

**Unit Title:** Understanding the management of risks to health and safety on the premises of a retail business

**Level:** 3

**Credit value:** 2

**Guided learning hours:** 15

**Unit expiry date:** 31.10.12

## Unit purpose and aim

The purpose of this unit is to provide learners with the knowledge and understanding of managing health and safety risks within the premises of retail businesses. It focuses on the methods for identifying, monitoring and preventing risks as well as the management of accidents and emergencies.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
1. Understand the health and safety responsibilities of employees and employers	1.1 Explain the role and responsibilities of nominated health and safety representatives in risk prevention and management under relevant health and safety legislation  1.2 Explain the role and responsibilities of nominated health and safety representatives in relation to substances hazardous to health  1.3 Explain the employer's responsibilities for providing clearly defined health and safety procedures	1.1 For example this may include: <ul style="list-style-type: none"> <li>• Support the implementation of H&amp;S policies</li> <li>• Carry out H&amp;S inspections</li> <li>• Investigate accidents; hazards; ill health</li> </ul> 1.2 For example this may include: <ul style="list-style-type: none"> <li>• Collect information on/report on instances of ill health</li> <li>• Provide information for risk assessments</li> <li>• Suggest control measures</li> </ul> 1.3 Candidates will be expected to be familiar with the Health and Safety at Work Act, and its requirements for retail employers

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>2. Understand the management of potential risks to health and safety on the premises of a retail business</p>	<p>2.1 Describe the main methods of monitoring and preventing the risks to health and safety in the workplace</p> <p>2.2 Explain the purpose of risk assessment and describe the key stages in the risk assessment process</p> <p>2.3 Explain the importance of briefing and training staff on health and safety issues</p> <p>2.4 Explain the main methods of briefing and training staff on health and safety issues</p>	<p>2.1 For example, this may include:</p> <ul style="list-style-type: none"> <li>• Regular H&amp;S training</li> <li>• Regular risk assessments</li> <li>• Appointing an H&amp;S representative</li> <li>• Regularly review policies and procedures</li> <li>• Make policies and procedures available to all staff</li> <li>• Specific risk assessments for identified 'at risk' groups</li> </ul> <p>2.2 For example, candidates will be expected to understand:</p> <ul style="list-style-type: none"> <li>• the purpose of the risk assessment (eg identify hazards; evaluate risks; prioritise actions)</li> <li>• its key stages</li> <li>• the order in which the stages should be completed</li> </ul> <p>2.3 For example, this may include:</p> <ul style="list-style-type: none"> <li>• Legal requirements</li> <li>• Make staff aware of their responsibilities</li> <li>• Manager's responsibilities for H&amp;S</li> <li>• Updates/changes to legislation</li> </ul> <p>2.4 Candidates will be expected to understand how staff are made aware of health and safety issues effectively, as well as recognising the practicalities of training retail staff that work anti-social hours, shifts etc. For example, this may include:</p> <ul style="list-style-type: none"> <li>• Regular training/briefings</li> <li>• Accessible policies/procedures</li> </ul> <p>Candidates should understand that retail staff may have restrictions to electronic data.</p>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>3. Understand the management of emergency procedures on the premises of a retail business</p>	<p>3.1 Explain why it is essential to have effective policies and procedures for managing emergencies such as bomb threats and fire</p> <p>3.2 Describe methods for training staff to respond to emergency situations</p>	<p>3.1 Candidates should be familiar with H&amp;S legislation, and the requirements that this places on employers. For example, this may include:</p> <ul style="list-style-type: none"> <li>• The safety of staff and customers</li> <li>• To prevent injury or death</li> <li>• To have an effective reporting policy (eg the emergency services)</li> <li>• To prevent panic and confusion</li> <li>• Duty of care</li> </ul> <p>3.2 For example, this may include:</p> <ul style="list-style-type: none"> <li>• Regular training/briefings</li> <li>• Accessible policies/procedures</li> <li>• Practice drills</li> </ul>
<p>4. Understand the management of accidents in the retail environment</p>	<p>4.1 Describe the types of accidents which typically occur on the premises of a retail business to people such as visitors, customers or staff</p> <p>4.2 Describe the arrangements which should be in place for dealing with accidents in the workplace</p> <p>4.3 State the legal requirements for recording accidents including the essential contents of an accident report</p>	<p>4.1 Candidates will be expected to recognise, and be familiar with, the most commonly occurring accidents. For example, this may include:</p> <ul style="list-style-type: none"> <li>• Slips, trips and falls</li> <li>• Lifting/handling injuries</li> <li>• Falls from heights</li> <li>• Racking/storage safety</li> <li>• Hit by moving vehicle</li> </ul> <p>4.2 Candidates should be familiar with H&amp;S legislation, and the requirements that this places on employers. For example, this may include the necessity for:</p> <ul style="list-style-type: none"> <li>• A fully equipped first aid box</li> <li>• An accident book for completion</li> <li>• Accident procedures/policies</li> <li>• Reporting lines; follow up investigation/action</li> </ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		4.3 Candidates will be expected to understand the requirements for accident/injury reporting (RIDDOR). They will need to recognise the details that must be recorded in the event of an accident/injury, and the circumstances under which these should be reported and when/to whom the details should be escalated

## Assessment and evidence requirements

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The on-screen test for unit will be 30 minutes in length and consist of 20 questions. The test has a notional pass mark of 60%. Results will be graded pass or fail.

Each test will consist of multiple-choice questions which will test candidates' knowledge and understanding across the learning outcomes and associated assessment criteria. Candidates will be required to have knowledge and understanding of all assessment criteria within the unit, as all assessment criteria will be covered within any one test.

A number of multiple-choice question types may be used. These could include: closed questions; statements for completion; multiple response questions; true/false questions or ordering questions (including a maximum of 4 steps).

In order to deliver the on-screen test for this unit, centres will need to meet minimum hardware requirements as specified in the Surpass System Requirements. This document is available from the [e-assessment area](#) of our website.

For further information on the e-assessment route please refer to the centre handbook which is available on our [website](#).