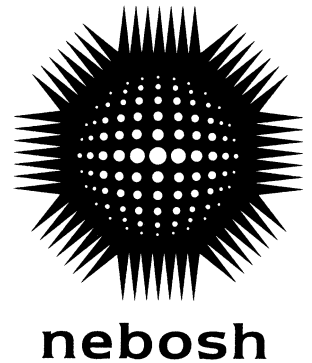


NEBOSH

MANAGEMENT OF HEALTH AND SAFETY

UNIT IG1:

For: NEBOSH International General Certificate in Occupational Health and Safety



Open Book Examination

ANSWER TEMPLATE

Available for 24 hours

Learner name	Sample
NEBOSH learner number	Sample

Please note: if you decide not to use this template, you will need to include the same information on your submission, including the following:

- your unit code (eg IG1);
- the examination date;
- your name;
- your NEBOSH learner number;
- page numbers for all pages;
- question numbers next to each of your responses.

The editable boxes in this document are expandable and will continue to grow as you type.

You do **not** need to copy out the questions.



Please save your completed answer document with your surname, your first name, and your NEBOSH learner number.

For example, a learner called Dominic Towlson with the learner number 12345678, will name their submission:

Towlson Dominic, 12345678

Task 1: Contractor management

1

1. The FM selected Liftex, an approved and competent lift maintenance contractor, aligning with HSE's guidance on using qualified contractors. However, selection alone was insufficient without proper supervision, monitoring, and post-work verification, which are critical parts of safe contractor management.
2. The FM issued a permit-to-work before starting maintenance, showing understanding of controlling high-risk tasks, consistent with NEBOSH principles. This demonstrates proactive risk management but lacked post-completion checks, reducing overall effectiveness.
3. The FM and Liftex engineer discussed hazards and control measures before work began. This supported coordination and communication as required under ILO-OSH recommendations for planning safe work systems between employers and contractors.
4. The FM and contractor agreed on a four-hour job duration and signed the permit together, ensuring proper authorization and control of work, demonstrating good administrative management and shared responsibility for health and safety outcomes.
5. The FM ensured mechanical and electrical isolation of the lift before work commenced, preventing accidental energization and protecting both workers and the public, showing compliance with HSE's "Safe Isolation" requirements and NEBOSH safe work procedures.
6. The FM applied warning tape around the lift area to restrict access and protect others, following the hierarchy of control principles by eliminating exposure to potential mechanical and electrical hazards during the maintenance task.
7. The FM failed to supervise or monitor the work after permit issue, missing an opportunity to ensure safety standards were maintained throughout, contrary to HSE guidance on "ongoing supervision" during contractor operations.
8. The FM ignored Liftex's completion message and did not close the permit formally, showing weak control. This failed handover could have led to re-energizing unsafe equipment or incomplete documentation.
9. The FM allowed an uninducted apprentice to work on site, violating NEBOSH IGC guidance that all workers, including contractors, must receive induction to understand site-specific hazards and emergency procedures.
10. Overall, the FM demonstrated good initial contractor control but weak follow-up, communication, and monitoring. The management system lacked verification and proper closure, showing partial compliance with ILO-OSH's principle of continual improvement.

Task 2: Collaboration in shared workplaces

2

1. The university should hold regular joint safety meetings with both tenant businesses to discuss shared hazards, review incidents, and ensure consistent coordination, following HSE's "Managing Contractors in Shared Premises" guidance for cooperative safety management.
2. Tenants should be actively involved in joint risk assessments for shared areas. This builds understanding, promotes ownership of risks, and ensures hazards are effectively controlled as per ILO-OSH and NEBOSH worker involvement standards.
3. The university should simplify the rental contract, clearly stating each party's health and safety duties, avoiding confusion and ensuring tenants fully understand their legal obligations for their staff and visitors.

4. The LHSO should conduct periodic joint inspections with tenants, ensuring hazards are identified and corrected collaboratively, following HSE's guidance on cooperation and coordination in multi-occupancy buildings.
5. The university should arrange shared emergency drills including tenant staff, ensuring everyone understands alarm systems, escape routes, and responsibilities, supporting ILO principles on emergency preparedness and communication.
6. Clear communication channels should be established for tenants to report hazards or incidents easily to the LHSO and FM, ensuring faster responses and improved cooperation across all workplace groups.
7. The university should ensure all tenants receive health and safety induction training, including information about fire procedures, evacuation plans, and safe behaviour in shared spaces, consistent with NEBOSH IGC training expectations.
8. The LHSO should verify that safety information sent by email is read and shared among all tenant employees, preventing the communication failures described in the scenario and improving awareness.
9. Tenants should participate in health and safety committees as representatives to ensure their voices and safety concerns are recognized, strengthening cooperative management and engagement in line with ILO-OSH 2001.
10. The university could introduce a designated liaison officer for tenant communication, promoting consistency, accountability, and faster resolution of health and safety concerns raised by both businesses.
11. The university should create a shared digital safety platform for documents, updates, and procedures to keep all parties informed and aligned with NEBOSH's recommendations for accessible information systems.
12. Overall, improving cooperation, consultation, and communication would strengthen shared responsibility, enhance safety performance, and align with HSE and ILO standards for effective multi-employer safety management.

Task 3: Arguments for involvement in risk assessment

3

1. Involving tenants helps them take ownership of safety within shared areas, increasing their accountability and aligning with NEBOSH IGC's requirement for employee participation in managing workplace risks effectively.
2. Tenants' involvement allows sharing of valuable local knowledge about hazards and work processes, improving the accuracy and quality of risk assessments in accordance with HSE's "Managing Risks Together" guidance.
3. Joint risk assessment promotes clear communication and cooperation, reducing confusion about responsibilities and ensuring consistent safety standards throughout the shared premises as per ILO-OSH 2001 principles.
4. Participation helps develop tenants' competence in hazard recognition and control measures, improving overall safety awareness and building a culture of prevention and responsibility within the workplace.
5. Involvement in assessments increases tenants' acceptance of safety controls because they contributed to decision-making, encouraging compliance with procedures and reducing resistance to implementation.
6. Collaborative risk assessment enables identification of overlapping hazards between the university and tenants, reducing duplication of effort and improving coordination of control measures.
7. Involvement strengthens relationships between the university and tenants, promoting trust, shared learning, and continual improvement as outlined in ILO's guidelines for worker engagement.
8. Active participation in assessments provides learning opportunities for tenants' employees, helping them understand legal and moral duties and preventing accidents in their own rented areas.

9. Overall, tenant involvement supports communication, coordination, and commitment to safety, aligning with NEBOSH's goal of proactive cooperation for maintaining effective risk control systems.

Task 4: Health and safety committee

4 (a)

1. The committee should have fewer members to ensure meetings remain focused and efficient, reducing delays and unproductive discussions as advised by HSE guidance on effective health and safety committees.
2. Clear, time-bound agendas should be circulated before meetings to help participants prepare relevant updates, ensuring the discussion remains structured and purposeful, consistent with NEBOSH IGC recommendations.
3. Each agenda item should have an action owner and deadline to ensure accountability and follow-through, improving the effectiveness of decisions and implementation of corrective actions.
4. The committee should review previous meeting actions at the start to measure progress, promoting a culture of continuous improvement and compliance with ILO-OSH's "plan, do, check, act" approach.
5. Meeting minutes should be accurately recorded and shared with all departments, ensuring transparency, communication, and awareness across the university's safety network.
6. The LHSO should present summarized reports rather than lengthy complaint lists, helping focus on actionable items and real safety improvements instead of repetitive discussions.
7. Senior management attendance should be encouraged periodically to demonstrate leadership commitment, reinforcing the importance of safety culture and compliance throughout the organization.
8. Committee members should receive training in meeting facilitation and safety communication skills to increase participation, confidence, and decision-making efficiency during discussions.
9. Visual data like charts or inspection trends should be used to support discussions, helping simplify technical details and promoting better understanding among all members.
10. The committee should celebrate achieved safety improvements to maintain motivation and reinforce positive behaviour, aligning with ILO's emphasis on recognizing proactive safety efforts.

4 (b)

1. Review why the lift risk assessment was outdated and establish a schedule for regular reviews, following HSE's requirement for maintaining "suitable and sufficient" risk assessments.
2. Examine why routine maintenance was missed and ensure future work is not delayed, applying NEBOSH's principle of proactive maintenance planning.
3. Assess the FM's emergency response time and communication failures to improve preparedness and reduce response delays in future incidents.
4. Evaluate the contractor's induction and supervision process, ensuring all future contractors are fully briefed before work, aligning with HSE's contractor management guidance.
5. Discuss lessons learned from the rescue process to improve emergency coordination, especially for disabled persons and confined spaces.
6. Review the PTW closure process and strengthen procedures for verifying work completion before re-energizing equipment.
7. Ensure findings from the investigation are communicated across all departments to prevent recurrence and improve organizational learning.

8. Consider psychological effects on lift passengers and include wellbeing support as part of post-incident care, reflecting ILO's holistic approach to safety.
9. Verify maintenance record-keeping procedures to ensure documentation is accurate and up to date.
10. Recommend implementing a computerized maintenance management system for better tracking and accountability of scheduled inspections and repairs.

Task 5: Assessing the permit-to-work (PTW) system arrangements

5

1. The FM and the Liftex engineer completed a permit-to-work before maintenance began, demonstrating awareness of high-risk control measures and ensuring authorization before allowing any electrical or mechanical work to start.
2. Both parties discussed potential hazards and agreed on necessary control measures, which showed proper pre-job planning and communication consistent with HSE guidelines on safe systems of work.
3. The PTW included a clear job duration of four hours, which helped set specific time limits and ensured the task was completed within a controlled and supervised period.
4. The signed permit was displayed at the work area, allowing staff and library users to see that maintenance was ongoing, thereby reducing the risk of accidental interference with the lift system.
5. The FM ensured the lift was electrically and mechanically isolated before the task, which prevented accidental movement or energization, reflecting good adherence to NEBOSH and HSE isolation principles.
6. However, the FM failed to check or confirm safe completion before closing the permit, showing poor follow-up and weak supervision, which reduced the reliability of the PTW process.
7. The Liftex team left the permit posted on the wall after leaving the site, demonstrating a lack of post-work discipline and non-compliance with HSE guidance on safe permit closure procedures.
8. The FM did not verify whether the required maintenance documentation or completion report had been received, which weakened accountability and hindered the investigation process later.
9. The uninducted apprentice was allowed to work on site without prior safety briefing, which breached NEBOSH expectations for contractor induction and site awareness training.
10. Overall, the PTW system was structured and compliant in theory but failed during execution due to poor monitoring, weak communication, and lack of final verification by the FM.

Task 6: Emergency management

6

1. The lift alarm system functioned properly, alerting the FM to the emergency situation immediately, which helped initiate the rescue response and demonstrated that early warning systems were effective.
2. The FM responded but arrived at the scene after a twenty-minute delay, showing inadequate preparedness and slow response time, which could have worsened the passengers' condition during the incident.
3. The FM did not know how to manually open the lift doors, indicating insufficient emergency training and poor knowledge of the lift's rescue procedures, contrary to HSE's emergency preparedness standards.

4. Liftex engineers assisted remotely by explaining door-opening procedures, showing that external communication played a key role in achieving a safe and controlled rescue of trapped passengers.
5. The FM and library workers helped passengers climb out safely, showing effective teamwork and calm handling of the situation under pressure, minimizing the risk of injury or panic.
6. Library first-aiders responded immediately, assessed passengers' health, and provided rehydration and rest, following HSE's first-aid guidance for managing heat exhaustion and dehydration emergencies.
7. The first-aid intervention prevented further illness, demonstrating good application of emergency care and protection of individuals' wellbeing, consistent with NEBOSH's duty of care expectations.
8. The FM and HSD ensured that accident details were recorded in the accident book, creating accurate documentation for investigation, consistent with legal and NEBOSH recordkeeping standards.
9. The HSD arrived promptly, secured the scene, and took control of the investigation, showing strong leadership and quick transition to post-incident management.
10. Warning tape was applied across lift doors on each level to prevent re-entry, showing good hazard isolation immediately after the incident.
11. However, emergency response coordination was not preplanned, and communication between FM, Liftex, and first-aiders appeared slow, highlighting gaps in preparedness.
12. Disabled passenger evacuation was improvised rather than planned, showing the need for a specific evacuation procedure for wheelchair users under ILO-OSH emergency provisions.
13. Although care was provided effectively, there was no post-incident communication with building users about lift safety or temporary closures, creating uncertainty and potential future risk.
14. Overall, the rescue response showed compassion and control, but weaknesses in speed, coordination, and emergency knowledge reduced its overall effectiveness under NEBOSH standards.

Task 7: Incident investigation

7

1. The HSD arrived promptly at the library after notification, ensuring the situation was controlled quickly and initiating a structured investigation consistent with NEBOSH post-incident management principles.
2. They confirmed the lift area was safe before collecting evidence, showing compliance with HSE's first principle of scene safety prior to investigative work.
3. The HSD interviewed lift passengers and the FM, ensuring firsthand information was gathered accurately and without bias, following NEBOSH standards for evidence collection.
4. They reviewed existing lift risk assessments and found they were outdated, showing good analytical ability and awareness of control system deficiencies.
5. Maintenance records were examined to identify missed servicing schedules, demonstrating methodical root cause analysis in line with HSE investigation procedures.
6. Missing documents were identified, and the HSD proactively contacted Liftex to retrieve inspection reports, showing persistence and attention to detail.
7. The HSD involved the LHSO in the investigation process, ensuring collaboration, shared learning, and proper departmental communication throughout the inquiry.
8. Findings were structured clearly and planned for committee review, maintaining transparency and fulfilling NEBOSH's requirement for organizational learning.

9. The investigation focused on identifying both immediate and underlying causes, showing a proactive approach towards long-term risk prevention.
10. Recommendations were designed to improve maintenance schedules, contractor monitoring, and permit management, reflecting continual improvement as emphasized by ILO-OSH 2001.
11. The investigation was documented with clear evidence trails and communication records, ensuring traceability and accountability throughout the process.
12. Overall, the HSD demonstrated strong leadership, investigative discipline, and compliance with NEBOSH principles, resulting in a detailed and learning-focused report for future safety improvements.

Task 8: Benefits of inspections

8

1. Regular inspections help identify unsafe acts and conditions early, preventing injuries and enabling immediate corrective action, consistent with HSE's proactive risk control approach.
2. Inspections ensure continuous monitoring of the workplace, supporting NEBOSH's concept of "check and review" within an effective safety management system.
3. They verify that health and safety policies are implemented correctly and followed by students, workers, and tenants throughout the building.
4. Inspections demonstrate visible management commitment, encouraging staff and students to take safety seriously and build a strong safety culture across the university.
5. They help identify training and supervision gaps, allowing management to arrange targeted instruction that improves knowledge and reduces unsafe behavior.
6. Regular inspections improve communication between workers and management, creating an open environment for reporting hazards and concerns without fear of blame.
7. Inspection findings provide reliable data for reviewing risk assessments and improving control measures, consistent with ILO-OSH recommendations for continual improvement.
8. They help ensure compliance with legal requirements and NEBOSH standards, avoiding enforcement action and maintaining a safe reputation for the university.
9. Regular monitoring reduces complacency and reinforces good housekeeping standards, ensuring exits, fire doors, and equipment remain functional and accessible.
10. Inspections encourage participation from all levels, promoting teamwork and shared accountability for safety throughout the workplace.
11. They identify recurring issues, enabling management to address root causes instead of repeatedly applying temporary fixes, leading to sustainable safety improvements.
12. Data gathered from inspections can be presented at committee meetings to support decision-making and performance reviews, ensuring evidence-based improvements.
13. Overall, inspections contribute to a safer environment, better communication, legal compliance, and a strong safety culture that aligns with HSE and NEBOSH expectations.

Your total
word count*

3210

** please note that this form already has 267 words (excluding text boxes and footers), which you can deduct from your total amount if you are using your word processor's word count function.*

Documents and sources of information you used in your examination	Nebosh Book. Google searches Study material institute provided. ILO website: https://www.ilo.org/ HSE UK website: https://www.hse.gov.uk/
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End of examination

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