MASTER BUILDERS
AUSTRALIA

WHS Performance, Training & Competency

Accreditation Readiness Workbook | September 2026

Practical guidance and tools for residential and construction businesses preparing for OFSC WHS Accreditation.

How to use this workbook

Understand what good WHS performance, training and competency look like, test your readiness and build a stronger evidence trail.

PURPOSE

Use this workbook to strengthen WHS performance, training and competency, identify gaps, improve project evidence and prepare teams for audit conversations.

What you should get from it

- Project WHS performance reporting that drives builder-level decisions.
- Project-specific plans, inspections and audits that are current and effective.
- Role and task training requirements identified before work is allocated.
- Licences, qualifications and competency evidence verified and kept current.
- Performance findings that lead to action, learning and improvement.

A simple way to work through the resource

01	02	03	04	05
UNDERSTAND	**CHECK**	**STRENGTHEN**	**EVIDENCE**	**PREPARE**
Know what accreditation-ready WHS performance, training and competency look like.	Test your current systems and evidence.	Use the practical tools to close priority gaps.	Build a traceable record of implementation.	Practise the conversations people may need to have at audit.

IMPORTANT

OFSC accreditation does not replace State or Territory WHS/OHS legislation. Applicable training, licensing, qualification and project WHS requirements continue to apply. This workbook focuses on additional OFSC performance, assurance and competency evidence a builder may need to demonstrate. It is a readiness resource and does not guarantee accreditation or legal compliance.

DISCLAIMER

Readiness resource only. Confirm current OFSC criteria and the WHS/OHS requirements applying in each project jurisdiction, including licensing, qualification, high-risk work, training and competency requirements.

01

Why WHS performance, training and competency matter

For OFSC accreditation, a performance report, training matrix or licence register is not enough on its own. The builder needs evidence that performance information drives decisions and that people doing the work have the training, qualifications and competency required for their roles.

The Residential Builders' Guide tests project-level performance reporting, project-specific Work Health & Safety (WHS) plans, inspections and internal Work Health & Safety Management Systems(WHSMS) audits, together with identification and verification of training, competency, qualification and licensing requirements.

ACCREDITATION LENS

The audit process tests both documented systems and implementation. Project performance must connect to builder reporting and management action. Training and competency controls must show what each role/task requires, how requirements were verified before work, how WHSMS instruction is delivered and how records are kept current.

What this means in practice

MEASURED	Project WHS performance is reported at a defined frequency and incorporated into builder-level review and decision-making.
PROJECT-SPECIFIC	The WHS management plan and inspection program reflect the actual project scope, roles, hazards and review triggers.
ASSURED	Builder/project WHSMS audits are planned, completed by trained personnel and linked to corrective-action management.
COMPETENT	Training, licences, qualifications and verification of competency are defined by role/task and checked before work.
RECORDED	Reports, training records, competency checks, audit findings and actions show that the systems operate in practice.

Where this category maps to the OFSC guide

- FP5.1-FP5.3 - project WHS performance reporting, project-specific WHS management plans and health and safety inspection programs.
- FP6.1-FP6.4 - identify and verify training, competency, qualification and licensing requirements; induct workers into relevant procedures; record WHS training.

- WH17.1-WH17.3 - builder and project WHSMS audit program, defined audit scope/approach/reporting/corrective actions, and formally trained auditors.
- Use Book 6 for Critical Construction Hazards and Book 4 for Consultation & Subcontractor Management so those controls are not duplicated here.

02

What good looks like

Compare your current practice with stronger accreditation-ready practice. The aim is to connect project planning, performance, inspections, audits and critical controls to what is actually happening on site.

AREA	WEAK / INFORMAL PRACTICE	STRONGER ACCREDITATION-READY PRACTICE
Performance reporting	Project numbers are collected but reviewed locally.	Project WHS reports use defined measures, are reviewed, and outcomes feed into builder-level reporting and decisions.
Project WHS plan	A standard plan is copied between projects.	The plan is project-specific, identifies roles/scope, is authorised by the responsible senior role and has defined review triggers.
Inspections & audits	Checklists or audit schedules exist but are inconsistently completed.	Project inspections and builder/project WHSMS audits are planned, completed, reported and linked to corrective actions.
Training needs	Training is arranged when someone asks for it.	Minimum WHS training and competency requirements are identified by role/task before work allocation.
Licences & qualifications	Copies are held without clear linkage to work.	Required licences, qualifications and high-risk work credentials are verified as current before relevant work.
Verification of competency	Experience is assumed to equal competence.	Verification of Competency (VoC) or other competency verification is applied where defined by the builder, project or risk and results are recorded.

03

Your four readiness levels

Use the level that best describes the consistency and evidence behind your WHS performance, training and competency system.

1

NONE AT ALL | Establish

What it means: No consistent performance reporting, project assurance or training/competency process is evident.
Your focus: Define reporting, project-plan, inspection/audit, training and competency requirements and responsibilities.

2

GETTING STARTED | Implement

What it means: Some processes exist, but they may be generic, person-dependent or inconsistently recorded.
Your focus: Make reporting, assurance and competency checks repeatable and retain usable evidence.

3

BUILDING THE FOUNDATIONS | Embed

What it means: Core systems are established, but consistency across projects, roles or training/competency checks needs strengthening.
Your focus: Standardise, monitor and verify that expectations are applied as intended.

4

STRENGTHENING IMPLEMENTATION | Assure and improve

What it means: Systems are operating and evidence is available. The focus is on quality, effectiveness and continuous improvement.
Your focus: Analyse performance and competency trends, test effectiveness and use findings to improve the WHSMS.

DO NOT TREAT A HIGH SCORE AS COMPLETION

A strong diagnostic result means the business appears to have stronger foundations. Formal accreditation still depends on the OFSC application and on-site audit process.

04

Performance, Training & Competency Readiness Check

Use Yes / Partly / No and note the evidence you can actually produce. If you answer Yes but cannot locate current project evidence, treat the item as Partly until the evidence trail is clear.

#	READINESS QUESTION	Y / P / N	POSSIBLE EVIDENCE
1	Are project-level WHS performance reports produced at a defined frequency?	Yes [ ] Partly [ ] No [ ]	Project report; dashboard; reporting schedule
2	Are project WHS results incorporated into builder-level reporting and management review?	Yes [ ] Partly [ ] No [ ]	Management report; meeting minutes; decisions/actions
3	Is a project-specific WHS management plan developed, authorised and reviewed for each project?	Yes [ ] Partly [ ] No [ ]	Current project WHS plan; authorisation; revision history
4	Are project inspections planned at defined intervals and against project-relevant criteria?	Yes [ ] Partly [ ] No [ ]	Inspection schedule; criteria/checklists; completed records
5	Are builder and project WHSMS audits scheduled and completed?	Yes [ ] Partly [ ] No [ ]	Audit program; audit plans; completed reports
6	Are audit findings reported, assigned and tracked to close-out/effectiveness?	Yes [ ] Partly [ ] No [ ]	Audit report; action register; management review
7	Are personnel conducting WHSMS audits formally trained as required by the builder?	Yes [ ] Partly [ ] No [ ]	Auditor training evidence; audit allocation
8	Are minimum WHS training and competency requirements identified by role/task?	Yes [ ] Partly [ ] No [ ]	Training needs analysis; matrix; role requirements
9	Are required licences and qualifications verified before relevant work?	Yes [ ] Partly [ ] No [ ]	Licence/qualification register; verification records
10	Are verification-of-competency requirements defined for relevant plant, tasks or roles?	Yes [ ] Partly [ ] No [ ]	VoC procedure; competency criteria; assessment records
11	Are workers inducted into WHSMS/site procedures relevant to the work they undertake?	Yes [ ] Partly [ ] No [ ]	WHSMS induction; SWMS/Safety Operating Procedure (SOP)/permit instruction; acknowledgement
12	Is WHS training provided to employees recorded and kept current?	Yes [ ] Partly [ ] No [ ]	Training register; certificates; attendance records

13	Are expiry dates and refresher requirements actively monitored?	Yes [ ] Partly [ ] No [ ]	Training/credential expiry report; reminders; renewals
14	Do performance findings trigger targeted training, supervision or competency reassessment where appropriate?	Yes [ ] Partly [ ] No [ ]	Corrective actions; training assignment; reassessment record
15	Are significant performance and competency gaps escalated, assigned and followed through?	Yes [ ] Partly [ ] No [ ]	Action register; management review; effectiveness check

USE THE EVIDENCE TEST

If a plan, schedule, procedure or hazard standard exists but you cannot locate recent project evidence showing implementation and verification, treat the item as Partly until the evidence trail is clear.

05

Tool 1: Roles & accountability

Use this matrix to define who owns project performance reporting, WHS plan review, inspections, audits and verification of training and competency requirements.

ROLE	WHAT THEY ARE ACCOUNTABLE FOR	EVIDENCE TO RETAIN
Director / CEO / Managing Director	Set expectations; review WHS performance; ensure resources for assurance and competency development.	Management review; performance decisions; resource approvals; actions.
Construction / Operations Manager	Review project performance; ensure project plans, inspections/audits and role competency expectations are implemented.	Project reviews; reports; audit findings; capability actions.
WHS Manager / Adviser	Maintain reporting, audit, inspection, training and competency systems; analyse trends and advise on gaps.	Reports; audit program; training matrix; competency records; trend analysis.
Project Manager	Maintain project WHS plan; report performance; coordinate inspections/audits; ensure required competency evidence is available.	Project plan; reports; inspection/audit records; training/credential evidence.
Site Manager / Supervisor	Implement project systems; verify worker/plant competency; deliver or coordinate task-specific instruction; close actions.	Prestarts; inductions; competency checks; inspection records; actions.
Workers / Subcontractors	Complete required training; provide credentials; follow instructions and controls; raise gaps or changes.	Training/acknowledgement records; licences/VoC; feedback; task evidence.

MINIMUM DECISIONS TO DEFINE

Set project reporting frequency and measures; project WHS plan authorisation/review; inspection intervals/criteria; builder and project audit schedule; auditor training requirements; role/task training and competency criteria; credential verification and expiry monitoring; and how performance findings trigger training or reassessment.

06

Tool 2: Project performance & competency review

Use this review to connect project WHS performance, inspection and audit findings with training, competency and assurance decisions, actions and follow-up.

AGENDA ITEM	QUESTIONS TO ASK	DECISION / ACTION
Project performance	What is off target, recurring or deteriorating? What decision or escalation is required?	Owner: __________ Due: __________ Evidence: __________
Project WHS plan	Is the plan current for the scope, project stage, roles and recent changes?	Owner: __________ Due: __________ Evidence: __________
Inspection program	Are scheduled inspections occurring and are findings closed effectively?	Owner: __________ Due: __________ Evidence: __________
Audit program	Are builder/project audits on schedule, properly scoped and completed by trained personnel?	Owner: __________ Due: __________ Evidence: __________
Training needs	Are role/task training requirements current and matched to work allocation?	Owner: __________ Due: __________ Evidence: __________
Licences & qualifications	Are required credentials current and verified before work?	Owner: __________ Due: __________ Evidence: __________
Verification of competency	Where VoC is required, is the assessment current and suitable for the actual plant/task?	Owner: __________ Due: __________ Evidence: __________
WHSMS instruction	Are workers receiving and acknowledging the procedures relevant to their work?	Owner: __________ Due: __________ Evidence: __________
Corrective actions	Which performance or competency actions are overdue or not yet verified as effective?	Owner: __________ Due: __________ Evidence: __________
Trends & improvement	What repeated findings indicate a system, training or supervision change is required?	Owner: __________ Due: __________ Evidence: __________

07

Tool 3: Performance & competency site verification

Use this site-based check to verify project performance evidence, role and task competency, licences, qualifications, training and WHSMS knowledge against the work actually being undertaken.

Project		Reviewer	
Date		Site contact	

Ask, observe and verify

FOCUS	PROMPT	NOTES / ACTION
Project WHS plan	Show the current plan. What has changed recently and where is the review/revision recorded?	
Performance	What project WHS measure is currently off target and what action has resulted?	
Inspection	Show a recent project-specific inspection and one finding through to close-out/effectiveness.	
Internal audit	Show the latest builder/project audit relevant to this site and how findings were reported and actioned.	
Role requirements	Select one role/task. What training, licence, qualification or competency evidence is required?	
Credential check	Select one worker or operator. Show how required credentials were verified and kept current.	
WHSMS instruction	Show how the person was instructed in the site procedures/SWMS relevant to the work.	
Performance-to-learning	Show a recent finding that led to training, coaching, supervision or competency reassessment.	

EVIDENCE TO KEEP

Record project reports/plans reviewed, inspection/audit evidence, training and competency records reviewed, discussions, corrective actions, escalations and follow-up.

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Build your evidence chain

For each requirement, connect the documented process to a recent project implementation record. Strong evidence is traceable from expectation, to field implementation, to verification and improvement.

01	02	03	04
EXPECTATION	IMPLEMENTATION	EVIDENCE	REVIEW

Accreditation evidence map

REQUIREMENT	DOCUMENTED PROCESS	IMPLEMENTATION TEST	POSSIBLE EVIDENCE
Project performance reporting	Project reporting process	Project reports produced and incorporated into builder reporting	Project report; dashboard; management minutes; decisions/actions
Project WHS management plan	Plan development/approval/ review process	Current project-specific plan is authorised and maintained	Signed plan; roles/scope; revision history; review record
Inspection program	Inspection procedure / schedule	Project-specific inspections completed at defined intervals	Schedule; checklist; completed inspections; corrective actions
Builder/project WHSMS audits	Audit program / schedule	Audits completed at both levels to planned scope	Audit schedule; plans; reports; management reporting
Auditor competency	Audit competency requirement	Formally trained personnel conduct scheduled audits	Training evidence; auditor allocation; completed audit
Training requirements	Training/competency procedure and matrix	Role/task requirements identified before work	Training needs analysis; role matrix; assigned training
Licences / qualifications	Credential verification process	Required credentials are current and linked to work allocation	Licence/qualification register; verification; expiry monitoring
Verification of competency	VoC / competency process	Defined high-risk plant/tasks are assessed by suitable persons	Assessment criteria; VoC record; assessor evidence
WHSMS instruction & improvement	Induction/instruction and corrective-action processes	Workers receive relevant instruction and findings drive targeted improvement	Induction/SWMS acknowledgement; training record; action close-out; reassessment

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Auditor lens: questions to be ready for

The goal is not scripted answers. Project teams should be able to explain how WHS performance is measured, how project assurance drives action and how training, licensing and competency requirements are identified, verified and kept current.

WHO	PRACTICE QUESTION
Senior leader	What project WHS performance information do you review and what recent decision resulted from it?
Project manager	Show the current project WHS management plan. Who authorised it and when was it last reviewed?
Site manager	How are inspection frequencies and criteria set, and what happens to identified non-conformances?
WHS / auditor	Show the builder and project audit schedule. What formal auditor training is required and how are findings escalated?
Supervisor	Select a current role/task. What training, licence or competency evidence must be verified before work?
Worker / operator	What training or instruction did you receive for this work and how was your competency checked?
Project manager	Show how credential expiry or refresher requirements are monitored and acted on.
Senior leader / WHS	What recurring performance or competency findings have caused a system, training or supervision change?

Common gaps to look for

- Project WHS reports are produced but are not incorporated into the builder-level reporting and management review process.
- The WHS management plan is generic, not project-specific, or is not formally reviewed as the work changes.
- Performance reports or training records exist, but recurring findings are not consistently linked to corrective actions, targeted training, supervision or competency reassessment.
- An audit schedule exists, but audits are not completed at both builder and project level or are not undertaken by formally trained personnel.
- Corrective actions are closed administratively without verification that the underlying control is effective.
- Training is completed, but expiry, refresher or role-change triggers are not consistently monitored or acted on.
- Licences, qualifications or competency records are held separately with no clear link to work allocation, project risks or follow-up of performance findings.

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Your 30 / 60 / 90-day action plan

Choose only the highest-value gaps. The purpose is to create a credible evidence trail quickly, not to generate unnecessary documents.

WHEN	PRIORITY ACTION	OWNER	DUE	EVIDENCE OF COMPLETION
0-30 days				
31-60 days				
61-90 days				

TIP

Prioritise actions that strengthen both performance assurance and workforce capability. Use existing project reports, plans, inspections, audit records, training matrices and credential systems wherever they already demonstrate the required activity.

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Suggested sequence if you are starting from a low score

Build the WHS performance, assurance and training/competency system in a logical order, then test whether the evidence chain holds together on a live project.

FIRST	Define project reporting, WHS plan, inspection and internal audit requirements, responsibilities and frequencies.
SECOND	Define role/task training, licensing, qualification and competency requirements and who verifies them.
THIRD	Complete project-specific inspections and builder/project audits; ensure trained auditors and clear reporting/escalation.
FOURTH	Verify selected worker/operator competency and WHSMS instruction against actual work; close any gaps.
FIFTH	Review 60 to 90 days of performance, audit and competency evidence and correct recurring or systemic gaps.

READINESS TEST

At the end of 90 days, select one active project and trace its WHS plan, performance report and internal audit evidence, then select one worker/operator and trace role requirements, credentials, instruction and competency verification through to current work. Any break in that chain is your next improvement priority.

How to use this workbook with the WHS Readiness Diagnostic

DIAGNOSTIC RESULT	USE THIS WORKBOOK TO...
None at All	Establish the minimum project performance, assurance and training/competency system.
Getting Started	Make plans/reporting specific, schedule inspections/audits and start verifying role/task training and competency.
Building the Foundations	Test consistency across projects and verify performance findings and competency gaps are followed through.
Strengthening Implementation	Use trend analysis, audit findings and capability assurance to improve builder and project performance.

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Reference points and use notes

Keep the resource proportionate, use existing records wherever possible and confirm current requirements before relying on this workbook.

Primary OFSC reference

Office of the Federal Safety Commissioner, WHS Accreditation Scheme Audit Criteria: Residential Builders' Guide. Relevant criteria include FP5.1 to FP5.3, FP6.1 to FP6.4 and WH17.1 to WH17.3. The Guide emphasises both documented process and evidence of effective implementation.

Housing Australia context

The OFSC provides specific guidance for residential and head contractor builders tendering for Housing Australia funding under the Housing Australia Future Fund and National Housing Accord Facility (NHAF). Depending on the project and applicable exemptions, the Scheme may require the head contractor builder to be accredited before Housing Australia can fund the building work

KEEP IT PROPORTIONATE

The objective is not to create separate accreditation reporting, audit or training systems. Use the builder's existing project WHS plan, reports, audit records, training matrices, credential registers and competency records where they demonstrate the required activity. Add only the assurance and traceability needed to show implementation and effectiveness.

Primary OFSC reference

- Scheme criteria guidance explained for head contractor builders - www.fsc.gov.au/scheme-criteria-guidance-explained-head-contractor-builders
- OFSC provides Education, Training and resources Mental Health Education, Training and Resources | Office of the Federal Safety Commissioner
- The OFSC provides specific guidance for residential and head contractor builders tendering for Housing Australia funding under the Housing Australia Future Fund Facility (HAFFF) and National Housing Accord Facility (NHAF). Depending on the project and applicable exemptions, the Scheme may require the head contractor builder to be accredited before Housing Australia can fund the building work.