

U00306: Maintain a safe and secure working environment

Unit Descriptor:

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

The unit describes the essential abilities of:

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

ELEMENT

PERFORMANCE CRITERIA

To be competent you must achieve the following:

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| 1. | Maintain personal health and hygiene | 1.1 | Clean, smart and appropriate clothing, footwear and headgear are worn. |
| | | 1.2 | Hair is neat and tidy and worn in accordance with organizational requirements. |
| | | 1.3 | Jewellery, perfume and cosmetics are worn in line with organizational 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 an efficient manner in line with appropriate organizational procedures and legal requirements. |

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| 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 organizational procedures. |
| | | 2.5 | Designed assembly points are reached and registration done. |
| | | 2.6 | Unexpected situations are dealt with effectively and the appropriate person(s) 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. | Handle 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 organizational procedures. |
| | | 3.3 | Correct safety and security procedures are followed in a calm and accordance with organizational procedures. |
| | | 3.4 | Unexpected situations are dealt with effectively and the appropriate person(s) 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. |

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| 4. Carry out procedures in the event of an accident | 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 organizational procedures |
| | 4.4 Appropriate action is taken to ensure safety of injured and uninjured persons. |
| | 4.5 Comfort and reassurance is 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 |
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| 5. Maintain a safe work environment for customers, staff and visitors | 5.1 Hazard 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 organizational procedures. |

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| | 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 organized and efficient manner in accordance with safety and health regulations and organizational 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 line with organizational procedures. |
| | 6.2 | Customer and staff areas are correctly secured against unauthorised 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 efficiently and the appropriate person(s) are informed where necessary. |
| | 6.7 | All work is carried out in an organized and efficient manner in line with appropriate organizational procedures and legal requirements. |

RANGE STATEMENT

You must cover the items below:

Element 1: Maintain personal health and hygiene

A. Regulations:

- (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

C. Fire fighting equipment:

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

D. Regulations: (*Also applies to element 3*)

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

Element 3: Handle 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:

- (i) all accidents involving injury

G. Basic first aid application:

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

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

K. Accidents:

- (i) all accidents involving injury to customer, staff and visitors
- (ii) rendering basic first aid

L. 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 work environment for customers, staff and visitors

M. Security risks:

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

N. Customer and staff area:

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

O. Storage facilities:

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

P. Legal requirements:

- (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 regulations.
2. Where and from whom information on current health and safety regulations can be obtained.
3. What the possible causes are of fire in the working environment.
4. What preventative actions can be taken to minimize risk of fire.
5. What organizational procedures should be followed in the event of fire.
6. Where alarms are located and how to activate them.
7. Why a fire should never be approached unless it is safe to do so.
8. Why it is important to comply with health and safety legislation.
9. Why suspicious items and packages should be left untouched.
10. Why suspicious items and packages should be reported.
11. What basic first aid should be applied in the event of an accident.
12. Who is the person responsible for first aid.
13. What emergency services are available in the event of an accident and why it is important to contact them.
14. What action should be taken to ensure the safety of the injured and uninjured.
15. What are the organisational procedures for reporting an accident.
16. What cautionary measures can be taken to warn customers, staff and visitors of potential hazards.
17. What the potential hazards are within own working environment.
18. Why suspicious items and packages must not be approached or tampered with.
19. Where first aid equipment and the accident register are located.
20. Why it is important to use correct lifting techniques.
21. Why it is important to comply with health and safety regulations.
22. Where and from whom information on current health and safety legislation can be obtained.

23. What the employee's responsibility is in relation to health and safety regulations.
24. Which keys, property and areas should be secured from unauthorized access at all times.
25. Why it is essential to be aware of potential security risks.
26. Why procedures relating to lost property must be adhered to.
27. Why it is important to comply with health and safety regulations.

Hygiene

28. What general hygiene practices must be adhered to in own work environment.
29. Why correct clothing, footwear and headgear should be worn at all times.
30. Why and to whom illness and infections should be reported.
31. Why it is important to maintain good personal hygiene.

Communication

32. Where and from whom information on current safety and health regulations can be obtained.
33. Why only disclosable information should be given to customers.
34. Why it is important to report all unusual/non-routine incidents to the appropriate person.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

- Totally through performance evidence in the form of observation or
- Performance evidence in the form of observation to cover **performance criteria 1.1 – 1.3.**
- Totally by role-play and/or questioning to cover all the **performance criteria 2.1 – 2.7** and ranges **B, C** and **D.**
- By observation or by role-play and/or questioning to cover all of the **performance criteria 3.1 – 3.5** and ranges **D** and **E.**
- By observation or through role-play and/or questioning to cover all the performance criteria **4.1 – 4.7** and all the range **F, G, H** and **I.**
- By performance evidence in the form if observation to cover **performance criteria 6.2** and **6.3** and a minimum of **2** items from the range of **M**, **2** items from the range of **N** and **2** items from the range of **O.**
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and all the range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessor of how you:
 - o maintain personal health and hygiene.
 - o carry out procedures in the event of a fire e.g: observing you taking responsibility for the evacuation
 - o deal with the discovery of suspicious items/packages
 - o carry out procedures in the event of an accident
 - o maintain a safe environment in the workplace
 - o maintain a secure environment in the workplace

- Copies of written communication to and from customers
- Photographs of yourself at work
- Entries made by you in the organisation's accident book.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statements from customers, colleagues and line managers that provide evidence of how you:
 - o maintain personal health and hygiene.
 - o carry out procedures in the event of a fire e.g: observing you taking responsibility for the evacuation
 - o deal with the discovery of suspicious items/packages
- Witness testimony from persons who have seen you carry out procedures when an accident has occurred.
- Witness testimony from your manager or the person responsible for health and safety and security in the organisation describing and confirming your role in:
 - o monitoring and maintaining a safe working environment
- A case history report produced by you, giving details of a particular occasion when you contributed to maintaining a safe work environment.

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.