CRITICAL CONTROL MANAGEMENT SERIES

CCM-01 · Critical Control Management Awareness

Product Overview

Audience: All workers · Duration: 45–60 minutes

Version 1.0 · 8 November 2026

For every worker on a site with fatal risks: what a critical control is, how to check it is there, and what to do when it is not.

Most fatal incidents happen when one of a small number of controls was missing or did not work: an isolation not proved dead, an exclusion zone not kept, a seatbelt not worn, a guard taken off. This session gives every worker the language and the habits to notice that before the job starts. Participants learn what makes a risk critical, what a critical control is and how it differs from the other controls around it, how to read a simple bowtie, how to check the critical controls for their task, and why a missing critical control means the job stops.

Learning outcomes

- Explain what makes a risk critical: its worst credible outcome is a fatality, serious injury or catastrophic event
- Recognise the critical risks in their own work
- Explain what a critical control is, and how it differs from other controls
- Read a simple bowtie: the event, what causes it, and what limits the consequences
- Check the critical controls for their task before starting, using a critical control checklist
- Stop work when a critical control is missing or not working
- Report a critical control failure or near miss through the right channel

Session outline

Part	Covers
1. Critical risks	What makes a risk critical; fatal and catastrophic events in operational work; when a fatal risk stops feeling dangerous
2. Critical controls	What a critical control is: first, is it a control, then is it critical; critical controls and the other controls around them; a simple bowtie, read left to right
3. Checking the control	Is it there and working; critical control checklists and pre-start checks; a worked example: an electrical isolation; what ‘not working’ looks like; pass, non-conformance and fail
Activities	Find the critical control: six tasks from mining, construction, manufacturing, local government, transport and utilities. Missing or not working: six scenes rated pass, non-conformance or fail. My workplace: the critical risks, checklists and reporting route in the participant’s own work
4. Your part	Duties of employers and workers under WHS and OHS laws; stopping work: when, how and what happens next; reporting a failure or near miss, and consultation through your Health and Safety Representative; knowledge check

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What is in the package

Folder	Contents
01_START_HERE	Read Me First, Product Overview, Permitted Use Terms, Version Information
02_TRAINING_PRESENTATION	Training Presentation (.pptx with speaker notes, and PDF)
03_FACILITATOR_GUIDE	Facilitator Guide (.docx and PDF), Session Plan
04_PARTICIPANT_RESOURCES	Participant Workbook (.docx and PDF), Handouts (PDF)
05_ACTIVITIES_AND_ASSESSMENTS	Practical Activities and Sample Critical Control Checklists, Knowledge Assessment, Assessment Answers (PDF)
07_TRAINING_ADMINISTRATION	Attendance Register (.xlsx), Completion Certificate Template, Training Evaluation

Document control

Item	Detail
Product	CCM-01 Critical Control Management Awareness
Document	Product Overview
Version	1.0
Status	Released
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CRITICAL CONTROL MANAGEMENT SERIES

Critical Control Management Awareness

Know the few controls that stand between you and a fatality, check them before you start, and stop when one is missing

[Insert organisation name] · [Insert date]

01

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What this session is, and is not

This session is

- ✔ About the risks in your work that could kill
- ✔ About the few controls that must work, every time
- ✔ About checking them before you start
- ✔ About your right to stop, and how to speak up

This session is not

- ✕ Your site induction: site rules still belong there
- ✕ A list of every control on site
- ✕ An audit, or a lecture on the law
- ✕ About finding someone to blame

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Today

1

Critical risks

what makes a risk critical, and when it stops feeling dangerous

2

Critical controls

what a critical control is, and a simple bowtie

3

Checking the control

checklists, an electrical isolation, and what ‘not working’ looks like

4

Your part

stopping work, reporting, and having your say

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What makes a risk critical

> “A critical risk is one whose worst credible outcome is a fatality, serious injury or catastrophic event.”

- Worst credible: what could realistically happen on a bad day, not the wildest outcome you can imagine
- It does not have to be likely. A rare event that kills is still a critical risk
- Most sites have a short list: falls, mobile plant, energy, lifting, confined spaces

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Fatal and catastrophic events in operational work

Industry	The work	The unwanted event
Mining	Isolating a conveyor drive for maintenance	Caught in moving machinery, or hit by stored energy
Construction	Working on a roof or an open floor edge	Fall from height
Manufacturing	Forklifts and people working in the same warehouse	Pedestrian struck by a forklift
Local government	Roadside works on a high-speed road	Worker struck by passing traffic
Transport	Coupling a trailer in the yard	Driver crushed when a trailer rolls away
Utilities	Switching or working on electrical equipment	Electric shock or arc flash

The same short list of events kills people at work, year after year.

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Participant Workbook

Duration: 45–60 minutes

Name: _____

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How to use this workbook

This workbook goes with the session. Make notes in it, use it for the activities, and keep it. The ‘My workplace’ page and the sample checklists near the end are the most useful pages to keep.

By the end of the session you will be able to:

- Explain what makes a risk critical: its worst credible outcome is a fatality, serious injury or catastrophic event
- Recognise the critical risks in their own work
- Explain what a critical control is, and how it differs from other controls
- Read a simple bowtie: the event, what causes it, and what limits the consequences
- Check the critical controls for their task before starting, using a critical control checklist
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Part 1. Critical risks

Key ideas

Term	What it means
Hazard	Anything with the potential to cause harm.
Control	An act, object, or technical system that actively prevents or mitigates the risk of an unwanted event.
Critical risk	One whose worst credible outcome is a fatality, serious injury or catastrophic event.
Critical control	A control that is crucial to preventing a critical risk event or limiting its consequences, so that its absence or failure would significantly increase the risk despite other controls being in place.
Preventive control	A control that aims to stop the hazard from becoming an incident.
Mitigating control	Something that minimises harm once the hazard has been triggered.
Unwanted event	The point where control is lost: the specific event at the centre of the bowtie, such as a fall from a roof edge or contact with live electricity.

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Term	What it means
Bowtie	A visual risk tool. It shows you how an unwanted event can happen and, if it does happen, how it can escalate to its maximum potential consequence.
Pre-start check	A check, before a task starts, by the people doing it, that the critical controls for that task are there and working.
High potential incident	An incident, or a failed critical control found with nobody hurt, that could realistically have caused a fatality or serious injury.

Fatal and catastrophic events in operational work

Industry	The work	The unwanted event
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When a fatal risk stops feeling dangerous

What it sounds like	What is really happening
“We’ve done it a thousand times”	Each time nothing happens, the risk feels smaller. It has not changed.
“It’s only for a minute”	The shortcut becomes the normal way
“Nobody’s ever been hurt doing it”	Controls wear down and nobody notices
“The checklist is just a formality”	The check becomes a tick from memory

Risk doesn't disappear when it's quiet. It hides.

Which job in your work used to feel dangerous and now feels routine?

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Activity 1. Find the critical control

Your facilitator will give your group a task. Answer the three questions. All tasks are composites, not real people or workplaces.

Task A. Mining: Into the pit

Jarrah is a service crew member at an open-cut mine. He has to drive a light vehicle down the main haul road to take a hydraulic hose to an excavator. Haul trucks are running. The mine's rules for the haul road: call up on the haul road radio channel and wait for the truck operators to acknowledge before entering; keep at least 50 metres from a haul truck and never pass one without radio clearance. The trucks have a proximity detection system that alarms in the cab when a light vehicle is close. Jarrah's light vehicle has a flashing beacon and a flag on a whip, and he wears his seatbelt. He did the haul road module at his induction, and there is a laminated traffic plan in the glovebox.

1. What is the critical risk? Name the unwanted event, and how bad it could be.

2. Which of the controls in the task are critical? Is each one preventive or mitigating? Which are not controls at all?

3. What would you check before starting, with your own eyes and hands?

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