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Qualification Specification

HABC Level 4 Award in Health and Safety in the Workplace (QCF)

Qualification Number: 600/1953/0

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HABC 4 Award in Health and Safety in the Workplace (QCF)

Introduction

This qualification specification is designed to outline all you need to know in order to offer this qualification at your centre. If you have any further questions, please contact your HABC account manager.

Qualification details

The HABC Level 4 Award in Health and Safety in the Workplace (QCF) has been accredited by the regulators of England and Wales (Ofqual and Qualification Wales) and is part of the Qualifications and Credit Framework (QCF).

It is supported by Proskills, the Sector Skills Council for the process and manufacturing sector.

Key facts

Qualification Number:	600/1953/0
Learning Aim Reference:	60019530
Credit Value:	6
Assessment Method:	Written examination and externally set and marked activities
Guided Learning Hours (GLH):	40

Qualification overview and objective

This qualification is aimed at supervisors and managers with a direct responsibility for health and safety management. The qualification is intended for learners already working in the capacity of supervisor or manager and those who are preparing to start work at this level.

The objective of the qualification is to support the learners' role in the workplace.

Learners gaining this qualification will know that supervisors and managers have legal and moral obligations to ensure health and safety within a business and that this includes obligations to employees, contractors, visitors and suppliers. Its subject areas are regarded by the Health and Safety Executive as being important to developing safe working procedures in the workplace.

Entry requirements

In order to register on to this qualification, learners are required to meet the following entry requirements:

- 16 years of age or above
- It is recommended that learners already possess a Level 3 Health and Safety qualification.
- It is advised that learners have a minimum of Level 2 in literacy or equivalent.

It is strongly recommended that Centres employ a robust initial assessment process to ensure learners taking this course are capable of completing the assessment in a standard of written English appropriate to written management-style reports.

Qualification Structure

This qualification is made up of one mandatory unit, the details of which are included at the end of this document.

Learners must successfully complete the assessment for the unit to achieve the qualification. This qualification can be taken as a free standing qualification or as part of a wider programme of training.

Delivery/assessment ratios

In order to effectively deliver and assess this qualification, Centres are recommended not to exceed the ratio of 1 qualified tutor/assessor to 12 learners in any one instance. If Centres wish to increase this ratio, they must first request approval from HABC.

Guidance on delivery

It is recommended that the qualification is delivered over a 5-day period, with a recommended minimum contact time of 35 hours. This delivery programme may be adjusted in accordance with learners' needs and/or local circumstances.

Guidance on how to deliver the course, including how to administer the centre-set and marked activities, is available within the **Tutor and Assessor Support Pack** which is available to download from the HABC website.

Guidance on assessment

This qualification is assessed in two parts:

Part 1: Learners are expected to undertake the following activities:

- Undertake a risk assessment
- Construct a safe system of work

These activities should be completed during the course and do not need to be in examination conditions. Guidance for completion of part 1 is contained within the **Tutor and Assessor Support Pack** which is available to download from the HABC website. Suggested forms are contained in a **Learner Pack**, but are also available to download from the HABC website.

Once complete, the assessor (usually the same person as the course tutor) will mark the work.

This part of the assessment will be subject to external moderation by HABC. Only once moderation has taken place will the learner's final result be confirmed. Guidance on external moderation is contained within the **Tutor and Assessor Support pack**.

Part 2: Written examination with a total duration of 3 hours.

The examination will take the form of a written case study and learners must answer the questions set in relation to the case study provided in the exam paper. Learners will not have access to this case study in advance of the examination and may be tested on a sector area with which they are not directly familiar. Learners will be asked to apply their knowledge on the subject of health and

safety and will not be expected to demonstrate an understanding of the specific operations of the business outlined in the case study.

Successful learners will have to demonstrate knowledge and understanding across the qualification unit and achieve a pass mark of 60%. Learners will achieve a Merit grade at 70% and a Distinction grade at 80%. Completed examination papers should be returned to HABC for marking and results will then be provided to the Centre afterwards.

Part 1 must be sent to HABC at the same time as the examination paperwork is returned in order for the assessments to be more efficiently processed. Following the assessment, a list of results will be provided to the Centre Contacts stating whether learners have passed or failed. Certificates for successful learners will be dispatched for distribution by the Centre Contacts.

Learners must achieve a pass in both assessment parts in order to achieve the qualification.

Guidance on quality assurance

It is recommended that centres have internal quality assurance processes in place in order to ensure the internally set and assessed pieces of work meet the correct standard. There is no formal requirement for IQAs to be part of the assessment process for this qualification however it is recognised as good practice and is encouraged by HABC.

All work will be externally moderated by HABC examiners at the same time as examination scripts are marked and feedback will be issued to the centre on the success or failure of the learner to meet the correct standard.

HABC will support Centre's with quality assurance by conducting engagement visits to ensure and verify the effective and efficient delivery and assessment of qualifications.

Centre Requirements

In order to effectively deliver this qualification, Centres must have the following resources in place:

- Classroom with suitable seating and desks
- Projector, if using a training presentation
- Access to a suitable area for learners to undertake a risk assessment

Geographical coverage

This qualification is suitable for learners in England, Wales and Northern Ireland.

Tutor requirements

HABC require nominated tutors for this qualification to meet the following requirements:

- hold a relevant subject area qualification, which could include any of the following:
 - Degree or Dip HE in a related subject such as: Environmental Health, Occupational Health and Safety or one that contains elements of these subjects
 - HNC/D in a related subject (as outlined above)
 - NEBOSH Diploma in Occupational Safety and Health
 - NEBOSH National General Certificate in Occupational Safety and Health

- Applicants who hold a Level 4 Health and Safety qualification may still be considered for approval subject to further requirements detailed below*
- hold a recognised teaching qualification, which could include any of the following:
 - HABC Level 3 International Award in Delivering Training (IADT) or equivalent
 - Level 3 or 4 Education and Training or above
 - Diploma or Certificate in Education
 - Bachelors or Masters Degree in Education
 - City and Guilds Teachers Certificate or equivalent
 - Level 3 or 4 NVQ in Training and/or Development
- maintain appropriate continued professional development for the subject area.

*All tutors will be assessed on an individual basis. Applicants should be prepared to provide statements of competence, a verifiable teaching history of higher level health and safety qualifications as well as references if deemed to be required.

Assessor requirements

The assessor will be required to internally assess the risk assessment and safe system of work activities. This role is usually carried out by the same person in the role of nominated tutor.

HABC requires that assessors of this qualification hold a qualification in the relevant subject area as specified in the 'nominated tutors' section above. It is not a requirement that assessors of this qualification hold a formal assessing qualification, however it is recognised as good practice.

Assessors should also be able to demonstrate relevant experience and knowledge in a work context and provide evidence of engagement with the subject field and continuing professional development.

Internal quality assurance (IQA) requirements

It is recommended that centres have internal quality assurance processes in place in order to ensure the internally set and assessed pieces of work meet the correct standard. There is no formal requirement for IQAs to be part of the assessment process for this qualification however it is recognised as good practice and is encouraged by HABC.

HABC require that IQA officers of this qualification hold a qualification in the relevant subject area as specified in the nominated tutors section above. It is not a requirement that IQA officers of this qualification hold a formal IQA qualification, however it is recognised as good practice.

It is not a requirement for IQA officers to be involved in the assessment of this qualification however it is recognised as good practice and is encouraged by HABC.

Counter-signing strategy

Whilst it is a minimum requirement for Centres to have the appropriately qualified workforce in place, it is understood that Centres may have new personnel that are working towards those requirements. During this period, Centres are required to have a robust countersigning strategy in place that supports and validates unqualified assessment/quality assurance decisions, until the point where they meet the requirements as detailed above.

Reasonable Adjustments and Special Considerations

HABC has measures in place for learners who require additional support. Please refer to the HABC Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the Centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All Centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. HABC recommends the following as proof of a learner's identity:

- Valid passport (any nationality);
- Signed UK photo card driving licence;
- Valid warrant card issued by HM Forces, police; or
- Other photographic ID card, e.g. employee ID card, student ID card, travel card.

In the event that a learner is unable to produce any of the forms of photographic identification listed above, a Centre may accept another form of identity containing a signature, for example a credit card or a third-party representative, such as a line manager, human resources manager or invigilator, will be accepted.

For more information on learner ID requirements, please refer to the HABC Core Manual.

Progression

Upon successful completion of this qualification, learners may wish to continue their development via the completion of any of the following signposted qualifications/training:

- Level 4/5 Occupational Health and Safety qualifications
-

Useful websites

- www.hse.gov.uk
 - www.proskills.co.uk
-

Recommended training materials

The following resources have been reviewed by HABC and are recommended training materials for users of this qualification:

- Health and Safety for Management (Level 4) Stranks. J. Highfield International
 - Level 4 Health and Safety Interactive Training Presentation. Highfield International
-

Appendix 1: Rules of Combination

In order to complete the HABC Level 4 Award in Health and Safety in the Workplace (QCF) learners must achieve a minimum of 6 **credits** overall:

- **One unit** in the mandatory group totaling **6 credits**.

Mandatory Group

Learners must achieve **all units** in this group

Unit reference	Unit Title	Level	Credit
A/602/5671	Health and Safety in the Workplace	4	6

Appendix 2: All Units

Unit 1: Health and Safety in the Workplace
 Unit number: A/602/5671
 Credit: 6
 GLH: 40
 Level: 4

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p>1 Understand the duties and responsibilities of employers, employees and others in relation to health and safety at work</p>	<p>1.1 Outline the way in which health and safety law is applied in the United Kingdom</p> <p>1.2 Explain the duties and responsibilities of employers, employees and others in relation health and safety at work</p> <p>1.3 Explain the potential cost and effects of poor health and safety standards</p> <p>1.4 Explain the role of training, maintenance and workplace layout in reducing risks</p>
<p>2 Understand the process by which health and safety is managed in an organisation</p>	<p>2.1 Explain the role of health and safety policies in managing health and safety</p> <p>2.2 Explain methods to ensure employers and employees communicate and co-operate on health and safety issues effectively</p> <p>2.3 Explain the role of risk assessments and safe systems of work in the management of health and safety</p> <p>2.4 Describe management and audit processes and documentation used to maintain and improve health and safety standards</p> <p>2.5 Outline sources of information and instructions on health and safety and where they are found</p>
<p>3 Understand procedures for developing and implementing risk assessment</p>	<p>3.1 Outline procedure for the development, implementation and recording of risk assessments</p> <p>3.2 Construct risk assessments for a range of tasks and procedures, such as manufacturing/construction tasks, substances hazardous to health, general hazards of the working environment.</p>

<p>4 Understand procedures for developing and implementing safe systems of work</p>	<p>4.1 Outline procedure for the development, implementation and recording of safe systems of work</p> <p>4.2 Construct a safe system of work for a range of tasks and procedures, such as manufacturing/construction tasks, substances hazardous to health, general hazards of the working environment</p>
<p>5 Know how to review health and safety across an organisation</p>	<p>5.1 Explain procedures for reviewing an organisation’s practices and policy with regards to health and safety at work</p> <p>5.2 Explain the principles of incident investigation</p> <p>5.3 State how changes can be implemented following a review of risk assessments, safe systems of work and incidents.</p>

DRAFT

Supporting Indicative Content

This section of the specification expands upon each of the assessment criteria in the unit to show tutors areas they should cover in their course. Questions on these topics may appear in the HABC examination.

It is important to lay the foundations of health and safety early in the course to then go on to apply this theory to real, workplace examples. The content below has been split into five sections. The first four outline the principles of health and safety and relate directly to the unit. The last section outlines important areas that learners should be taught when applying the theory to real examples. Centres may wish to increase this section depending on the needs of the learners they are teaching.

Core Health and Safety topics

1. Health and safety law

Learners will understand the duties and responsibilities of employers, employees and others in relation to health and safety at work.

1.1 The way health and safety law is applied in the UK

- Sources of health and safety law in the UK:
 - Criminal law
 - Civil law
 - EU Directives
- Court hierarchy and procedures for criminal cases, civil actions and appeals
- The concept of Vicarious Liability
- The Corporate Manslaughter and Corporate Homicide Act 2007 and Corporate Liability
- Enforcement powers and penalties
 - Prohibition notices
 - Improvement notices
 - Legal proceedings
- The requirement for competent persons
- Approved Codes of Practice (ACOPs) and Guidance
- Appeal procedures
- Employer liability insurance
 - Purpose
 - Offences
 - Penalties

1.2 The duties and responsibilities of employers, employees and others in relation health and safety at work under UK Health and Safety law

- The duties and responsibilities of individuals and organisations under UK health and safety law
- The main duties and responsibilities of the **Health and Safety at Work etc. Act 1974** for employers, contractors, manufacturers and designers
 - Sections: 2, 3, 4, 7, 8 and 37
- Levels of duty:
 - Absolute
 - Practicable
 - Reasonably practicable

1.3 The potential cost and effects of poor health and safety standards

- Costs of poor health and safety standards
- Benefits of good health and safety standards
- Moral, legal and financial aspects

2. Management of health and safety

Learners will understand the process by which health and safety is managed in an organisation

1.4 The role of training, maintenance and workplace layout in reducing risks

- Effective staff training
- Competence of staff
- The main requirements for a safe workplace as required by the **Workplace (Health, safety and Welfare) Regulations 1992**:
 - Welfare amenity provision
 - The organisation of the workplace
 - Safety signage
 - Floors and traffic routes
 - Structural safety and maintenance
 - Temperature, ventilation and lighting

2.1 The role of health and safety policies in managing health and safety

- Safety policy and the elements of a policy including:
 - The statement of intent
 - The organisation to make the policy effective
 - The arrangements for putting the policy into practice
- **Management of Health and Safety at Work Regulations 1999**
 - **Regulation 5**
 - How this Regulation is put into practice in the workplace
 - Contents of a health and safety management system

2.2 Methods to ensure employers and employees communicate and co-operate on health and safety issues effectively

- Improve and establish good H&S culture
 - consulting
 - communication
 - training
 - information
- Behavioural safety
- Toolbox talks and staff training
- Emergency procedures
- Communication methods
- Barriers to communication

2.4 Management and audit processes and documentation used to maintain and improve health and safety standards

- The 4 Cs: control, cooperation, communication, competence
- Refer to HSE guidance on management processes, such as **HSG 65 Plan, Do, Check, Act**, but have an appreciation that there may be other systems that businesses can use
- Regulations for the Consultation of Employees
- Documentation and record keeping within a health and safety management system
- Permits to work

2.5 Outline sources of information and instructions on health and safety and where they are found

- Advice and guidance sources in order to comply with health and safety legislation including:
 - HSE website
 - HSE books
 - Approved Codes of Practice
 - Guidance Notes
 - Industry Associations
 - Trade unions
 - Risk assessments

5.1 Explain procedures for reviewing an organisation's practices and policy with regards to health and safety at work

- Safety monitoring techniques including:
 - Inspections
 - Audits
 - Checklists
 - Health surveillance
- Proactive strategies – safety monitoring, safe workplace, equipment, processes, systems of work, access, supervision, training and behaviour

- Reactive strategies – feedback from accidents (statistics, implement safe systems after accidents), emergency planning, complaints from employees

3. Risk assessments and safe systems of work

Learners will understand procedures for developing and implementing risk assessments and safe systems of work

- 2.3 The role of risk assessments and safe systems of work in the management of health and safety
- Familiarity with the terms risk, risk assessment, hazard, danger, risk variables and control measures
 - Risk control hierarchy
 - The requirements of the **Management of Health and safety at Work Regulations 1999** for risk assessment
 - The purpose of a risk assessment
 - The requirement to implement the findings of a risk assessment
 - The legal requirement for specific risk assessments relating to expectant mothers or young persons
- 3.1 Procedures for the development, implementation and recording of risk assessments
- The term ‘suitable and sufficient’ and ‘significant findings’ with regard to a risk assessment
- 3.2 Construct risk assessments for a range of tasks and procedures, such as manufacturing/construction tasks, general hazards of the working environment
- 4.1 Procedures for the development, implementation and recording of safe systems of work (method statement or standard operating procedures)
- 4.2 Construct a safe system of work for a range of tasks and procedures, such as manufacturing/construction tasks, general hazards of the working environment

4. Accidents and incidents

Learners will know how to review health and safety across an organisation

- 5.2 Explain the principles of incident investigation
- Practical accident investigation
 - Causation factors:
 - Environmental
 - Occupational
 - Human
 - Root cause analysis
 - The requirements of the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013**

- The objectives and possible outcomes of accident investigations.

5.3 State how changes can be implemented following a review of risk assessments, safe systems of work and incidents

- The requirement for regular review of risk assessments as part of a health and safety management system
- The use of accident statistical data
- The **Health and Safety (First Aid) Regulations 1981** and its application

Specific Health and Safety Topics

The following sections outline specific health and safety areas that should be taught drawing on each of the core areas outlined in the four sections above: the law; management; risk assessment; and accident/incident investigation and review.

The areas in the sections below have been chosen as they apply to **most** workplaces. Centres may wish to draw upon other specific areas in addition as appropriate for the learners they are teaching. The areas outlined below may be tested in the HABC examination.

5. Health and Safety Topics

- **Fire safety** and the prevention of fire, utilising:
 - fire risk assessment and the requirements of the **Regulatory Reform (Fire safety) Order 2005**
 - duties of the 'responsible person' and fire safety inspections
 - main fire hazards and risks
 - fire precautions
 - enforcement procedures
 - fire safety training
 - the principles of combustion, classification of fires, heat transmission and the causes of fires
 - fire spread and how this can be controlled
- The principles of **electrical safety**
 - the general principles of the **Electricity at work regulations 1989** and the duties imposed by it
 - the hazards from electricity and risk assessment with regards to premises, equipment and tasks
 - examples of protection and prevention measures
 - maintenance and inspections
 - earthing
 - circuit breakers
 - earth leakage circuit breakers (residual current devices)
 - reduced voltage
 - 'portable electrical appliances' and risk

- The main requirements of the **Provision and Use of Work Equipment Regulations 1998 (PUWER)** with regard to:
 - duty holders
 - suitability
 - maintenance
 - inspection
 - information, instruction and training
 - specific risks
 - guarding
 - supply laws
 - declaration of conformity
 - CE marked
- **Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)**
 - Application
 - Markings
 - Examination and testing requirements
- **The Manual Handling Operations Regulations 1992**
- The legal requirements and duties imposed by the Act, the risks posed by manual handling activities by focusing on factors outlined in the schedule attached to the regulations:
 - the task
 - the load
 - individual capability
 - the environment
- **Work at Height Regulations 2005**
 - definition
 - organisation and planning
 - avoidance of risk
 - selection of equipment
- **COSHH**
 - **Control of Substances Hazardous to Health Regulations 2002 and Amendment Regulations 2004**
 - EU Regulation Registration, evaluation, authorisation and restriction of chemicals (REACH)
 - Classification, labelling and packaging of substances and mixtures (CLP) Regulations
 - Assessment and reduction of health risks posed by hazardous substances by:
 - Preventing or controlling exposure
 - Implementing control measures
 - Maintaining, examination and testing of control measures
 - Monitoring exposure at the workplace
 - Health surveillance and maintaining records
 - Information, instruction and training for those who may be exposed
 - Emergency procedures
 - The principles of toxicology to include:
 - Effects of exposure to toxic substances

- Routes of entry of toxic substances
 - Forms taken by a hazardous substance
 - Classification of hazardous substances and their health effects
 - Safety data
 - Workplace exposure limits
- **Control of Asbestos Regulations 2012**
 - Duty to manage Asbestos
 - Notifiable work
 - Licensed work
 - Non licensed notifiable work
 - Health effects
- The causes of **occupational diseases and conditions** including:
 - Physical
 - Chemical
 - Biological
 - Work-related musculoskeletal disorders (MSD)
- **Legionella** growth in water systems increasing the risk of Legionnaires' disease
 - Duty holder's responsibilities
 - Responsible Person and Appointed Deputy's responsibilities
 - Managing the risk (not preventing or controlling risk)
 - Health effects
- **Drugs, alcohol and lifestyle initiatives**
- **Stress**
 - The risks to health from stress
 - The legal requirements to risk assess and prevent stress in the workplace
 - HSE guidance
- **Violence at work**
 - Causes
 - Prevention strategies
- The legal requirements and duties of the **Personal Protective Equipment Regulations 1992** and accompanying guidance note with regard to:
 - The selection, compatibility and provision of PPE
 - Classification of PPE
 - Assessment of PPE
 - Maintenance and accommodation of PPE
 - Information, instruction, supervision and training of employees
- The legal requirements and duties imposed by the **Health and safety (Display Screen Equipment) Regulations 1992**. Risk assessment and risks reduction. Including:
 - Workstations
 - Equipment
 - Environment
 - Interface between equipment and user
 - Information, instruction and training

- The risks to health from the prolonged use of DSE
- The factors that must be considered in an **ergonomics** based approach to health and safety at work including:
 - The human system
 - Environmental factors
 - Person-machine interface
 - The task
 - Design ergonomics
- **Construction Design and Management Regulations 2015**
 - The role of the duty holders
 - Client
 - Designer
 - Principal Contractor
 - Contractors
 - Workers
 - Maintenance repairs
- **Control of Vibration at Work Regulations 2005**
 - Prevention of exposure
 - Health effects
- **Control of Noise at Work Regulations 2005**
 - Noise measurement
 - Action values
 - Noise control strategies
 - Hearing protection
 - Health surveillance
 - Information, Instruction, training and supervision
- **Gas safety**
 - Location of pipes/supply
 - Preventing risk of gas leak or explosion
- **Pressure Systems**
 - Definition of a pressure system (Pressure Systems Safety Regulations 2000)
 - Relevant fluid
 - Written scheme of examination
- **Confined Spaces**
 - Definition (The Confined Spaces Regulations 1997)
 - Avoid entry, assess the risk if unavoidable
 - Implement safe system of work and emergency procedures

Appendix 3: Sample Assessment Material

Centres are recommended to read the **Tutor and Assessor Support Pack** which is available to download from the HABC website.

This outlines in detail the requirements of all aspects of the assessment including both the internally set and assessed activities and the exam.



HABC have created a Learner Pack to use for the internally set and assessed risk assessment/safe system of work activities. This is also available to download from the HABC website.

For further information on the examination, please refer to the exemplar guidance document which is available to download from the Members Area of the HABC website:

HABC Exemplar



Exemplar

HABC Level 4 Award in Health and Safety in the Workplace (QCF) Exemplar

Level 4

Examination Guidance

The HABC Level 4 Award in Health and Safety in the Workplace (QCF) is assessed in **two parts**:

Part 1: Practical, internally set and assessed activities
Part 2: Written examination

This exemplar document gives guidance relating to the written examination element of the assessment.

Examination overview

The examination will contain a case study of a fictitious business that outlines its current health and safety standards, policies and procedures. Learners will be asked to analyse this in relation to the questions set in the exam paper and provide clear, written answers drawing on the subject knowledge they have gained throughout the course.

The examination will last **3 hours**.

Learners must achieve a total mark of at least 60 out of 100 in order to pass; 70 to achieve a merit and 80 to achieve a distinction.

Using this exemplar document

Case-study style examinations can initially seem daunting to some learners. Using this exemplar material as an example/exercise (either as a group or individually) can be extremely helpful in familiarising learners with the layout of the case study and the approximate level of detail required in their answers.

The example answer provided within this guidance document has been created to provide an example of the depth and breadth of information that will be required in learners' answers. This example would have been awarded a pass grade. Learners may be awarded merit or distinction grades if their answers show an excellent selection of information with appropriate justification produced in a concise, organised and structured manner.

Examination questions

The examination will test learners against all learning outcomes and assessment criteria within the unit. Tutors must ensure their course covers this content suitably to adequately prepare learners for the exam.

This exemplar document provides an answer in relation to question 2 part b **only**.

The awarding body that listens

19 October 2015

Exemplar

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Exemplar

page 2

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Grumpy Giraffe Zoo Case Study

You are the newly appointed health and safety manager of the Grumpy Giraffe Zoo and have decided in your first week to familiarise yourself with the health and safety standards of the business by conducting a health and safety audit of the zoo.

This example examination contains a case study outlining the findings of your health and safety audit.

The business

This is a small zoo that has been built up over 15 years from what was originally a small donkey rescue centre due to the arrival of a variety of rescue animals, which necessitated a wild animal licence, resulting in its current status as a small zoo and developing wildlife park.

There is a board of directors comprising the managing director, head zoo keeper, operations manager, marketing and sales manager and the chief veterinary officer. The board has just agreed to the appointment of a health and safety manager who will be accountable to the operations manager.

There are 30 full-time zoo attendants plus a varying number of volunteers and work experience students from the local 6th form college and veterinary college, as well as administration and sales personnel, shop staff and catering staff in the food outlets.

The range of animals include lions, tigers, elephants, giraffes, meerkats, monkeys, lemurs, wallabies and ostriches. Plus, there is a farmyard area with a range of farm animals, an aquarium with tropical fish and a vivarium holding a range of venomous snakes and a large python called Pythagoras.

Setting the scene

The zoo is open to the public 6 days a week (Tuesday to Sunday 10am – 5pm) and Mondays are used for maintenance and animal movements when there are no members of the public present. This is a key day for any animal operations or treatments by veterinary staff to take place, when some of the more dangerous animals may be tranquilised by darting prior to transfer from their compound to the operating area.

The buildings are a mixture of converted dairy farm barns plus some modern purpose-built animal houses, including the aquarium and vivarium. There is a small toy railway for children's rides and an area for children to feed small or domesticated animals such as tortoises, donkeys and baby goats with pre-prepared feed bags.

The management team decided to appoint a health and safety manager as the park has expanded significantly in the last 3 years following a large financial boost from a grant, which enabled the zoo to expand the number and variety of animals and activities. A safari experience is going to open soon.

The last HSE inspection raised some issues about the risk assessments.