

NEBOSH

MANAGEMENT OF HEALTH AND SAFETY

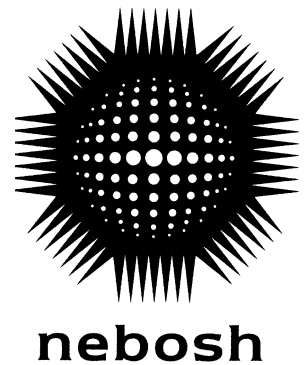
UNIT IG1:

For: NEBOSH International General Certificate in Occupational Health and Safety

MANAGEMENT OF INTERNATIONAL HEALTH AND SAFETY

UNIT IGC1:

For: NEBOSH International General Certificate in Occupational Health and Safety
NEBOSH International Certificate in Construction Health and Safety
NEBOSH International Certificate in Fire Safety and Risk Management



Open Book Examination

Available for 24 hours

Guidance to learners

This is an open book examination. It is not invigilated, and you are free to use any learning resources to which you have access, eg your course notes, or a website, etc.

By submitting this completed assessment for marking, you are declaring it is entirely your own work. Knowingly claiming work to be your own when it is someone else's work is malpractice, which carries severe penalties. This means that you must **not** collaborate with or copy work from others. Neither should you 'cut and paste' blocks of text from the Internet or other sources.

The examination begins with a realistic scenario to set the scene. You will then need to complete a series of tasks based on this scenario. Each task will consist of one or more questions.

Your responses to **most** of these tasks should wholly, or partly, draw on relevant information from the scenario. The task will clearly state the extent to which this is required.

The marks available are shown in brackets to the right of each question, or part of each question. This will help guide you to the amount of information required in your response. In general, one mark is given for each correct technical point that is clearly demonstrated. Avoid writing too little as this will make it difficult for the Examiner to award marks. Single word answers or lists are unlikely to gain marks as this would not normally be enough to show understanding or a connection with the scenario.

You are **not** expected to write more than 3000 words in total.

Try to distribute your time and word count proportionately across all tasks.

It is recommended that you use the answer template.

Please attempt **ALL** tasks.

SCENARIO

You are a full-time worker at a busy retail store selling shoes and shoe care products. The store is open 09.00 – 18.00 Monday – Saturday, and 10.00 – 16.00 on Sundays. It is located within a large shopping centre.

There are four other full-time workers, two part-time workers covering weekends, and a new store manager who joined the team 3 months ago. The previous store manager left the role 6 months ago. You have been employed at the store for 10 years. Temporary workers are usually employed by the store during busy seasonal sale periods on a short-term contract, ranging from a couple of days to a couple of weeks.

On the second floor of the building there is a stockroom with a high ceiling that is accessed by stairs from the back of the store. Within the stockroom there is floor-to-ceiling shoe racking to optimise space. The racking is designed in a way that allows quick retrieval of stock, so customers are not left waiting for too long. The previous store manager did not like having customers being kept waiting and workers still feel under pressure to get to customers quickly. Often, two or three customers are served at the same time during busy periods, so workers tend to fetch multiple boxes of shoes from the stockroom in one trip to save time and energy. Although the current store manager works on the shop floor, they spend most of their time at the cash register serving customers.

To help improve serving time, the previous store manager implemented your suggestion of placing popular items on racking near the front of the stockroom. Shoes that have been tried on by customers and not bought, are returned to the stockroom immediately and put back in their original place.

In the stockroom, a small lockable step ladder and step stool are shared between yourself and other workers so that stock stored on higher shelves can be reached safely.

Sundries such as shoe polish, laces, and shoe protector products, are expected to be offered and sold once a customer decides to purchase a pair of shoes. The sales targets around this are set by the store manager and a small commission is earned by the workers for any sundries sold.

In a previous role you completed a National General Certificate in Occupational Health and Safety. Because of this, the previous store manager involved you in some health and safety matters from time to time, such as risk assessments and an informal induction for new temporary and permanent workers. Most of the advice you give before new workers start comes from your own experience, such as showing them how to handle heavy stock, as there is nothing official written down. You also try to spend a day with new workers before leaving them on their own, but this is not always possible. You have noticed that the current store manager is not health and safety aware and occasionally they have delegated health and safety responsibilities to you, like the previous store manager did.

You enjoy your job as you get to meet a variety of customers, and it involves plenty of exercise going up and down the stairs to get different shoe sizes and styles. You often joke that you save money on a health club membership as 'this job is your gym workout'.

Many of your colleagues choose to wear fashionable footwear such as heels, opened-toed shoes and unlaced trainers to work. You used to wear nice, fashionable shoes during work hours, but due to aching feet and calves, not to mention a few near-miss trips down the stairs when carrying boxes, you have decided to wear flat shoes only. You mention this to the current store manager who says they will check and update the risk assessment when they have time.

Seasonal changes in stock, and recent employment of temporary workers, have left the stockroom in a mess. Stock has been put in the wrong place or left on the floor, making it harder to find. You tell the current store manager that, over the last few years, you have observed many near misses in the stockroom. Some of these near misses include shoe boxes falling from height, trips over boxes not put away properly, and the use of broken step ladders. You also have some ideas on how to make the stockroom safer and how to utilise the space better.

The current store manager asks you where they could find information on near misses. You assumed that the previous store manager would have dealt with them, as you were never asked to become involved. You are not even sure if all workers know that any near misses should be reported, as this information is not something you have been told to give during the induction. You also suggest that these should have been recorded. This leads you onto the subject of having information written down to show new workers. You explain that everything you tell the workers is from memory, and you are never sure if you have remembered to tell them everything they need to know.

A few days later an accident occurs involving one of the workers. A customer comes into the store with two children and chooses several shoes in different sizes for the children to try on. The worker serving the customer is flustered, as the children are crying and the customer is obviously in a hurry. The worker rushes down the stairs with several pairs of shoes, in an attempt to help the customer decide on their purchase quickly. Carrying 4 boxes of shoes, they trip halfway down the stairs, turning their ankle, which results in rapid swelling and tenderness.

You go to help the worker, picking up one of the worker's heeled shoes and the damaged boxes of shoes that fell down the stairs. Although untrained, both you and the current store manager treat the injured worker as best as you can. You help them into the staff room and sit them down. The current store manager goes to get a glass of water for the shaken worker, who is in pain from the injuries, while you go to look for a first-aid box. You cannot find a first-aid box, but find an empty accident book in the cupboard, and a risk assessment dated 2 years ago on the store manager's desk. You ask the worker what happened and you record this in the accident book. You think that the accident was due to the worker carrying too many boxes at one time down the stairs, and the fact that the worker was wearing heels.

The current store manager has no idea how to deal with the accident and asks you to find out what action needs to be taken. You tell the current store manager that you have filled in the accident book and think the accident should be reported and investigated further.

A short while later the injured worker is sent to a hospital. They also have some pain in their hand as they tried to grab the only handrail on the right of the stairs as they fell. The current store manager was later informed the worker sustained a fracture to their ankle and sprained their wrist. The worker's ankle is in a plaster cast and they have been advised to rest their ankle as much as possible for 6 weeks to allow it to heal fully.

After this accident, the current store manager is keen to get health and safety 'right' as they are worried about the financial impact if more accidents occur. They also want to make sure there is not a repeat accident. You recommend that the current risk assessment should be revised, as part of an overall review of any existing policies and procedures. This includes updates, if necessary. The current store manager asks for your help in revising the current risk assessment, with particular focus on slips, trips, and falls. Because of your previous involvement in risk assessments, you feel you are able to help, and that it would be useful to get some other workers involved.

Task 1: First-aid arrangements

- 1 Because of the recent accident, the current store manager has decided to review the first-aid arrangements in the store.

What should be considered so that first-aid needs are realistic and proportionate for all workers?

(15)

Note: You should support your answer, where applicable, using relevant information from the scenario. You do **not** need to include specific first-aid equipment.

Task 2: Management failures and control measures

- 2 (a) Based on the scenario only, what management failures could have contributed to this accident?

(10)

- (b) The store manager decides to hold an emergency meeting with all workers.

Based on the scenario only, what *immediate* actions could be discussed in this meeting to help prevent a repeat of the accident?

(6)

- (c) What long-term administrative control measures could the *employer* carry out to help avoid a repeat of this accident?

(6)

Task 3: Reporting the accident

- 3 (a) Why must this recent accident be reported by the employer to the competent authority?

(5)

- (b) How could investigation of previous near misses have helped prevent this accident?

(10)

Note: You should support your answer, where applicable, using relevant information from the scenario.

Task 4: Role and responsibility of the manager

- 4 Within the health and safety management system, the role of a manager has specific health and safety responsibilities.

- (a) Comment on the effectiveness of the current store manager's role and responsibilities in relation to health and safety management.

(10)

Notes: You should focus on roles and responsibilities and **not** the health and safety management system.

You should support your answer, where applicable, using relevant information from the scenario.

- (b) How can the health and safety competence of the current store manager be improved?

(3)

Task 5: Induction training

- 5 The current store manager has asked you to compile an induction pack to help ensure that information given to all new workers is consistent.

Based on the scenario only, what information should you prioritise in this induction pack?

(10)

Task 6: Morality in managing health and safety

- 6 Comment on the store's health and safety morals.

(15)

Note: You should support your answer, where applicable, using relevant information from the scenario.

Task 7: Determining organisational factors positively influencing behaviour at work

- 7 (a) Based on the scenario only, what *organisational factors* might have *negatively* influenced health and safety behaviour at the store?

(6)

(b) Based on the scenario only, what individual human factors might have *negatively* influenced the behaviour of the *injured worker*?

(4)

End of examination

Now follow the instructions on submitting your answers.