

## U00306: Maintain a safe and secure working environment

### Unit Descriptor:

This unit describes the competence required to contribute to maintaining a safe and secure working environment.

#### The unit addresses the essential abilities of:

- Communicating effectively
- Working in a safe and hygienic manner
- Problem solving
- Keeping records
- Operating within organisational procedures
- Meeting legal requirements

### ELEMENT

### PERFORMANCE CRITERIA

*To be competent you must achieve the following:*

- |   |  |
|---|--|
| 1. Maintain personal health and hygiene | 1.1 Clean, smart and appropriate clothing is worn.   |
|   | 1.2 Hair is neat and tidy and worn in accordance with organisational requirements.                                       |
|   | 1.3 Jewellery, perfume and cosmetics are worn in line with organisational requirements.                                  |
|   | 1.4 Cuts, grazes and wounds are correctly treated by the appropriate person.   |
|   | 1.5 Illness and infections are reported promptly to the appropriate person.  |
|   | 1.6 All work is carried out in accordance with hygiene practices that must be adhered to within the working environment. |

- 1.7 All work is carried out in an efficient and organised manner in accordance with appropriate organisational procedures and **legal requirements**.
2. Carry out procedures in the event of a fire
- 2.1 In the event of a **fire**, the alarm is raised immediately.
- 2.2 **Fire fighting equipment** is correctly used in accordance with manufacturer's instructions and organisation's procedures.
- 2.3 All safety and emergency signs and notices are adhered to.
- 2.4 Correct evacuation procedures are followed in a calm, orderly manner and in accordance with organisational procedures.
- 2.5 Designated assembly points are reached and registration done.
- 2.6 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 2.7 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.
3. Dealing with the discovery of suspicious items/packages
- 3.1 **Suspicious items and packages** are left untouched.
- 3.2 Suspicious items and packages are reported in accordance with organisational procedures.
- 3.3 Correct safety and security procedures are followed in calm and orderly manner and in accordance with organisational procedures.

4. Carry out procedures in the event of an accident
- 3.4 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 3.5 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.
  - 4.1 In the event of an **accident, basic first aid** is performed following recommended procedures.
  - 4.2 Assistance from the appropriate **person responsible** for first aid is sought immediately.
  - 4.3 Emergency services are contacted in accordance with organisational procedures.
  - 4.4 **Appropriate action** is taken to ensure safety of injured and uninjured persons.
  - 4.5 Comfort and reassurance are given to injured persons.
  - 4.6 Accidents are reported and documented in accordance with organisational procedures.
  - 4.7 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 4.8 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.

5. Maintain a safe work environment for customers, staff and visitors
- 5.1 **Hazards and potential hazards** to the safety of customers, staff and visitors are promptly identified and rectified.
  - 5.2 Customers, staff and visitors are made aware of all hazards and potential hazards in accordance with organisational procedures.
  - 5.3 Cautionary measures are taken to warn customers, staff and visitors of hazards and potential hazards.
  - 5.4 **Accidents**, damage and non-rectifiable hazards are reported promptly to the appropriate person.
  - 5.5 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 5.6 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.
6. Maintain a secure work environment for customers, staff and visitors
- 6.1 Potential **security risks** are identified and reported to the appropriate person in accordance with organisational procedures.
  - 6.2 **Customer and staff areas** are correctly secured against unauthorized access.
  - 6.3 All establishment **storage and security facilities** are secured against unauthorized access.
  - 6.4 Establishment, staff or customer lost property is promptly reported to the appropriate person.
  - 6.5 Suspicious individuals are politely challenged or reported promptly to the appropriate person.

- 6.6 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 6.7 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Maintain personal health and hygiene****A. Legal requirements:**

- (i) current relevant legislation relating to safe and hygienic working practices

**Element 2: Carry out procedures in the event of a fire****B. Fire:**

- (i) all types of fires

**C. Fire Fighting Equipment:**

- (i) fire hose
- (ii) fire blanket
- (iii) foam extinguisher
- (iv) water extinguisher
- (v) sand
- (vi) wet blanket
- (vii) carbon dioxide extinguisher

**D. Regulations: (also applies to elements 3 and 4)**

- (i) legislation
- (ii) manufacturer
- (iii) supplier

**Element 3: Deal with the discovery of suspicious items/packages****E. Suspicious items and packages:**

- (i) all unattended bags, packages and parcels
- (ii) unusual and unaccounted for deliveries

**Element 4: Carry out procedures in the event of an accident****F. Accidents: (Also applies to element 5)**

- (i) all accidents involving injury to customer, staff and visitors

**G. Basic first aid application:**

- (i) bandaging
- (ii) cold pack
- (iii) Heimlich manoeuvre

**Element 4: Carry out procedures in the event of an accident ../Continued****H. Appropriate action:**

- (i) removing and lifting injured person
- (ii) rendering basic first aid

**I. Responsible person:**

- (i) company nurse
- (ii) safety officer

**Element 5: Maintain a safe work environment for customers, staff and visitors****J. Hazards and potential hazards:**

- (i) suspicious items
- (ii) areas and incidents which threaten the safety of customers, staff and visitors

**K. Regulations:**

- (i) current relevant legislation relating to safe and hygienic working practices when maintaining a safe environment for customers, staff and visitors
- (ii) manufacturer
- (iii) supplier

**Element 6: Maintain a secure environment for customers, staff and visitors****L. Security risks:**

- (i) prohibited areas
- (ii) suspicious items
- (iii) unauthorized open entrances/exits
- (iv) missing keys

**M. Customer and staff areas:**

- (i) public facilities
- (ii) public areas
- (iii) work areas
- (iv) staff facilities

**N. Storage and security facilities:**

- (i) storerooms
- (ii) safes
- (iii) cash boxes

**O. Regulations:**

- (i) current relevant legislation relating to safe and hygienic working practices when maintaining a secure environment for customers, staff and visitors.

**UNDERPINNING KNOWLEDGE AND SKILLS****Health and Safety**

1. Why it is important to comply with health and safety legislation.
2. Where and from whom information on current health and safety legislation can be obtained.
3. What general hygienic practices must be adhered to in own work environment.
4. Why the correct clothing, footwear and headgear should be worn at all times.
5. Why and to whom illness and infections should be reported.
6. Why it is important to maintain good personal hygiene.
7. What the possible causes are of fire in the working environment.
8. What preventative actions can be taken to minimise risk of fire.
9. What organisational procedures should be followed in the event of fire.
10. Where alarms are located and how to activate them.
11. Why a fire should never be approached unless it is safe to do so.
12. Why suspicious items and packages should be left untouched.
13. Why suspicious items and packages should be reported.
14. What basic first aid should be applied in the event of an accident.
15. Who is the person responsible for first aid.
16. What emergency services are available in the event of an accident and why it is important to contact them.
17. What action should be taken to ensure the safety of the injured and uninjured.
18. What are the organisational procedures for reporting an accident.
19. What cautionary measures can be taken to warn customers, staff and visitors of potential hazards.
20. What the potential hazards are within own working environment.
21. Why suspicious items and packages must not be approached or tampered with.
22. Where first aid equipment and the accident register are located.
23. Why it is important to use correct lifting techniques.
24. What the employee's responsibility is in relation to health and safety regulations.
25. Which keys, property and areas should be secured from unauthorised access at all times.
26. Why it is essential to be aware of potential security risks.
27. Why procedures relating to lost property must be adhered to.

**Communication**

28. Why only disclosable information should be given to customers.
29. Why it is important to report all unusual/non-routine incidents to the appropriate person.

**EVIDENCE GUIDE**

*For assessment purposes:*

**(1) Critical Aspects of Evidence**

Performance evidence is also required for performance criteria 2 and 3 of Element 5.6 showing evidence of dealing with at least one type of **security risk**; working in two types of **customer and staff areas**; and dealing with two types of **storage and security facilities**.

For all other performance criteria and ranges a combination of performance evidence and supplementary evidence for example questioning, witness testimony, case histories can be used to provide evidence.

Underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

**(2) Methods of Assessment**

**Performance evidence** for this unit could include:

- Observation reports from your assessor
- Photographs of yourself at work
- Entries made by you into the organisation's incident book.
- Correspondence written by you drawing attention to health and safety issues.

**Supplementary evidence** for this unit could include:

- Witness testimony from customers and line managers
- Personal statements from yourself describing how you carry out your duties
- Answers to oral or written questions.

**(3) Context of Assessment**

Evidence of competence should be demonstrated totally through performance evidence if possible.

Simulation may be used to provide performance evidence for Elements 5.2, 5.3 and 5.4.

At a minimum, performance evidence must be provided to cover performance criteria 1 to 3 of Element