

BSC Level 3 Certificate in Occupational Safety and Health

Tuesday 16 February 2010

9.30am – 12.30pm

Component 2: Risk Assessment Task

Resource Booklet

INSTRUCTIONS TO CANDIDATES

You are advised to spend **no more than ONE HOUR** on this component.

This booklet contains information relating to a fictitious scenario. You are advised to read through this information carefully before starting to complete the answer booklet.

You may make notes in this booklet or on separate sheets of paper, but any notes you make must be handed in at the end of the examination.

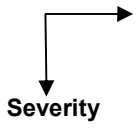
You are expected to identify **TWO** hazards. For each hazard you should:

1. **describe** the hazard;
2. **identify** the persons at risk and **explain** how they might be harmed;
3. **identify** the existing control measures and **explain** how they are intended to control the risks (you may make reasonable assumptions, but any assumptions must be explained);
4. **calculate** an initial risk rating based on existing control measures;
5. **describe** any additional control measures required and **explain** how these will reduce the risks;
6. **calculate** a revised risk rating based on any additional control measures.

When calculating the risk ratings you should use the risk assessment matrix and risk rating table found in this booklet.

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Risk Assessment Matrix

		Certain	Very Likely	Likely	May happen	Unlikely
		(5)	(4)	(3)	(2)	(1)
Death	(5)	25	20	15	10	5
Major injury	(4)	20	16	12	8	4
Over three day injury	(3)	15	12	9	6	3
Minor injury (treatment off site)	(2)	10	8	6	4	2
Minor injury (first aid on site)	(1)	5	4	3	2	1

Risk Rating Table

Score	Priority	Action
1-4	LOW	This represents a low risk, although control measures must be maintained.
5-10	MEDIUM	Action required soon to control risks. Interim measures may be necessary in the short term.
12-25	HIGH	Action required urgently to control risks. Further resources may be needed.

THE CHARITY SHOP

Following a few minor incidents and several complaints about 'aches and pains' from volunteers, the manager of a local charity shop has asked you to carry out a risk assessment to find out what is going wrong.

The shop is located on a busy high street and is open from 9.30am to 4.30pm, Monday to Saturday. It sells books, clothing and miscellaneous items including small electrical appliances donated by members of the public. Both the manager and the assistant manager are full-time members of staff, each working five and a half days a week. The assistant manager is an appointed person for first aid. There are ten other members of staff, all volunteers and all part-time, working a variety of shifts. Six of the volunteers are over 65 years old and two are under 18 years old.

The unit is all on one level and comprises the shop, kitchen/rest area, staff toilet, sorting room and small stockroom to the rear.

In the interests of safety and security, customers are not allowed beyond the shop area. A member of staff is always on hand to carry bags and boxes into the sorting room where the donated stock is hand sorted by the volunteers. This is done on the floor which reduces the need to lift the sometimes heavy bags and boxes on to a table. Despite the fact that the volunteers are told about the need for good housekeeping, it can get a bit messy in the sorting room with up to ten bags at a time to sort through and two or three volunteers working around each other.

Once the various items have been sorted into saleable and unsaleable, the staff place the unsaleable stock into black rubbish bags ready for placing into the large commercial wheelie bin outside the rear of the store which is emptied once a week by the council. Due to the weight of these rubbish bags and the volume of rubbish that accumulates during the week, the manager tends to ask the two younger volunteers, who work twice a week, to complete this task.

Both the manager and the assistant manager have attended a one-day manual handling course at head office and have put up some posters in the sorting room to remind volunteers of how to lift correctly. The posters are very clear with simple pictures showing the various lifting stages and correct lifting positions which is useful for many of the older staff who do find reading small print a little difficult.

The manager has told all staff to always look into the bags and boxes before putting their hands inside them and to always wash their hands after sorting through the donations. The manager has also produced a number of large-print warning signs reminding the volunteers of these simple rules and has even placed a sanitising gel hand dispenser above the sink in the kitchen, but doubts whether it is used very much because it never seems to need refilling.

Second hand electrical items can be a problem for some charity shops. However, this shop is very fortunate to have Tony and Richard, a couple of competent DIY enthusiasts among the part-time volunteers. They are both retired and so are able to spare two or three days a week, not only working in the shop, but also checking that any electrical items that have been donated are working properly and making sure that the plugs and the wiring look safe before they are put into the shop for sale.

Some of the older volunteers who have complained about 'aches and pains' told the manager that they were finding it difficult to reach the higher shelves in both the stockroom and the shop, even when they use the stepladders that are kept in the sorting room, away from the general public. To reduce the risk of an accident, the manager has told them to keep all the heavy items on the lower shelves and to just use the higher shelves for the lighter items.

The safety of the staff and volunteers is very important to the organisation and so staff are told not to offer any resistance in the event of someone trying to take items without paying. It is also store policy to keep very little cash in the till. The manager and/or his assistant regularly empty the till of any high value notes and put them in the safe, which is hidden away in the stockroom. Monday mornings are normally quiet and one of the full-time staff uses this period to go to the bank, usually around 11.30am, to pay the previous week's takings into the main charity account.

You should complete the risk assessment task based on **TWO** clear hazards associated with the charity shop.

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