**LEARNER STUDY GUIDE**

*Compliance to OHS*

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Name of Learner: ………………………………………………..

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**INTRODUCTION**

*Conducting Baseline Assessments*

Dear Learner

We welcome you to this learning programme – **COMPLIANCE TO OHS.**

Congratulations on choosing to upgrade your skills. We believe that this is one of many learning programmes that will develop and improve your skills.

Over the past couple of years, South Africa has made a significant shift from the old dispensation in education (where learners used to be bombarded with theory and very little practical work) to an outcomes-based education model (based on competency rather than on theory). The aim of the shift is to make the South African labour force more productive and show them how to apply the knowledge that they have gained from training programmes.

The learning programme you are about to start is outcomes-based and in line with the outcomes as stipulated in the applicable unit standard. The assessment is also in line with the assessment criteria as stipulated in the unit standard. Once you have been declared competent on the outcomes of this unit standard, you will receive **credits** towards a nationally recognised qualification.

You will be assessed formatively and summatively. The **formative** assessment will be conducted as you work through the lessons of this Study Guide and the **summative** assessment will be conducted when you have completed your training. Assessment can also be defined as the method that is used to determine whether you have mastered the skills that you will be taught during this learning programme. Assessment usually consists of two components, namely **instructional learning**  (as conducted during this learning programme) and the **workplace assessment** – to determine your practical skills and your ability to implement what you have learnt.

The purpose with the Practical Guide Logbook (which will be handed to you by your assessor) will be to assess whether you can apply what you have learnt in the workplace.

Another added advantage to the new dispensation is the fact that recognition of prior learning is also considered and can count towards achieving credits towards a skills programme or qualification. Life experience, work experience and previous courses attended can be taken into consideration for recognition of prior learning purposes, should it relate to the specific learning programme or qualification you are working towards. This is merely a brief description to the new dispensation and barely covers what one can learn about this.

So, you will undergo theoretical training, receive your Practical Guide Logbook and Learner Assessment Workbook & Portfolio of Evidence. These documents contain the requirements for your summative assessments that must be included in the PoE. At this point, you and your assessor will sign the Assessment Plan and your assessment will commence! You will be guided all the way.

We hope that this makes you as excited as it does us and it is a real privilege for us to be able to facilitate and assess you on the outcomes of the unit standard that we are about to start.

Please feel free to communicate any questions to your facilitator or to your assessor.

Remember, look out for the following icons in your Study Guide:

This icon indicates an activity that must be completed in or during training (Class Work)

This icon indicates an activity that must be completed and placed in your Portfolio of Evidence (PoE).

**LEARNING PROGRAMME SCHEDULE**

*Conducting Baseline Assessments*

Learning Programme Name: **COMPLIANCE TO OHS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit Standard** | **Unit ID** | **US NQF Level** | **US Credits** |
| Verify compliance to safety, health and environmental requirements in the workplace | 259604 | NQF Level 2 | 4 Credits |

**Details of the Learning Programme Schedule:**

* This learning programme will be trained over a period of 1 DAY
* The learner has 8 HOURS (1 DAY) in which to complete the FORMATIVE and SUMMATIVE Assessments
* The learner has to spend a minimum of 28 HOURS (5 DAYS) in the work environment in the form of practical work

*Good Luck and enjoy your learning experience!*

**UNIT STANDARD**

*Conducting Baseline Assessments*

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| SAQA | *All qualifications and part qualifications registered on the National Qualifications Framework are public property. Thus the only payment that can be made for them is for service and reproduction. It is illegal to sell this material for profit. If the material is reproduced or quoted, the South African Qualifications Authority (SAQA) should be acknowledged as the source.* |

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| **SOUTH AFRICAN QUALIFICATIONS AUTHORITY** | | | | |
| **REGISTERED UNIT STANDARD:** | | | | |
| **Verify compliance to safety, health and environmental requirements in the workplace** | | | | |
| **SAQA US ID** | | **UNIT STANDARD TITLE** | | | | |
| 259604 | | Verify compliance to safety, health and environmental requirements in the workplace | | | | |
| **ORIGINATOR** | | | **ORIGINATING PROVIDER** | | | |
| SGB Occupational Health and Safety | | |  | | | |
| **QUALITY ASSURING BODY** | | | | | | |
| - | | | | | | |
| **FIELD** | | | | **SUBFIELD** | | |
| Field 09 - Health Sciences and Social Services | | | | Preventive Health | | |
| **ABET BAND** | | **UNIT STANDARD TYPE** | **PRE-2009 NQF LEVEL** | **NQF LEVEL** | **CREDITS** | |
| Undefined | | Regular | Level 2 | NQF Level 02 | 4 | |
| **REGISTRATION STATUS** | | | **REGISTRATION START DATE** | **REGISTRATION END DATE** | **SAQA DECISION NUMBER** | |
| Reregistered | | | 2012-07-01 | 2015-06-30 | SAQA 0695/12 | |
| **LAST DATE FOR ENROLMENT** | | | **LAST DATE FOR ACHIEVEMENT** | | | |
| 2016-06-30 | | | 2019-06-30 | | | |

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| *In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.* | | | | | |
| This unit standard replaces: | | | | | |
| **US ID** | **Unit Standard Title** | **Pre-2009 NQF Level** | **NQF Level** | **Credits** | **Replacement Status** |
| 115091 | Monitor compliance to safety, health and environmental requirements in a workplace | Level 2 | NQF Level 02 | 2 | Complete |
| 116520 | Apply safety, health and environmental principles and procedures in a workplace | Level 2 | NQF Level 02 | 2 | Complete |

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| **PURPOSE OF THE UNIT STANDARD** |
| The person credited with this unit standard is able to understand the importance of compliance to safety, health and environmental legal and other requirements for a specific workplace and the importance of integrating safety, health and environmental considerations into all routine activities at the workplace. In addition learners will be able to identify any deviations and workplace safety performance in the workplace from health, safety and environmental requirements and be able to ensure that the correct action is taken in situations where safety health and environmental issues are not in accordance with requirements.  The qualifying learner is capable of:   Explaining the safety, health and environmental requirements applicable in a specific workplace.   Monitoring workplace compliance to safety, health and environmental requirements against specified requirements.   Evaluating performance of workplace safety activities required by safety, health and environmental management programmes.   Remedying workplace non-compliance to and non-performance of safety, health and environmental requirements and programmes. |
| **LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING** |
|  Communication at NQF Level 1 or equivalent.   Mathematical Literacy at NQF Level 1 or equivalent. |

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| **Specific Outcomes and Assessment Criteria:** |
| **SPECIFIC OUTCOME 1** |
| Explain the safety, health and environmental requirements applicable in a specific workplace. |
| **ASSESSMENT CRITERIA** |
| **ASSESSMENT CRITERION 1** |
| Applicable safety, health and environmental requirements are identified in a specific workplace. |
| **ASSESSMENT CRITERION 2** |
| The identified safety, health and environmental requirements are explained in terms of their impact on the well being of both the employer and employees. |
| **ASSESSMENT CRITERION 3** |
| The importance of compliance to workplace safety, health and environmental principles is explained in terms of the consequences to health, safety, environment and production. |
| **ASSESSMENT CRITERION 4** |
| Purpose of monitoring compliance to safety, health and environment requirements is explained in terms of the consequences for health, safety, environment and productivity. |
| **ASSESSMENT CRITERION 5** |
| Specified requirements to monitor workplace safety, health and environment compliance are appropriate for specified contexts. |
| **ASSESSMENT CRITERION 6** |
| The importance of integrating safety, health and environmental considerations in all routine activities is explained in terms of the consequences for health, safety, environment and productivity. |

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| **SPECIFIC OUTCOME 2** |
| Monitor workplace compliance to safety, health and environmental requirements against specified requirements. |
| **ASSESSMENT CRITERIA** |
| **ASSESSMENT CRITERION 1** |
| The specified requirements for monitoring workplace compliance to safety, health and environmental requirements are explained in terms of the consequences for the personnel, productivity and the environment. |
| **ASSESSMENT CRITERION 2** |
| Purpose and extent of monitoring workplace compliance is explained and verified according to specified requirements. |
| **ASSESSMENT CRITERION 3** |
| Specified requirements to monitor workplace safety, health and environmental compliance are identified and are appropriate for the situation. |
| **ASSESSMENT CRITERION 4** |
| Human resources, tools, instruments, equipment and material required for monitoring are selected, verified and used according to specified requirements and the specific situation. |
| **ASSESSMENT CRITERION 5** |
| Deviations in safety, health and environment compliance are identified and recorded according to specified requirements. |

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| **SPECIFIC OUTCOME 3** |
| Evaluate performance of workplace safety activities required by safety, health and environmental management programmes. |
| **ASSESSMENT CRITERIA** |
| **ASSESSMENT CRITERION 1** |
| Safety performance is measured against established objectives to evaluate progress towards a healthy and safe workplace. |
| **ASSESSMENT CRITERION 2** |
| Tools and techniques used to measure workplace safety; health and environmental performance are fit for purpose and applied according to the specified requirements. |
| **ASSESSMENT CRITERION 3** |
| Identified and reported workplace safety, health and environmental incidents are analysed and evaluated according to specified requirements to determine safety, health and environmental performance. |
| **ASSESSMENT CRITERION 4** |
| Workplace critical areas are identified and accessed through available sources. |
| **ASSESSMENT CRITERION 5** |
| The importance of evaluating workplace safety, health and environmental performance is explained in terms of the consequences for health, safety, environment and productivity. |
| **ASSESSMENT CRITERION 6** |
| Measuring equipment is cleaned and stored and defective measuring equipment is dealt with according to specified requirements. |
| **ASSESSMENT CRITERION 7** |
| The potential for various industrial processes to impact on environmental receptors is graded according to specified requirements. |
| **ASSESSMENT CRITERION RANGE** |
| Environmental receptors of impacts may include but are not limited to air, soil, water, social, economic, human health and well-being, fauna and flora and sensitive cultural and historical sites. |

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| **SPECIFIC OUTCOME 4** |
| Remedy workplace non-compliance to and non-performance of safety, health and environmental requirements and programmes. |
| **ASSESSMENT CRITERIA** |
| **ASSESSMENT CRITERION 1** |
| Reports are completed in the required formats and submitted to relevant designated persons on time. |
| **ASSESSMENT CRITERION 2** |
| The right to refuse to work, discontinuing of work and withdrawal procedures under circumstances that pose a serious danger to health or safety are enforced according to specified requirements. |
| **ASSESSMENT CRITERION 3** |
| Deviations from requirements in safety, health and environmental management programmes are dealt with in accordance with specified requirements. |
| **ASSESSMENT CRITERION 4** |
| Remedial action required to deal with identified hazards and deviations is explained in terms of the consequences for health, safety, environment and productivity. |
| **ASSESSMENT CRITERION 5** |
| Expectations and contributions of stakeholders during the evaluation of safety, health and environmental management programmes are described with examples. |
| **ASSESSMENT CRITERION 6** |
| Feedback given regarding the progress and results of safety, health and environmental management programmes is appropriate for specified contexts. |

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| **UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS** |
|  An individual wishing to be assessed (including through RPL) against this unit standard may apply to an assessment agency, assessor or provider institution accredited by the relevant ETQA or ETQA that has a Memorandum of Understanding in place with the relevant ETQA.   Anyone assessing a learner against this unit standard must be registered as an assessor with the relevant ETQA or an ETQA that has a Memorandum of Understanding in place with the relevant ETQA.   Any institution offering learning that will enable achievement of this unit standard or assessing this unit standard must be accredited as a provider with the relevant ETQA or an ETQA that has a Memorandum of Understanding in place with the relevant ETQA.   Moderation of assessment will be conducted by the relevant ETQA at its discretion. |
| **UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE** |
| Legal prescripts for the governing of health, safety and environmental in the workplace. |

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| **Critical Cross-field Outcomes (CCFO):** |
| **UNIT STANDARD CCFO IDENTIFYING** |
| Identify and solve problems related to the application and controlling of compliance to safety, health and environmental requirements in the workplace. |
| **UNIT STANDARD CCFO WORKING** |
| Work effectively with others in the process of monitoring, evaluating and remedying workplace safety, health and environmental practices in the workplace. |
| **UNIT STANDARD CCFO ORGANISING** |
| Organise and manage oneself and one's activities to ensure that all safety, health and environmental activities are in accordance with specific requirements. |
| **UNIT STANDARD CCFO COLLECTING** |
| Collect, analyse, organise and critically evaluate information pertaining to the application and controlling of compliance to safety, health and environmental requirements in the workplace. |
| **UNIT STANDARD CCFO COMMUNICATING** |
| Communicate effectively when recording and reporting deviations from specified requirements and when providing feedback on the progress and results of the safety, health and environmental management programmes. |
| **UNIT STANDARD CCFO SCIENCE** |
| Use science and technology in terms of using the correct measuring equipment. |
| **UNIT STANDARD CCFO DEMONSTRATING** |
| Demonstrate an understanding of the world as a set of related systems where failure to monitor and control the requirements for safety, health and environmental issues can have a negative impact on people, the organisation and the environment. |
| **UNIT STANDARD CCFO CONTRIBUTING** |
| In order to contribute to the full personal development of each learner and the social and economic development of society at large, it must be the intention underlying any programme of learning to make an individual aware of the importance of:   Being culturally and aesthetically sensitive across a range of social contexts in the application and control of safety, health and environmental issues. |

**LESSON 1**

**Safety, Health and Environmental Requirements**

This Learning Unit is aligned to US 259604 Specific Outcome 1:

**Explain the safety, health and environmental requirements applicable in a specific workplace**

This Learning Unit comprises the theoretical component of your learning and includes activities that are class-based and of a formative nature.

**After completing this Lesson, you should be able to:**

* Explain the safety, health and environmental requirements in the workplace
* Describe the impact on the wellbeing of the employees
* Explain the purpose of monitoring compliance

**HEALTH AND SAFETY REQUIREMENTS**

It is safe to assume that most employers consider their employees to be their most important asset. That is why it is so important for employers to protect workers from hazards, or potential hazards in the workplace.

The Occupational Safety and Health provisions in the relevant legislation requires employers to provide a workplace that is free from recognised hazards that are causing, or are likely to cause, death or serious physical harm to employees. To achieve this, employers should develop a comprehensive safety and health plan. Developing and maintaining an organisational culture of health and safety requires management commitment at all levels. Regardless of the type of industry – from manufacturing and construction to knowledge management and retail – safety is managed by focusing on training and accident prevention.

In today’s society, organisations cannot afford to be ignorant regarding occupational safety. Further if companies want to maintain a positive employer brand and reputation, safety is key.

 **TASK 1 – This Task needs to be completed and placed in your PoE**

Explain –in your own words – what you understand as the basic safety, health and environmental requirements in any workplace to be.

This Task is aligned to **Specific Outcome 1, Assessment Criterion 1**

 **TASK 2 – This Task needs to be completed and placed in your PoE**

What are some of the benefits of a good safety and health plan?

This Task is aligned to **Specific Outcome 1, Assessment Criterion 2**

Employers receive big dividends from an effective safety and health plan. Studies have shown that a good plan:

* Reduces the extent and severity of work related injuries and illnesses
* Improves employee morale and productivity
* Lowers workers’ compensation costs
* Helps with retention and recruiting, due to the organisation’s good reputation for safety

Every effective safety and health plan has four key elements:

1. Management commitment and employee involvement
2. Worksite analysis (risk assessment)
3. Hazard prevention and control; and
4. Training and education

**IMPLEMENTING AND MONITORING EFFECTIVE HEALTH AND SAFETY PLANS**

There are seven steps that contribute to the successful involvement of both managers and employers in developing a safety and health plan:

1. Go to the top officer in the organisation and present the plan, request the support of each member of management as well. Ask that safety and health be made a core value of the company and that management’s actions reflects that commitment. Without strong support from the head of the organisation – the plan cannot succeed.
2. Develop a safety and health policy and be sure to communicate that policy to all employees. It should be posted on the bulletin board of each company location and included in the employee handbook.
3. Develop a short term and long term goal and communicate them to all employees. Develop a plan to help achieve the goals and provide feedback on the progress made.
4. Create a safety and health manual and be sure it defines responsibilities at all levels.
5. Be sure that all levels of management have a visible role in the implementation of the plan. If management is not in evidence, employees will not take management’s commitment to safety and health seriously. Managers can reinforce the plan by complying with its provisions themselves. If safety glasses are required in a certain area, for example, be sure managers wear safety and health seriously. Managers can reinforce the plan by complying with its provision themselves. If safety glasses are required in a certain area, for example, be sure managers wear safety glasses when they are in that area.
6. Ensure employee participation – a critical factor. Levels of involvement for workers range from contributing advice to serving on a safety committee. If there is to be an incentive plan based on safety achievements, be sure that the employees, not just managers take part. Share the goals and objectives with employees and ask for their support and commitment.
7. Review the plan regularly. It should be re-assessed at least once a year to evaluate its success in meeting the established goals and objectives. When a new standard comes out or an existing standard is revised, update the written plan.

 **TASK 3 – This Task needs to be completed and placed in your PoE**

Why should management have a role to play in the development of the health and safety plan?

This Task is aligned to **Specific Outcome 1, Assessment Criterion 4**

**LESSON 2**

**Monitor Workplace Compliance**

This Learning Unit is aligned to US 259604 Specific Outcome 2:

**Monitor workplace compliance to safety, health and environmental requirements against specified requirements**

This Learning Unit comprises the theoretical component of your learning and includes activities that are class-based and of a formative nature.

**After completing this Lesson, you should be able to:**

* Explain the requirements for monitoring compliance to OHS
* Explain the impact of deviations to compliance

**LEGISLATIVE PROCEDURES**

Every organisation has a safety risk to both staff and customers. To minimise the risk of injury to staff and customers, staff need to acknowledge and practice certain safety procedures. The safety of staff is regulated by the Occupational Health and Safety Act and Regulations. All organisations need to subscribe to legislative procedures in order to ensure the safety of staff and customers.

| **Step** | **Action** |
| --- | --- |
| 1 | Maintain in good condition insulated stands, trestles, mats or other such protective equipment as may be necessary to prevent accidents for use of persons working in close proximity to electrical equipment. |
| 2 | Staff must take reasonable care for the safety of himself/ herself. |
| 3 | Staff must take steps as may be reasonably practicable to eliminate or mitigate any hazard or potential hazard to the safety of themselves, other staff members and customers. |
| 4 | Staff must take precautionary measures which are prescribed. |
| 5 | Staff must ensure that relevant signage is visible. |
| 6 | Affix a prominent notice or sign in a conspicuous place at the workplace, indicating where the first aid box or boxes are kept as well as the name of the person in charge of such first aid box or boxes. |
| 7 | Where more than 10 employees are employed at a workplace, take steps to ensure that for every group of up to 50, a minimum of one qualified first aid representative is available at that workplace, |

**COMPANY PROCEDURES**

Depending on the type of organisation, procedures are implemented to suit the specific needs of the particular organisation. There are however general expectations with regard to company procedures concerning safety. For every 50 employees in the organisation, there should be one Safety Officer. This person attends Safety Committee meetings and is responsible for ensuring that safety hazards are dealt with promptly. See below for further procedures.

 **TASK 4 – This Task needs to be completed and placed in your PoE**

The safety of staff is regulated by the Occupational Health and Safety Act and Regulations. All organisations need to subscribe to legislative procedures in order to ensure the safety of staff and customers. What steps need to take place to ensure the safety of staff and customers.

This Task is aligned to **Specific Outcome 1, Assessment Criterion 4**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Do not run in the workplace. |
| 2 | Wear shoes with non-slip soles |
| 3 | Clean up spills immediately |
| 4 | Put up signs to mark wet areas |
| 5 | Be familiar with the location of the First Aid Box |
| 6 | Make sure that staff know the names of the First Aid and Safety Officers in their unit / department and how to contact them. |
| 7 | Have knowledge of the relevant emergency authorities and how to contact them. |
| 8 | Display emergency and caution signs where they are easily accessible and observed. |
| 9 | Effectively display fire exits. |

**COST FOR THE ORGANISATION**

 **TASK 5 – This Task needs to be completed and placed in your PoE**

If preventative action is not taken, what would be the cost implication to the company?

This Task is aligned to **Specific Outcome 1, Assessment Criterion 4**

The customer visits the organisation with the pre conceived notion that they are entering a safe environment, as they are paying for the privilege. It is important to maintain a safe working environment for customers in order to meet customer expectations and facilitate customer satisfaction. It is important also for staff that their work environment is safe. Staff needs to feel reassured that they are working in a safe and hazard free environment. This contributes to a positive, less stressful, and enthusiastic work ethic. A safe work environment affects staff turnover and impacts on production.

Ultimately, failure to maintain a safe work environment has grave costs for the company.

Failure to take preventative action can result in injury to guests and staff and could result in the following discussed:

* When preventable harm comes to a customer or staff member unnecessarily, staff spend time assisting that person and handling the situation.
* When harm comes to a customer, it is very likely that the establishment will lose that customer. This represents a considerable cost to the company.
* Equipment hazards that are unattended may well result in damage to that equipment, which may result in expensive repair costs.
* Damaged equipment that results from the failure to report hazards and potential hazards can result in expensive ‘down-time”.

**LESSON 3**

**Workplace Safety Activities**

This Learning Unit is aligned to US 259604 Specific Outcome 3:

**Evaluate performance of workplace safety activities required by safety, health and environmental management programmes**

Specific Outcome 4:

**Remedy workplace non-compliance to and non-performance of safety, health and environmental requirement programmes**

This Learning Unit comprises the theoretical component of your learning and includes activities that are class-based and of a formative nature.

**After completing this Lesson, you should be able to:**

* Measure safety performance
* Identify and report on workplace safety
* Explain the importance of monitoring and evaluating workplace safety
* Remedy hazards and risks

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| Potential Hazards | Appropriate Actions to Reduce the Hazard |
| Stores | |
| Equipment | Chillers, Boilers and other equipment that is housed in storerooms should have cautionary signage posted where it is clear to read.  Equipment that is dangerous due to e.g. voltage should be appropriately marked. |
| Storage Equipment | Storage equipment should be packed away and secured when not in use.  Do not pack shelving so high that it is likely to fall over if someone touches it. |
| Chemicals | Ensure that the appropriate storage conditions are strictly observed and that chemicals are stored in a separate storage area to other stocked items.  Ensure that all Chemicals are clearly marked. |
| Private Offices | |
| Access Control | Ensure sufficient signage is posted for customers and staff to see that certain areas are out of bounds |
| Public Areas | |
| Maintenance workers in public space with heavy / dangerous equipment | Demarcate area with red tape and post signage clearly around the workers |
| Wiring | Ensure that no wiring is left loose. Secure it out of the way as soon as possible.  Ensure that the insulation of the wiring is not worn |
| Robbery | Ensure that there is at least one Safety Officer for every 50 employees in the organisation. All staff should know the names of the Safety Officers in the unit / department and how to contact them if necessary |
| Wet Floors | Post signage where there are wet floor surfaces, even outside the entrance are. |

 **TASK 6 – This Task needs to be completed and placed in your PoE**

In each of the above areas (if applicable to your workplace, if not you may identify other areas) describe the corrective actions.

This Task is aligned to **Specific Outcome 3, Assessment Criterion 2 and Specific Outcome 4, Assessment Criterion 4**

**HAZARDOUS SITUATIONS**

 **TASK 7 – This Task needs to be completed and placed in your PoE**

Draw up a checklist for security maintenance in each of the areas identified in task 6.

This Task is aligned to **Specific Outcome 3, Assessment Criterion 1**

 **TASK 8 – This Task needs to be completed and placed in your PoE**

What 3 things should staff be made aware of in terms of safety and security measures.

This Task is aligned to **Specific Outcome 4, Assessment Criterion 4**

**COMMUNICATING INFORMATION TO STAFF**

**Safety Regulations**

Below are guidelines in deciding what to communicate to staff about safety and security procedures:

Ideally all staff should be trained cyclically in safety and security measures.

All staff should be made aware of the following:

* Names and contact numbers of direct superior to whom they should report incident,
* Procedure and documentation for reporting incidents and concerns.
* The type of situations which would constitute cause for concern within the bounds of safety and security in the hotel.

|  |  |
| --- | --- |
| Procedure | Proceed as follows to train staff: |
| **Step** | **Action** |
| 1. | Set up a training schedule to facilitate regular / monthly training in safety and security measures |
| 2. | Encourage staff to ask questions and communicate their concerns about carrying out the safety and security procedures |
| 3. | Make training material available to staff in a language that they fully understand |
| 4. | Use the training session to delegate responsibility, reinforce procedures and update the staff on any new developments |

 **TASK 9 – This Task needs to be completed and placed in your PoE**

How should staff be upskilled in understanding safety and security responsibilities?

This Task is aligned to **Specific Outcome 4, Assessment Criterion 6**

**IMPORTANCE OF INSPECTIONS**

Frequent inspections of safety and effective operation of fire fighting equipment are carried out to ensure that:

* In the event of emergency, safety equipment is functional, because failure of operational function can result in a life or death situation there is no time to check whether or not the safety equipment is functional.
* The Company / Hotel complies with the law and provides a safe and secure environment for guests. The hotel can be held responsible for damage or injury related to negligence with emergency equipment,
* Consistent compliance to standards of Fire Fighting Equipment to avoid the Company / Hotel being shut down or fined if equipment is found to be faulty or non-functional.

**POTENTIAL PROBLEMS**

|  |  |
| --- | --- |
| Problem | Appropriate Action |
| Problems with safety equipment | Notify the Maintenance Manager or Duty Manager.  The Managers will make decisions regarding contact of out sourced Service Providers to rectify the problem. |
| Problem with security | Notify the Security Officer on duty immediately. Ensure that you have the necessary details to update the Officer about the area where the incident occurred and the full description of the persons involved. |
| Injury incident or within the jurisdiction of Health and Hygiene | Notify the Officer on duty for First Aid, the Duty Manager and Risk Manager. The Managers will evaluate the incident and make a decision to contact outside service providers in the event that medical assistance is required or other health and hygiene control measures required. |