



## **BSC International Diploma in Occupational Safety and Health**

### **Unit 1 Examination**

#### **Specimen Examination Question Paper 2014**

#### **INSTRUCTIONS TO CANDIDATES**

Do not open this booklet until the invigilator tells you to do so.

You are allowed **THREE HOURS** to complete this examination.

There are two sections to this paper.

**Section A** has one question worth a total of 40 marks.

You are advised to spend no more than **ONE HOUR** on Section A.

**Section B** has eight questions each worth 10 marks (total 80 marks).

You are advised to spend no more than **TWO HOURS** on Section B.

**Answer ALL questions.** The questions may be answered in any order.

Marks for part questions are shown in square brackets.

Your answers should include reference to examples from the workplace wherever appropriate.

Write your answers in the answer booklet provided using a black or blue pen.

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

## Section A

### Scenario

*ABC Phonemarketing* is a rapidly growing telephone marketing company. It specialises in carrying out market research on behalf of demanding international clients. The company was founded in 2005 by the current managing director.

The company is still based in its original premises which comprise four open plan rooms, two unisex toilets and a welfare area where employees can make refreshments. The office is designed to accommodate 40 employees. The workforce is mainly young university graduates aged 21-25 on short, fixed-term contracts. Shifts can often last up to 12 hours and include regular nights. Employees are paid a basic wage plus an incentive bonus for completing additional calls. Hot-desking is common and there are often insufficient workstations available, meaning laptops are frequently used.

A new employee has recently complained to a supervisor about the long hours, abuse from colleagues and acoustic shock caused by callers shouting on the phone. In addition, he has pointed out that employees have no control over lighting levels or temperature in the office. The supervisor has refused to report the concerns to the managing director.

Profitability in the company is good and the managing director has recruited a consultant who has recently updated the company's health and safety policies and procedures. These are now comprehensive and cover risk assessments, first aid, fire safety and display screen equipment. However, employees have not been consulted or informed of the policies.

The managing director has promised to move to new state-of-the-art offices when the current lease expires in nine months' time. He has refused to make any changes until then.

### Facts

- Several fire escapes are routinely blocked
- Housekeeping, including trailing cables, is extremely poor
- No induction training is provided
- There is no provision for eyesight tests
- Several employees are reporting repetitive strain symptoms
- Up to 60 employees may be working at any one time

### Question 1 (Refer to the Scenario)

- (a) **Outline** the main health and safety risks and the potential injury or harm to people. [5]
- (b) **Outline** the policy and organisational issues that will need to be reviewed when considering improvements. [10]
- (c) **Describe** suitable controls to minimise the risk of an incident occurring. (Your answer should include reference to premises, equipment, procedures and people). [10]
- (d) **Develop** a management action plan based on current and future risks. (Your plan should include clear recommendations, priorities and timescales). [10]
- (e) **Describe** how you would communicate this management action plan to relevant parties. [5]

[Total 40 marks]

### Section B

- 2 **Explain** why it is important to effectively manage health and safety in the workplace. [10]
- 3 (a) **Describe** the main responsibilities placed on employers in relation to the health, safety and welfare of their staff. [5]
- (b) **Explain** how consultation with employees can improve health and safety in the workplace. [5]
- 4 'Organising' is one of the elements of an effective health and safety management system. **Describe** how 'organising' can best be achieved. [10]
- 5 **Describe** the main techniques used to measure health and safety performance in the workplace. [10]

- 6 (a) **Describe** the elements of a suitable and sufficient risk assessment. [6]
- (b) With reference to examples, **explain** why dynamic risk assessments are sometimes used for workplace activities. [4]
- 7 You are the health and safety manager for a large office block in a busy city centre. **Describe** how you would develop a safe system of work for planned roof maintenance. [10]
- 8 You have been notified that one of your employees has been admitted to hospital with a suspected broken leg. The employee is an electrician who fell from a ladder while repairing light fittings. **Describe** how you would investigate this incident. [10]
- 9 (a) **Describe** the main environmental risks associated with the storage of oils and chemicals. [5]
- (b) **Describe** how the environmental risks associated with the storage of oils and chemicals can be minimised. [5]

[Total 80 marks]