

Unit 28: Health and Safety in a Business Environment

Unit reference number: D/506/1794

QCF level: 1

Credit value: 2

Guided learning hours: 10

Unit type: Competence

Unit summary

Health and safety in the workplace is a vital part of working in a business environment. There are legal requirements such as the Health and Safety at Work Act (HASAWA), which sets out the requirements for both employers and employees. Whatever tasks are carried out in the business environment, health and safety will be covered by these legal requirements. This unit is about knowing the requirements, the importance of the requirements and applying them to working in a business environment.

In this unit you will learn how to learn to work in and contribute to a safe working environment. You will learn about health and safety responsibilities in a business environment and how to work safely. You will learn the techniques to use to prevent injury or strain whilst carrying out work activities and how to work in a safe manner whilst at the same time ensuring that you follow organisation policies and procedures concerning health and safety.

Learning outcomes and assessment criteria

To pass this unit, the learner needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements the learner is expected to meet to achieve the unit.

Learning outcomes	Assessment criteria
<p>1 Understand health and safety responsibilities in a business environment</p>	<p>1.1 State health and safety responsibilities of employers</p> <p>1.2 State their own responsibilities for health and safety in the business environment</p> <p>1.3 State the occupational health and safety guidelines to be followed when using a keyboard and visual display unit</p> <p>1.4 Explain the importance of complying with health and safety requirements</p>
<p>2 Know how to work in a safe way in a business environment</p>	<p>2.1 Identify possible health and safety hazards in the business environment</p> <p>2.2 Describe ways in which accidents can be avoided in the business environment</p> <p>2.3 Outline why it is important to report hazards and accidents that occur in the business environment</p> <p>2.4 Outline organisational emergency health and safety procedures</p>
<p>3 Be able to comply with health and safety requirements in a business environment</p>	<p>3.1 Use approved techniques to prevent strain or injury when carrying out work activities</p> <p>3.2 Take action to ensure that their own conduct does not endanger others</p> <p>3.3 Follow manufacturers or organisational instructions for the use of equipment, materials and products</p> <p>3.4 Follow organisational procedures and legal requirements to minimise risks to health and safety</p>

AC1.1: State health and safety responsibilities of employers

- *Employer responsibilities:* ensure the health, safety and welfare at work of all their employees; provide and maintain safe systems of work and a safe workplace; ensure staff observe all general and specific health and safety regulations and codes of practice; train staff how to deal with health and safety risks; ensure key policies and procedures are in place and accessible to all employees; provide Personal Protective Equipment to those employees who require it, e.g. those working on a building site or in a factory

AC1.2: State their own responsibilities for health and safety in the business environment

- *Employee responsibilities:* follow all health and safety training provided; take reasonable care to protect the health and safety of both themselves and others; report any health and safety concerns to the appropriate person; cooperate with their employer to comply with any legal duty in relation to health and safety

AC1.3: State the occupational health and safety guidelines to be followed when using a keyboard and visual display unit

- *Occupational health and safety guidelines:* chairs must be capable of swivelling up and down with an adjustable back rest; desks must be of a 68cm high and be large enough to hold all the equipment; keyboards should be separate from the visual display unit (VDU) and adjustable between flat and angled; screens should be adjustable and the screen should be non-reflective and flicker free; provide support for wrists when keyboard work is required; ensure frequent breaks are taken whilst using the VDU and keyboard

AC1.4: Explain the importance of complying with health and safety requirements

- *Health and safety requirements include:* reporting injuries and accidents; use of work equipment; use of personal protective equipment; lifting and handling procedures; following health and safety procedures
- *Importance of complying with health and safety requirements:* to ensure the safety of self and others; avoid damage to equipment; ensure compliance with health and safety regulations

AC2.1: Identify possible health and safety hazards in the business environment

- *Hazard*: something that may cause harm or damage; potential threat to health and safety
- *Possible health and safety hazards*: unsafe machinery; incorrect workstation set-up; trailing wires; lifting or moving heavy items; overloaded shelves and drawers; poor lighting; poor layout of furniture and equipment; electrical faults; poor housekeeping e.g. spillages on floor not cleaned up quickly

AC2.2: Describe ways in which accidents can be avoided in the business environment

- *Types of accidents*: tripping/falling over objects, e.g. wires, open drawers, loose carpeting; improper lifting and manual handling; bumping into furniture and equipment; electric shocks; long term workstation injuries; falling objects
- *Avoiding accidents*: by following organisational procedures and instructions, e.g. electrical appliance testing, filing; by reporting any possible hazards; follow lifting and manual handling procedures; use an ergonomically correct workstation; be alert in the work environment; maintain a clutter free work environment

AC2.3: Outline why it is important to report hazards and accidents that occur in the business environment

- *Importance of reporting hazards and accidents*: legal requirement; to reduce the risk of future harm; to protect employee welfare; remove hazards

AC2.4: Outline organisational emergency health and safety procedures

The knowledge to meet this AC depends on the particular organisational requirements and context. Learners need to apply the knowledge specific to their organisation to meet this AC

- *Typical emergency health and safety procedures include*: fire evacuation procedures; first aid and medical assistance

Information for tutors

Suggested resources

Books

ERR Workbook from CFA

Lapsley A – *Business and Administration Student Handbook Level 1* (Council for Administration, 2011) ISBN 9780956773814

Tetley C – *BTEC Entry 3/Level 1 Business Administration Student Book* (Pearson, 2010) ISBN 9781846909214

Websites

www.hse.gov.uk – Health and Safety Executive: providing information on health and safety rights and responsibilities

Assessment

This unit is internally assessed. To pass this unit the evidence that the learner presents for assessment must demonstrate that they have met the required standard specified in the learning outcomes and assessment criteria and the requirements of the Assessment Strategy.

To ensure that the assessment tasks and activities enable learners to produce valid, sufficient, authentic and appropriate evidence that meet the assessment criteria, centres should apply the *Unit assessment guidance* provided and the requirements of the Assessment Strategy given below.

Wherever possible, centres should adopt a holistic approach to assessing the units in the qualification. This gives the assessment process greater rigour and minimises repetition, time and the burden of assessment on all parties involved in the process.

Unit assessment requirements

Simulation is allowed for this unit and so the unit may be assessed either under real workplace conditions or in a Realistic Work Environment (RWE). Please refer to the Skills CFA Assessment Strategy for Business Administration, Customer Service and Management and Leadership in *Annexe A* for further guidance on the use of simulation and RWE.

Unit assessment guidance

This guidance supports assessors in making decisions about how best to assess each unit and the evidence needed to meet the requirements. Centres can adapt the guidance for learners and the particular assessment context, as appropriate.

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This unit can be assessed holistically with other units within the qualification such as: *Using Email, Meet and Welcome Visitors* and *Handle Mail*.

The primary source of evidence for demonstrating the achievement of learning outcome 3 is direct observation of the learner carrying out their work activities, either in a real work environment or a Realistic Work Environment (RWE).

The evidence from direct observation could be supported by question and answer (Q&A) sessions. For example, the learner could be asked to describe the technique(s) they have used to prevent strain and injury and to give reasons why different techniques are suitable in different situations (AC3.1). Similarly, the learner could be asked to describe how they have followed the manufacturer's instructions or organisational guidelines when using different office equipment (AC3.3). Witness testimony could also be used to provide evidence of consistent performance and to confirm compliance with organisational procedures and legal requirements (AC3.4). Where appropriate, photographic evidence of learners using office equipment whilst following health and safety guidelines could also be used; these could be annotated by both the learner and the assessor and provide additional evidence to back up any written witness testimonies or observations.

Question and answer (Q&A) sessions or learner diary could be used to meet the requirements of learning outcome 1 and learning outcome 2. If Q&A is used then it should be integrated with the assessment for learning outcome 3 to provide the opportunity for the learner to link and apply their knowledge to their workplace activities. For example, the learner could be asked to identify health and safety hazards in their own work environment and describe ways in which accidents in their own work environment may be avoided (AC2.1 and AC2.2). There are also opportunities to link the learner's responsibility for health and safety in their work environment (AC1.2) with the actions they have taken to avoid endangering others and the techniques used to prevent strain and injury (AC3.1 and AC3.2). If a learner diary is used, then the entries should be contextualised to the learner's performance to link and apply the knowledge requirements in a similar manner as with the Q&A session. The learner's answers must have sufficient range and breadth to meet the requirements. For example, the learner would need to state at least three health and safety responsibilities of the employer (AC1.1); at least three own personal health and safety responsibilities (AC1.2); at least two reasons why it is important to comply with health and safety requirements (AC1.4) and at least two reasons why it is important to report hazards and accidents (AC2.3).

As some of the assessment criteria refer to organisational requirements and procedures, witness testimony from line manager or other appropriate personnel may be required.