

1. Introduction

Curtin University is certified against the WorkSafe Plan and Australian Standard 4801 for Health and Safety Management Systems. To maintain this certification, regular, cyclical external and internal assessments are required. For more information on these processes please refer to the [Internal](#) and [External Health and Safety Assurance Guidelines](#)

This guide is for Managers, Supervisors, and any other relevant workers to help navigate the functions used to conduct online health and safety certifications and assurances at Curtin University.

For more information please refer to the [Health and Safety Certification and Assurance Plan](#).

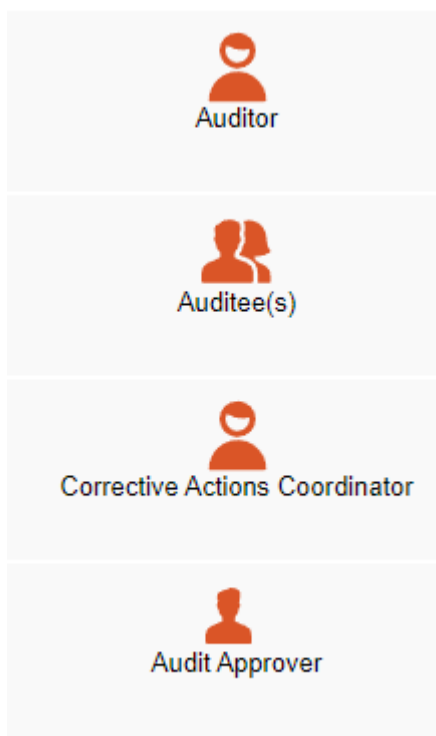
2. How to access CHARM



1. Log into the [Staff Portal](#)
2. Click on the right arrow of the application wheel
3. Click on the CHARM icon to access the system

3. Audit Workflow

The CHARM workflow and roles are set up as per the workflow below. The workflow will be determined by the H&S department when an Audit is being scheduled unless you have been directly assigned additional roles by H&S.



Auditor: The Auditor is the person or group that will conduct the Audit answering the audit questions and providing observations, findings and recommendations.

Auditee: The Auditee is the Business Unit area that is being audited and includes a contact person for the area.

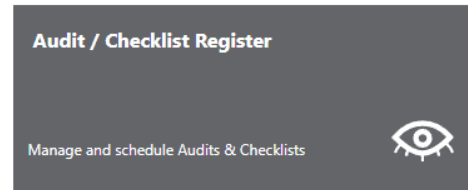
Corrective Actions Coordinator: The Corrective Actions Coordinator (CAC) is responsible for entering and assigning actions/tasks for questions that not compliant. This role is accessible after the Auditor has answered the questions.

Audit Approver: The Approver role comes after the Corrective Actions Coordinator. Role. The Approver reviews the Corrective Actions and then is required to approve or reject the Audit. If the audit is rejected by the Approver, the audit will be returned to the CAC to re-enter actions.

4. Audit Register

From your CHARM dashboard, click on the Audit Register

The Audit Register contains audits that have been scheduled by Health and Safety. The Audit Register also contains the “Checklists and Inspections” tab where all of the completed health & safety checklists such as workplace inspections are located.



You can view and conduct audits that have been assigned to you as the Auditor under the “Audits to Conduct” tab. You can also view Audits requiring action; view those that have been completed / cancelled and identify the status of an Audit.

5. Scheduling an Audit

All audits will be scheduled by H&S unless you have been assigned the Audit Coordinator role by H&S to schedule your own Audits.

To schedule an audit (if function is available):

1. Go to the Audit Register
2. Click the Schedule button
3. From the Audit Details screen, fill in the Schedule name
4. Under the Audit Name field, use the left selection box to select an audit and click the Add button to add the audit you wish to conduct to the right side selection box.
5. Select the Planned Start Date and Planned Completion Date of the audit using the calendar icons
6. Select the Audit Person Workflow from the Workflow for Audit drop down list.
7. Select the workflow participants for each role using the magnifying glass icon and searching for the participants.
8. Click the submit button to schedule the audit.
9. Email notifications will be sent to the Auditor and Auditee notifying them of the audit.

6. Conducting an Audit (Auditor)

To conduct an audit that has been assigned to you as the Auditor;

1. Go to the Audit Register
2. Click on the “Audits to Conduct” tab
3. Double click on the Audit you would like to conduct
4. Conduct the audit answering all yes, no or N/A questions and by filling in the free text fields with your findings/observations, evidence sighted, recommendations and attachments (if required).

To save your Audit as a draft click on the Save button. You can continue your audit by going back to your “Audits to Conduct” tab and clicking on the audit.

Once you have completed the audit by answering all questions, press the submit button located at the top of the page. Once submitted, this will send an email to the Corrective Actions Coordinator who will be required to view the audit and add corrective actions following your listed findings and recommendations.

7. Corrective Action Coordinator

The Corrective Actions Coordinator is required to add corrective actions to an audit that has been completed by the Auditor. When an audit has been undertaken by the Auditor, you will receive an automatic email notifying you to enter actions to the audit.

To add corrective actions to an audit:

1. Go to the Audit Register
2. Click on the "Audits Requiring Action" tab
3. Double click on the Audit you would like to add actions to. It will have a status of "Awaiting Actions".
4. Enter an Action Item, Person Responsible and Due Date for all Non-Compliant (red) answers.
5. To save your Audit as a draft click on the Save button. You can continue your audit by going back to your "Audits Requiring Action" tab and clicking on the audit.
6. Once you have added an Action Item, Personal Responsible and Due date for all Non-Compliant (red) answers click the green submit button.
7. Once submitted, this will send an email to the Audit Approver who will be required to approve or reject the audit,
8. If an audit is rejected you will be required to repeat the process above in this section to re-enter actions and re-submit the audit to the Audit Approver.

8. Audit Approver

The Audit Approver can review the Audit's findings and Corrective Actions assigned and decide to approve or Reject the Audit. If the Audit is rejected, the Corrective Actions Coordinator can add or edit the Corrective Actions to ensure they are valid and have the appropriate details.

To approve or reject an audit:

1. Go to the Audit Register
2. Click on the "Audits Requiring Action" tab
3. Double click on the Audit you wish to view. The audit will have a status of "Awaiting Approval"
4. Once you have viewed the audit, click the back button to return to the "Audits Requiring Action" tab
5. In the commands column located at the right hand side of the Audit, choose to Approve (thumb up) or Reject (thumb down) by clicking on the associated icon.

Clicking the Reject button, the Audit Approver is prompted to enter information about why the Audit has been rejected.

Clicking the Approve button, the Audit Approver is prompted to enter information about why the Audit is approved.

Once approved, an audit will move from a status of Open to Completed once all actions (tasks) within the audit have been completed.

9. Tasks


Corrective actions (Tasks) assigned to you will be located in the “**My Tasks**” section by clicking



the icon located at the top of any page in CHARM. From the **My Tasks** section you can view all, open and completed actions that have been assigned to you.

To complete an Action Item / Task

From the **My Tasks** section, click on the “Open” tab to view all of your open actions.

2. Change the progress of the action by using the drop down % box to select a percentage.
3. Click on ... and then select **Notes** from the command list to add notes relating to the progress of the action.
4. Once an action is completed, click the Completed? checkbox and then **Save** 
5. The completed action will then appear in the “Completed” tab.

10. Transferring an Audit to another Auditor

To transfer an Audit from one Auditor to another (for *Not Started/Overdue* Audits only)

1. Go to the Audit Register
2. Click on the *New* tab
3. Find the audit you wish to transfer and click on ... and then select **Transfer Audit** from the Commands list
4. Use the magnifying glass to search for the new Auditor
5. Add a reason for the transfer in the free text field
6. Click *Transfer* (this will send an email notification with the comments to the new auditor)

