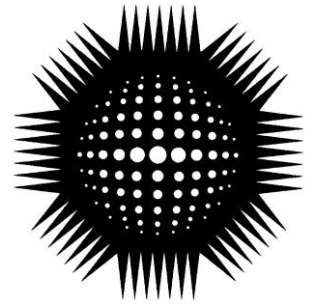


NEBOSH

MANAGEMENT OF HEALTH AND SAFETY

UNIT IG1:

For: NEBOSH International General Certificate in Occupational Health and Safety



nebosh

Open Book Examination

ANSWER TEMPLATE

Available for 24 hours

| | |
|------------------------------|------------------|
| Learner name | Abdul Samad Khan |
| NEBOSH learner number | 00982883 |

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: Health and safety management systems

1

According to the Scenario, following are the positive aspects of the manager's health and safety leadership:

Introducing Weekly Team Briefings

The manager also allowed weekly team briefings during which workers were allowed to express their concerns and listen to updates. This demonstrates excellent communication and participation in health and safety issues.

Immediate Response to the Accident

The manager came to the rescue within two minutes after being informed of how the child had been involved in an accident and took control. This swift action portrays active and visible safety leadership.

Emphasising Safety Priorities

At the team briefing, it was very clear to the workers, who were gathered, that the safety of workers and visitors was the priority. This helps to support organisational values and expectations.

Demonstrating Care and Responsibility

The manager also demonstrated the responsibility and care about the visitors by calling the school the following morning to inquire about the status of the child.

Sharing Investigation Findings

The manager was not secretive about the findings of the HSO, thus making everyone know what went wrong and how to avoid the same in future.

Encouraging Worker Involvement

The manager encouraged inclusive and positive safety culture by listening to the opinions of workers during the discussions.

Working with Competent Personnel

The manager collaborated with the seasoned HSO and eventually assigned training roles to them, which was also a good exercise of effective support.

Maintaining Safety Records

The manager also made an update on the accident book following the investigation findings, which showed that he was attentive to documentation.

Participating in Risk Assessment Activities

The HSO manager and Worker Y, as well as another worker went to the goat enclosure and talked about the accident and collaborated with the new risk assessment.

Reassuring Visitors after Incidents

Following the tractor accident, the manager was quick in assuring visitors and this was to ensure calm and control in an unfavorable occurrence.

Task 2: Individual human factors

2

According to the Scenario, following are the individual human factors might have influenced the behaviour of Worker Y, leading to the accident:

Lack of Experience

Working Y was inexperienced and yet was allocated to the animal feeding job making the chances of errors higher.

Stress from Repeated Lateness Issues

The worker Y was coming late to work each day and was warned verbally. This added pressure and diminished concentration.

Negative Emotional State

The warning of Worker Y by the manager put him in a bad mood, and this decreased his focus, which led to unsafe behaviour.

Mobile Phone Distraction

Manager had at some time noted Worker Y was taking too much of their time on the phone, and they were not very focused during the time before the task.

Rushing Due to Time Pressure

Being late to the feeding session means that Worker Y was being rushed and as a result, forgot to put on PPE and had neglected equipment and left the gate open.

Poor Task Preparation

Coming in with a single feeding bucket and no PPE is under poor preparation, which makes it more likely to be wrong.

Neglect of Safety Instructions

The worker Y did not pay much attention to the critical controls, since he disregarded the sign stating that the gate should be closed.

Fear of Dismissal

The condition of being informed that further lateness would result in dismissal added pressure and this could affect the rushed or poor decisions.

Low Motivation

The frequent cases of lateness and mobile phone usage denote a lack of motivation, which lowers the interest in safe practices.

Cognitive Overload

Several stressors, such as lateness, warnings, missing equipment, could have overwhelmed Worker Y, so that he/she makes unsafe decisions.

Task 3: First-aid arrangements

3

NaturesNest should make sure that first aid provisions are based on the size of the site, the type of visitor attractions and past incidence rates. There are a number of considerations necessary to validate whether provision is realistic and proportionate.

Large and Diverse Visitor Groups

Field visits of more than 60 children risk slips, trips and panic related injuries and this necessitates a corresponding first-aid planning.

Common Injury Types

The child went through a head bump, grazes and a nosebleed which implies the need to look at the injuries usually experienced when dealing with animals and falls.

Animal-Related Hazards

Goats have the ability to run and knock-over strangers. The reason why there should be a system to take care of injuries related to animals is shown through the escaped goat.

Availability of Trained First-Aiders

The manager, as well as the HSO, are the only people who are confirmed to be trained first-aiders. The review should take into consideration whether sufficient this is on rush school-visit days.

Accessibility of First-Aid Kits

The HSO was forced to bring the first-aid kit, which demonstrates that it was necessary to consider the location and the availability of kits to high-risk enclosures.

Response Times Across the Site

The manager arrived within two minutes but the size of the site is large and should ensure that response time is possible in every part of the site.

High-Risk Activities

There are also animal feeding sessions, tractor tours, and play areas that are more prone to risk, which must have an equal ratio between first-aid coverage and such activities.

Crowd Management Needs

Great groups of people gathered round the invalid child. First-aid facilities should be taken into consideration with regard to how the workers handle the crowd in case of an emergency.

Employee Shifting of busy time

There is a huge number of temporary workers who might not be trained. This review should look at the availability of first-aid during the high time.

International Worker Communication

The manager was contacted by workers via phone. The review should guarantee good communication in order to alert the first-aiders in a short time.

Size and Layout of the Zoo

The location has a restaurant, play ground and several enclosures. The design must be such that there are first-aid points with big intervals between them.

Quality of Record Keeping

The accident book was updated by the manager. A review of the logging patterns and highrisk regions can be able to provide patterns and areas of high risk.

Accessibility of the First-Aid Information

During induction, the HSO was presented with first-aid arrangements. The check-up should ensure every employee is aware of the whereabouts and the means of getting first-aid assistance.

Multiple Incidence Capacity

On the same day, there were two incidences. The first-aid facilities should be adequate to handle a greater number of emergencies simultaneously.

Task 4: Learning lessons from adverse events

4

Adverse events taken as learning help organisations to make controls stronger, enhance competence, and ensure that they do not occur again. The situation indicates a number of reasons why this procedure is critical.

Preventing Repeat Events

Two times the goat enclosure gate had been left open. These near misses might have been used to learn so as to avoid the injury of the child.

Enhancement of Workers and Visitor Safety

There were several injuries to the child. Training provides greater measures that guard against new visitors in future particularly young schoolers.

Identifying Weaknesses in Existing Controls

Violation of the sign Keep gate closed demonstrated that no behaviour was affected by existing signage. Such weaknesses are exposed through learning.

Highlighting Training Gaps

The investigation established that there was no training records and refresher training. It is through learning that organisations are in a position to rectify such problems.

Strengthening Communication

During team briefings, it is advisable to share findings to encourage open reporting, as workers feel more confident about the issue of reporting.

Updating Risk Assessments

The risk assessment of animal feeding was four years. Assessments are based on real conditions and history of incidents which are guaranteed through learning.

Strengthening Leadership Dedication

This was a good display of leadership in the form of fast response and follow up by the manager. This commitment is enhanced by learning through incidents.

Enhancing Work Processes and Practices

The accident indicated a lack of gate-control procedures. Education results in more coherent and strong working practices.

Tackling Human Behaviour Risks

Working Y hurried, had no regard to signage and did not wear PPE. The comprehension of such aspects helps in enhancement of supervision and task distribution.

Developing a High-quality Safety Culture

When managers are open and communicate incident issues as observed in the team briefing, there is more trust and involvement.

Enhancement of Documentation Systems

The HSO discovered a shabby policy and lost training records. Administrative failures that undermine safety management are revealed through learning.

Improving Emergency Response

The incident exhibited good initial response but huddles with crowd control. Emergency planning can be honed with the aid of learning.

Defending Organisational Reputation

Careful management and lessons learnt on mistakes helps in reassuring the visiting schools and retaining confidence in the zoo.

Cutting Losses due to Incidents

Education will save injuries and their resultant expenses in the future like fixing the broken fence in the tractor accident.

Task 5: Accident investigation

5

The HSO displayed some good practices of investigation in the child accident investigation. These are actions directly reproduced out of the scenario.

Rapid Arrival at the Scene

Situational awareness was demonstrated as the HSO spotted the crowd when conducting safety checks and walked up to them.

Supporting Initial Emergency Response

The response of the HSO to get the first-aid kit in a timely manner was a contributing factor to the promptness of care delivery to the injured child.

Securing the Accident Scene

To avoid disturbance, the HSO also secured the area to preserve evidence.

Conducting Preliminary Observations

They saw some important details such as the open gate and the path that was taken by the child running, which assisted in comprehending the sequence of events.

Taking Photographs for Accurate Records

Before the circumstances evolved, photographs were shot, which made credible evidence.

Interviewing Witnesses One after the other

To ensure that the accounts were not contaminated, the HSO interviewed Worker Y, who is the teacher, and another worker separately.

Selecting a Private and Neutral Interview Setting

By using the storage room, clear witness recall was ensured by the presence of quiet and privacy.

Maintaining a Calm and Professional Approach

The HSO was calm and structured, which promoted collaboration and proper information.

Mediating Factors to be considered

They did not only focus on the behaviors of Worker Y, but rather found the areas of weaknesses in training and procedures.

Checking Documentation Completely

The HSO discovered old policies and absent training documentation, which showed wider organisational problems.

Verification of Wider Safety Systems

The lack of a group-visit policy was investigated by associating the accident with a deficiency in operational planning.

Getting into Formal Reports Instantly

Written reports were initiated by the HSO the same day, which guaranteed accuracy and completeness.

Encouraging Organisational Learning

The following day, HSO promoted a team briefing in order to report findings and facilitate learning throughout the zoo.

Task 6: Training

6

The training at NaturesNest will have to help in supporting the various groups of workers, this way there will be competence in all the work done. The situation demonstrates a number of strengths and major weaknesses.

Training of the Permanent Workers

Seasoned workers are permanent employees with long service and familiarity of their operations, yet there is no indication of fresh refresher courses.

Training of Workers on Temporary basis

They were provided with written instructions, tour and shadowing. This was simple and not enough to carry out more risky activities such as feeding animals.

Repatriation of Temporary Workers

Returning employees get back to work without any refresher training and this is not good when handling visitors or new machinery.

Training for Worker Y

Worker Y did not have any previous experience. The situation is devoid of further training or supervision to make them competent.

Tractor Driver Training

The tractor operator was only given informal training last year but none on the new more powerful tractor.

Risk Assessment Training is lacking

The driver of the tractor did not observe the tractor-tour risk assessment showing that they had inadequate training on the hazards of the work place.

Animal-Feeding Task Training

Employees were given instruction in writing, and the fact that Worker Y did not follow the instructions correctly indicates that the training on the use of the PPE and equipments preparation and control of the gate were not adequately done.

HSO Induction Training

The HSO was aged and only got inducted in a short period and there was a gap in their understanding of site-specific risks.

Manager Training

The manager was given a formal health and safety management training and this helps in his new leadership position.

First-Aid Training

The only received training is that of the manager and HSO and restricts first-aid services on the expansive premises.

Lack of Training Records

HSO was unable to identify training records so that they could establish who received what training.

Outdated Safety Documents

The policy and 4-year-old risk assessments show that training material might not be relevant anymore to present risks.

No Group-Visit Training

Supervising school groups is not a policy or training side since they are one of the primary types of visitors.

Alignment with ILO C155

Although some training was given, training was not systematic, not documented, and risk inconsistent, which is below the expectations of ILO Article 19 (d) requirements.

Task 7: Risk assessment

7

The animal feeding risk assessment has to be adequate and appropriate to take into account all the hazards that can be anticipated, the tasks needed, the ability of the workers and the behaviours of the visitors that are observed in the situation.

Animal Behaviour Risks

Goats are unpredictable creatures as the goat had done with a child to chase him.

Gate-Control Failures

There were two previous times that the gate was left open and during the accident, thus, displaying a recurring hazard.

High-Risk Visitor Groups

Young children work in groups that behave in an unpredictable way and need to be considered extra.

Signage Effectiveness

The sign of Keep gate closed was also disregarded, which signifies the potential problems with vision or employee comprehension.

Worker Competence Levels

The experience of worker Y and his mistakes indicate that the differences in competence between permanent and temporary employees should be taken into account.

PPE Requirements

The worker Y were not wearing boots, gloves and overalls hence PPE use should be taken into consideration.

Equipment Adequacy

The arrival with a single feeding bucket resulted in rushing, meaning that equipment preparation should be taken into account.

Visitor Management and Surveillance

A total of twenty children were collected at the enclosure and this means that the levels of supervision should be evaluated.

Animal Escape Risks

The situation with the goat escape caused the accident directly, and this predictable situation should be evaluated.

Close Sources of Environmental Hazards

The child got on a metal bar of a climbing frame which indicated the necessity to pay attention to risks surrounding enclosures.

Human Factors

Hurrying, stress, distraction and lack of concentration were contributing factors to the accident and should be taken into consideration.

Crowd Management

Groups are drawn by feeding sessions and thus, a need to evaluate the growth of crowds.

Emergency Response Arrangements

The activities of workers in the goat acquisition and helping the child should be incorporated into the emergency planning.

Near-Miss History

Two previous near misses relating to the gate point out systemic risks that need to be included.

Task Timing and Workload

The time pressure and lateness of worker Y indicate that both workload and timing are also pertinent factors.

Interpersonal Communication

Lack of communication led to the rush and misunderstanding and there was need to evaluate communication in the task.

Physical Barrier Condition

The structure of the gates, locking and integrity of the enclosures should be taken into account.

Layout and Access Routes

The routes surrounding enclosures should permit free movement of visitors and employees.

Contact between Workers and Visitors

Interaction level during feeding sessions has an impact on risk and it should be considered.

Survey of Research in the Field

The risk assessment was four years old, indicating that there was the need to take into consideration whether the documentation is up to date and responsive to conditions.

Task 8: Administrative control measures

8

Administrative controls strive to affect behaviour, enhance consistency, and enhance management control. There are various precautionary steps depending on the scenario that can be used to avoid the reoccurrence of this accident on the child.

Clear Safe-Work Procedures for Feeding Sessions

Procedures should provide the preparation information, the PPE requirements, and equipment checks, as well as the gate-close duties.

Stronger Emphasis on Gate-Closure Rules

There have been two previous instances of the gate being left open before narrow escapes and during the accident, and this indicates that the administrative controls need to be strengthened.

Structured Induction for Temporary Workers

The fact that worker Y did not understand the task very well indicates that administrative arrangements should ensure that all the temporary workers undergo proper and effective induction.

Scheduled Refresher Training

There was no refresher training to be done to temporary workers or tractor drivers. Administrative controls need to devise the refresher cycles.

Revised Risk Documentation and Control

The risk assessment of feeding was four years old. The administration needs to have a mechanism that guarantees reviews and readable documentation.

Visitor-Supervision Procedures

Schools with big classes must have administrative guidelines on how visitors will be overseen during feeding periods.

Pre-Task Readiness Checks

The administrative measures must make workers verify the PPE, equipment, availability of buckets, and the status of the gates before going to work.

Behaviour Monitoring System

The employee Y was always late and was distracted by phone calls. In areas of behaviour that have impacts on safety, there should be establishment of expectations and follow-up through administrative procedures.

Timetable to Minimise Worker Rushing

Workers Y was rushed because he was late. The administration controls should make sure that tasks have been assigned in order to prepare safely.

Better Near-Miss Reporting Management

Two near misses that had happened before were familiar but not rectified. Near misses need administrative controls that necessitate a review and action.

Communication Processes in the course of activities

Understandable communication procedures among the workers should be administratively stated to avoid hurrying or misinterpretation.

Training and Records Documentation

Training records were not available to the HSO. The administrative controls should provide that training should be stored in a proper manner.

Routine Safety Briefings

Communication is supported by the weekly briefings made to the manager. It is the consistency that is made formal through administrative empowerment.

Placement of Qualified Human Resource

Assessment of the HSO at the head of training is an indication of proper administrative regulation of allocation of duties.

| | |
|-------------------------------|------|
| Your total word count* | 3128 |
|-------------------------------|------|

** please note that this form already has 258 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.*

| | |
|---|---|
| | |
| <p>Documents and sources of information you used in your examination</p> | <ul style="list-style-type: none"> • • Scenario provided in the NEBOSH IG1 paper • NEBOSH IG1 course notes • HSG245: Investigating Accidents and Incidents HSE guidance on risk assessment (Five Steps) • ILO Occupational Safety and Health Convention C155, Article 19(d) |

page

End of examination

Now follow the instructions on submitting your answers in the *NEBOSH Certificate Digital Assessment - Technical Learner Guide, English*. All guidance documents can be found on the NEBOSH website:

<https://www.nebosh.org.uk/digital-assessments/certificate/resources-to-help-you-prepare/>

ScholarlyPen

ScholarlyPen