>
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	Yes	<p>Organisations may reduce the number of workers on site and in common areas. Example situations in which this can occur include but are not limited to:</p> <ul style="list-style-type: none"> • staggering break times • scheduling work and sub-trades with designated work zones away from other workers where possible • scheduling the use of hoists (and encourage the use of stairs) • dedicating a 'workers only' building access and egress points where practical and provide physical barriers where required. <p>Where possible, organisations should minimise or eliminate the shared use of tools, equipment or plant such as pens, drops saws, grinders, ladders, scaffolds and hoists.</p>
Element 2. Undertake work activities in a manner that supports infection prevention and control	Yes	See below.
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	Yes	<p>Individuals on site, including contractors, should have access to the required Personal Protective Equipment (PPE), including clothing, gloves, masks and eye protection appropriate to the work performed on site.</p> <p>Refer to online resources produced by industry associations or peak bodies such as Master Builders' Covid-19 Hub.</p>



Companion Volume Implementation Guide: Contextualisation guidance

Overview Sub-sector 1 Sub-sector 2 Sub-sector 3 Sub-sector 4 Sub-sector 5 Sub-sector 6 Sub-sector 7 Sub-sector 8 Sub-sector 9

Sub-sector 1 - Construction, Engineering and Technical services

	Contextualisation required?	Additional information for industry specific setting
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	Yes	Organisations may take further steps to minimise waste build-up and safely remove and dispose of waste to maintain a safe work environment. COVID-19 specific: Refer to the Safe Work Australia - How to clean and disinfect your workplace COVID-19 document for guidance on routine cleaning, and cleaning and disinfection following a case or suspected case of COVID-19 in building and construction.
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	No	
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	

Companion Volume Implementation Guide: Contextualisation guidance

Overview Sub-sector 1 Sub-sector 2 Sub-sector 3 Sub-sector 4 Sub-sector 5 Sub-sector 6 Sub-sector 7 Sub-sector 8 Sub-sector 9

Sub-sector 1 - Construction, Engineering and Technical services

	Contextualisation required?	Additional information for industry specific setting
Performance evidence	Yes	<p>Workers in this sub-sector could demonstrate competence by undertaking the following activities:</p> <ul style="list-style-type: none"> • running 'tool box' discussions that ensure workers stay informed on risks and hazards regarding infection control for themselves and others • scheduling the use of tools, equipment or plant • developing a workplan for physical distancing • following infection control procedures when workers have to share equipment (e.g. if a worker in an electrical company finds that his specialised high voltage gloves are damaged and no longer fit for use, he may use his colleague's gloves only if the gloves are disinfected and laundered, and if the worker wears an additional disposable gloves underneath). See more information about COVID-19 specific information in the Building and Construction industry on the Safe Work Australia page.
Knowledge evidence	No	
Assessment conditions	Yes	Requirements should consider the use of PPE required alongside organisational tools, equipment and workwear (e.g. using PPE disposable gloves with work-specific gloves).

Companion Volume Implementation Guide: Contextualisation guidance

Overview	Sub-sector 1	Sub-sector 2	Sub-sector 3	Sub-sector 4	Sub-sector 5	Sub-sector 6	Sub-sector 7	Sub-sector 8	Sub-sector 9
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Sub-sector 2 - Real Estate services		
	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	Yes	See below.
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	No	
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	Yes	Those working in real estate services may consider conducting private inspections as the preferred method for property inspections or offering digital/virtual inspections and live streaming auctions, as opposed to in-person auctions.
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	Yes	Workers in real estate services could consider minimising the need for prospective buyers and/or renters to touch any surfaces by opening all doors prior to an inspection, and ensuring that they do not touch any fixtures or fittings. Key documents may include but are not limited to property brochures, contracts or building inspection reports which could be provided to prospective buyers/renters electronically. Workers in real estate could also request that clients bring their own pen for the purpose of signing documents or filling out forms, make pens available that the clients can keep, or clean or sanitise pens between each use.
Element 2. Undertake work activities in a manner that supports infection prevention and control	Yes	See below.
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	No	

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > **Sub-sector 2** > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 2 - Real Estate services

	Contextualisation required?	Additional information for industry specific setting
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	Yes	Regular cleaning of shared equipment or high-touch surfaces is recommended between auctions, which may include but are not limited to bidding paddles.
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	No	
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > **Sub-sector 2** > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 2 - Real Estate services

	Contextualisation required?	Additional information for industry specific setting
Performance evidence	Yes	<p>Organisational infection prevention and control measures may include, but are not limited to adhering to a health checklist every time a worker enters the workplace to ensure that workers are not showing infection symptoms.</p> <p>Workers may be required to demonstrate the appropriate use of hazardous chemicals and PPE for conducting different parts of core work activities.</p>
Knowledge evidence	No	
Assessment conditions	Yes	<p>Delivery of training may require access to equipment for cleaning and disinfection and reusable or disposable PPE appropriate to the role. Examples of equipment may include but are not limited to those included on the Safe Work Australia website (please note the information provided through this link is included with specific reference to COVID-19).</p>

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > **Sub-sector 3** > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 3 - Architectural services

	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	Yes	See below.
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	Yes	Written confirmation may be required to ensure site procedures and guidelines for infectious diseases have been implemented (e.g. COVID-19 Site Protocol guidelines).
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	No	
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	Yes	Physical distancing measures may be required to be implemented at site visits, with only essential staff allowed to visit sites. A site visit agenda may be utilised that is limited to essential activities only.
Element 2. Undertake work activities in a manner that supports infection prevention and control	No	
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	No	

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > **Sub-sector 3** > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 3 - Architectural services

	Contextualisation required?	Additional information for industry specific setting
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	No	
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	No	
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > **Sub-sector 3** > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 3 - Architectural services

	Contextualisation required?	Additional information for industry specific setting
Performance evidence	Yes	<p>Applying organisational infection prevention and control measures may include, but are not limited to:</p> <ul style="list-style-type: none"> • mandatory health checks for new workers entering the workplace to ensure that workers are not showing infection symptoms • greater use of digital modelling software as opposed to physical models. <p>Workers may be required to demonstrate the appropriate use of hazardous chemicals and PPE for conducting different parts of core work activities.</p>
Knowledge evidence	Yes	<p>Workers may be required to demonstrate knowledge of different surfaces and contaminants and the specific cleaning procedures that may be required not to damage property.</p>
Assessment conditions	Yes	<p>Delivery of training may be required to be conducted in environments where equipment for cleaning and disinfection and reusable or disposable PPE appropriate to the role are available. Examples of equipment may include but are not limited to those included on the Safe Work Australia website (please note the information provided through this link is included with specific reference to COVID-19).</p>

Companion Volume Implementation Guide: Contextualisation guidance

Overview Sub-sector 1 Sub-sector 2 Sub-sector 3 **Sub-sector 4** Sub-sector 5 Sub-sector 6 Sub-sector 7 Sub-sector 8 Sub-sector 9

Sub-sector 4 - Waste collection, treatment and disposal services

	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	Yes	See below.
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	No	
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	No	
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	Yes	<p>Infection prevention and control measures for the waste collection, treatment and disposal services industries are common practice given the high risk of infection in this field of work. Measures may include:</p> <ul style="list-style-type: none"> thorough and regular cleaning of high touch surfaces regular hygiene procedures at the conclusion of all work activities disposal of waste material in line with type of waste and organisational procedures.
Element 2. Undertake work activities in a manner that supports infection prevention and control	No	
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	No	



Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > **Sub-sector 4** > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 4 - Waste collection, treatment and disposal services

	Contextualisation required?	Additional information for industry specific setting
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	No	
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	No	
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	



Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > **Sub-sector 4** > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 4 - Waste collection, treatment and disposal services

	Contextualisation required?	Additional information for industry specific setting
Performance evidence	Yes	Applying organisational infection prevention and control measures may include but are not limited to mandatory health checks for workers entering a workplace to ensure that workers are not showing infection symptoms.
Knowledge evidence	No	
Assessment conditions	Yes	Recommended processes for cleaning or disinfection of reusable or disposable PPE can be found on the Safe Work Australia website (please note the information provided through this link is included with specific reference to COVID-19).

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > **Sub-sector 5** > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 5 - Building cleaning services

	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	No	
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	No	
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	No	
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	No	
Element 2. Undertake work activities in a manner that supports infection prevention and control	Yes	See below.
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	Yes	<p>Additional PPE may be required when diluting and using disinfectants which may include but are not limited to elbow-length gloves and eye protection.</p> <p>For more information regarding appropriate usage of hazardous chemicals in relation to cleaning services, please refer to SafeWork Australia.</p>

Companion Volume Implementation Guide: Contextualisation guidance

Overview Sub-sector 1 Sub-sector 2 Sub-sector 3 Sub-sector 4 **Sub-sector 5** Sub-sector 6 Sub-sector 7 Sub-sector 8 Sub-sector 9

Sub-sector 5 - Building cleaning services

	Contextualisation required?	Additional information for industry specific setting
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	Yes	Workers may be required to adhere to specific cleaning procedures for different surfaces to account for various materials or fabrics and the different contaminants normally on those surfaces. These may include considerations such as frequently touched versus minimally touched surfaces, as well as hard, soft and porous surfaces.
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	No	
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > **Sub-sector 5** > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 5 - Building cleaning services

	Contextualisation required?	Additional information for industry specific setting
Performance evidence	Yes	<p>Applying organisational infection prevention and control measures may include, but are not limited to mandatory health checks for workers entering a workplace to ensure that workers are not showing infection symptoms.</p> <p>Workers may be required to demonstrate the appropriate use of hazardous chemicals and PPE for conducting different parts of core work activities.</p>
Knowledge evidence	Yes	<p>Workers may be required to demonstrate knowledge of different surfaces and contaminants, and the specific cleaning procedures that may be required.</p>
Assessment conditions	Yes	<p>Delivery of training may require access to equipment for cleaning and disinfection and reusable or disposable PPE appropriate to the role, which may vary across workplaces. Examples of equipment may include those listed on the Safe Work Australia website (please note the information provided through this link is included with specific reference to COVID-19).</p>

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > **Sub-sector 6** > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 6 - Pest control services

	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	No	
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	No	
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	No	
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	Yes	<p>Infection prevention and control measures relating may include:</p> <ul style="list-style-type: none"> greater use of PPE beyond the scope of standard work activities due to the risk that pests may be carrying an infectious disease.
Element 2. Undertake work activities in a manner that supports infection prevention and control	No	
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	No	

Companion Volume

Implementation Guide:

Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > **Sub-sector 6** > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 6 - Pest control services

	Contextualisation required?	Additional information for industry specific setting
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	No	
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	No	
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	



Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > **Sub-sector 6** > Sub-sector 7 > Sub-sector 8 > Sub-sector 9

Sub-sector 6 - Pest control services

	Contextualisation required?	Additional information for industry specific setting
Performance evidence	Yes	<p>Applying organisational infection prevention and control measures may include, but are not limited to:</p> <ul style="list-style-type: none"> mandatory health checks for workers entering a workplace to ensure that workers are not showing infection symptoms. <p>Workers may be required to demonstrate the appropriate use of hazardous chemicals and PPE for conducting different parts of core work activities.</p>
Knowledge evidence	No	
Assessment conditions	Yes	<p>Delivery of training may be required to be conducted in environments where equipment for cleaning and disinfection and reusable or disposable PPE appropriate to the role. Examples of equipment may include but are not limited to those included on the Safe Work Australia website (please note the information provided through this link is included with specific reference to COVID-19).</p>

Companion Volume Implementation Guide: Contextualisation guidance

Overview Sub-sector 1 Sub-sector 2 Sub-sector 3 Sub-sector 4 Sub-sector 5 Sub-sector 6 **Sub-sector 7** Sub-sector 8 Sub-sector 9

Sub-sector 7 - Security services

	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	Yes	See below.
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	Yes	<p>Workers should refer to organisational infection prevention and control procedures relating to own job requirements.</p> <p>In the case of security personnel, organisational procedures on infection prevention and control may include but are not limited those provided by employers and/or those provided by the client (e.g. the venue/property providing accommodation).</p> <p>Procedures may include but are not limited to proportionate contact with customers/patrons in conducting work activities and interacting with clients and customers (including advising of social/physical distancing requirements if applicable).</p>
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	Yes	Infection hazards associated with security services arise in situations including the following, but are not limited to, instances where security personnel are required to engage in physical contact in order to conduct core work activities (e.g. removing patrons from venues to protect the health and safety of other patrons).
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	Yes	Where possible, technology could be used to maximise physical distancing in the following scenarios which may include but are not limited to the following - using walk-through metal detectors instead of hand-held wands and adjusting procedures for accessing lifts and hallways in buildings with electronic devices providing guidance.
Element 2. Undertake work activities in a manner that supports infection prevention and control	Yes	See below.
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	Yes	Security personnel who are contracted to work at a hotel or other hiring venue as part of quarantine operations may be required under industry codes of practice or organisational procedures to use a new pair of gloves, a mask and other PPE while touching quarantined individuals' belongings and when interacting with individuals.

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > **Sub-sector 7** > Sub-sector 8 > Sub-sector 9

Sub-sector 7 - Security services		
	Contextualisation required?	Additional information for industry specific setting
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	No	
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	Yes	Security personnel in close contact with individuals suspected of having an infectious disease are recommended to clean and disinfect their duty belt, radio and other equipment used while conducting work activities and safely contain and launder uniforms and any clothing at a high temperature setting.
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > **Sub-sector 7** > Sub-sector 8 > Sub-sector 9

Sub-sector 7 - Security services

	Contextualisation required?	Additional information for industry specific setting
Performance evidence	Yes	<p>Applying organisational infection prevention and control measures may include, but are not limited to mandatory health checks for workers entering a workplace to ensure that workers are not showing infection symptoms.</p> <p>Workers may be required to identify specific hazards when working in different environments (including but not limited to those in hospitals, particularly where roles are in contact with quarantined individuals vs entertainment venues).</p>
Knowledge evidence	Yes	<p>Requirements may include but are not limited to checking the serviceability of PPE used and/or when to use new PPE.</p>
Assessment conditions	Yes	<p>PPE required for security personnel may vary depending on the nature of the job. Workers hired at a venue as part of a quarantine operation or hospital may need to demonstrate extra precaution when using and disposing of PPE.</p> <p>Processes for cleaning or disinfection of reusable or disposable PPE can be found on the Safe Work Australia website (please note the information provided through this link is included with specific reference to COVID-19).</p>

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > **Sub-sector 8** > Sub-sector 9

Sub-sector 8 - Fire protection and fire safety services

	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	Yes	See below.
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	Yes	In preparing to undertake work activities, workers may be required to identify and balance current health guidance such as social/physical distancing requirements, with the health and safety considerations of workers and existing organisational procedures in fire safety services, which include procedures to minimise or eliminate fire hazards for workers and other personnel.
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	Yes	<p>Infection hazards may arise from some work tasks which may require close contact with other workers or clients, which include but are not limited to installation work tasks. Workers may need to consider whether the work task must be completed imminently (in the case of higher or more severe risks to health and safety of workers or civilians) or could be rescheduled to a later time to minimise infection risks.</p> <p>Infection hazard identification may include liaising with civilians on work sites, to identify potential cases of infection and to inform how work tasks are undertaken.</p>
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	Yes	<p>If close contact with others is unavoidable, additional control measures may be required which include but are not limited to:</p> <ul style="list-style-type: none"> • staggering start, finish and break times where appropriate • moving work tasks to different areas of the workplace or off-site if possible • separating workers into dedicated teams and have them work the same shift or work in a particular area • minimising the time spent in client meetings on site • ensuring each worker has their own equipment or tools.

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > **Sub-sector 8** > Sub-sector 9

Sub-sector 8 - Fire protection and fire safety services

	Contextualisation required?	Additional information for industry specific setting
Element 2. Undertake work activities in a manner that supports infection prevention and control	No	
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	No	
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	No	
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	No	
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	



Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > **Sub-sector 8** > Sub-sector 9

Sub-sector 8 - Fire protection and fire safety services

	Contextualisation required?	Additional information for industry specific setting
Performance evidence	Yes	<p>Applying organisational infection prevention and control measures may include, but are not limited to mandatory health checks for workers entering a workplace to ensure that workers are not showing infection symptoms.</p> <p>Workers may be required to demonstrate the appropriate use of hazardous chemicals and PPE for conducting different parts of core work activities.</p>
Knowledge evidence	No	
Assessment conditions	Yes	<p>Delivery of training may require access to equipment for cleaning and disinfection and reusable or disposable PPE appropriate to the role are available. Examples of equipment may include but are not limited to those included on the Safe Work Australia website (please note the information provided through this link is included with specific reference to COVID-19).</p>

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > **Sub-sector 9**

Sub-sector 9 - Swimming pool and spa servicing

	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	Yes	See below.
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	No	
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	No	
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	Yes	In preparing to undertake work activities, workers may be required to implement measures to provide instruction to personnel to comply with health guidance, including social/physical distancing requirements if applicable.
Element 2. Undertake work activities in a manner that supports infection prevention and control	Yes	See below.
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	Yes	Resources and equipment for roles in this industry may include but are not limited to health and safety protocol documents for general pool maintenance and chemicals to balance water chemical proportions required according to industry codes of practice (applied to facilities to ensure pathogens and other known bacteria and infections are duly eliminated).

Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > **Sub-sector 9**

Sub-sector 9 - Swimming pool and spa servicing

	Contextualisation required?	Additional information for industry specific setting
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	Yes	Workers may be required to clean pool facilities and disinfect communal surfaces depending upon exact job role and expectations of the role.
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	No	
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	



Companion Volume Implementation Guide: Contextualisation guidance

Overview > Sub-sector 1 > Sub-sector 2 > Sub-sector 3 > Sub-sector 4 > Sub-sector 5 > Sub-sector 6 > Sub-sector 7 > Sub-sector 8 > **Sub-sector 9**

Sub-sector 9 - Swimming pool and spa servicing

	Contextualisation required?	Additional information for industry specific setting
Performance evidence	Yes	<p>Applying organisational infection prevention and control measures may include, but are not limited to mandatory health checks for workers entering a workplace to ensure that workers are not showing infection symptoms.</p> <p>Workers may be required to demonstrate the appropriate use of hazardous chemicals and PPE for conducting different parts of core work activities.</p>
Knowledge evidence	No	
Assessment conditions	Yes	<p>Delivery of training may require access to equipment for cleaning and disinfection and reusable or disposable PPE appropriate to the role. Examples of equipment may include but are not limited to those included on the Safe Work Australia website (please note the information provided through this link is included with specific reference to COVID-19).</p>