

SFJCCBI2.1

Conduct a health and safety risk assessment of a workplace



Overview

This unit is about the competences needed to identify hazards in the workplace, to make recommendations to control the risk and to review the results.

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Performance criteria

Identify hazards in the workplace

You must be able to:

- P1 clearly define why and where the risk assessment will be carried out
- P2 confirm that all the information available to you on statutory health and safety regulations is up-to-date and from reliable sources
- P3 recognise your own limitations and seek expert advice and guidance on operational controls when appropriate
- P4 select a method for identifying hazards appropriate to the workplace being assessed
- P5 make sure your investigation fully identifies those areas in the workplace where hazards with a potential for serious harm to health and safety are most likely to occur
- P6 identify hazards which could result in serious harm to people at work or other people
- P7 record hazards in a way which meets legal, good practice and workplace requirements
- P8 report the results of the process to the responsible people in an agreed format and timescale

Assess the workplace and recommend control measures

You must be able to:

- P9 review all legal requirements that are appropriate to your workplace and working practices to make sure effective control measures are in place
- P10 confirm that industry standards and all other reasonable precautions are in place
- P11 identify hazards that could be eliminated
- P12 for hazards that cannot be eliminated identify the measures needed to control them to make sure the people carrying out the work will not be harmed
- P13 assess the level of risk and consider how the risks can be controlled to minimise harm
- P14 list unacceptable risks in priority order including all breaches of relevant health and safety legislation and workplace instructions
- P15 prepare a risk assessment report containing recommendations for minimising risks
- P16 present the results of the risk assessment to the responsible people in the agreed format and timescale

Review your workplace assessment of risks

You must be able to:

- P17 compare the latest risk assessment to the current workplace and working practices
- P18 accurately identify any significant differences between previous and new

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- working practices
- P19 investigate the action taken as a result of your recommendations
- P20 accurately identify new hazards arising from changes in the workplace or working practices
- P21 make changes to your risk assessment in line with the review
- P22 promptly inform everyone affected by the changes

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Knowledge and understanding

You need to know and understand:

- K1 the responsibilities for risk assessments as required by current legislation
- K2 your legal responsibilities for health and safety in the workplace as required by the current legislation
- K3 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K4 the workplace hazards that are most likely to cause harm to health and safety
- K5 the importance of remaining alert to the presence of hazards in the work place
- K6 methods of identifying hazards, including direct observation, examining records, or interviews
- K7 the purpose, legal implications and importance of carrying out risk assessments
- K8 procedures for carrying out a risk assessment
- K9 the particular health and safety risks which may affect your own job role and the precautions to be taken
- K10 the resources required for a risk assessment to take place
- K11 information sources for risk assessments (e.g. HSE publications)
- K12 what to do with the results of the risk assessment
- K13 the importance of dealing with, or promptly reporting, risks
- K14 your own limitations, job responsibilities and capabilities
- K15 where to find expert advice and guidance
- K16 the work areas and people for whom you are carrying out the assessment
- K17 work activities of the people in the workplace where you are carrying out the risk assessment
- K18 effective communication methods

Additional Information

Glossary

This section provides explanations and definitions of some of the terms used in this unit.

1. **Control(s)** The means by which the risks identified are eliminated or reduced to acceptable levels.
2. **Employer** A person, firm, association, organisation, company or corporation employing one or more workers and has responsibility for the workplace/work activity.
3. **Hazard*** A hazard is something with the potential to cause harm (this can include articles, substances, plant or machines, methods of work, the working environment and other aspects of work management).
* Definition taken from: HSE "Management of health and safety at work – Approved Code of Practice & Guidance". Reference L21 (ISBN 0-7176-2488-9)
4. **Learner** Any person in a workplace environment and undertaking learning, including those following a vocational or academic course.
5. **Legislation** There are many Acts of Parliament, Statutory Instructions, Regulations and orders relating to health and safety which affect people at work. For example; there are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health, etc.
6. The Health and Safety at Work Act 1974 is the main piece of legislation under which nearly all the other regulations are made.
7. **Manager** An individual charged with the responsibility for managing staff, and/or resources and processes.
8. **Other people** Refers to everyone covered by the Health and Safety at Work Act including: visitors, members of the public, colleagues, contractors, clients, customers, patients and students
9. **Personal presentation** This includes personal hygiene, use of personal protective equipment, clothing and accessories suitable to the particular workplace.
10. **Risk*** A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:
 - (i) the likelihood of that harm occurring;
 - (ii) the potential severity of that harm, i.e. of any resultant injury or adverse health effect;
 - (iii) the population which might be affected by the hazard, i.e. the number of people who might be exposed.
* Definition taken from: HSE "Management of health and safety at work – Approved Code of Practice & Guidance". Reference L21 (ISBN

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11. **Resources** This includes: information, documentation, time, control measures, staff/people, equipment and support (including specialist assistance).
12. **Responsible person/people** The person or people at work to whom any health, safety and welfare issues or hazards should be reported. This could be a supervisor, line manager, director or your employer.
13. **Supervisor** One who controls and or directs the work of others
14. **Training Provider** An organisation or individual (usually external) responsible for providing the training, work experience, and/or formal assessment for the learner.
15. **Worker** A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training and volunteers.
16. **Workplace** The single or multiple areas in which you carry out your work.
17. **Working practices** All activities, procedures, use of materials, substances or equipment and working techniques used in carrying out a work or job related task. This includes procedures for reporting hazards and unsafe working practices.
18. **Workplace instructions** An organisation's instructions, method statements, safe systems of work, guidelines and processes on how to behave and perform tasks in the workplace.
19. Within these national occupational standards "Workplace instructions has been used to include:
20. **POLICIES**
 - a. A statement which directs the present and future decisions of an organisation.
 - b. It is intended to influence and determine decisions, actions, and other matters.
 - c. Typically, a policy designates a required process or procedure within an organisation.
 - d. They are often initiated because of some external requirement.
21. **PROCEDURES**
 - a. A series of steps following in a regular definite order that implements a policy
 - b. A series of steps or instructions, describing a way of doing things.
 - c. A series of steps to be performed in a regular definite order under specified conditions.
 - d. Documented processes that are used when work affects more than one function or department of an organisation.
 - e. A series of clearly defined steps (and decisions) that explains or describes how one goes about completing a task.
22. This includes the documentation prepared by the employer about the procedures to be followed for health, safety and welfare matters. This

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may be the employer's safety policy, general health and safety statements and written safety procedures covering aspects of the workplace that should be drawn to the attention of employees and that of everyone covered by the Health and Safety at Work etc. Act 1974 (visitors, members of the public, colleagues, contractors, clients, customers, patients, students).

Instructions covering, for example:

- a. the use of safe working methods and equipment
- b. the safe use of hazardous substances
- c. smoking, eating, drinking and drugs
- d. what to do in the event of an emergency
- e. personal presentation.

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Suite	NOS for Operational Delivery Contact Centre roles
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