

Unit 2: Health and Safety for the Cleaning and Support Services Industry

Unit code: Y/502/2251

QCF Level 2: BTEC Specialist

Credit value: 4

Guided learning hours: 35

Unit aim

This unit will provide learners with an understanding of health and safety legislation and how to work safely. Learners will also develop an awareness of ways of controlling risks when working in a cleaning and support services environment.

Unit introduction

A safe environment is important to the cleaning and support services industry. Learners need to know their personal responsibilities for their own and other people's health and safety, and the responsibilities of their employer and why they are required by law to follow workplace health and safety procedures.

Learners need to understand the process of following health and safety procedures in the workplace and why they must do so. Although learners do not need to know how to conduct a workplace risk assessment, they need to understand the terms 'risk', 'hazard' and 'risk assessment'. Learners will learn the importance of controlling risk, how to identify common hazards in the workplace and how to follow correct procedures when reporting hazards. Learners will develop an understanding of how to reduce risks, including manual handling techniques under the Manual Handling Operations Regulations, following colour-coding systems and understanding the types of security requirements when working on customer sites. Good security procedures are essential if organisations are to reduce the risk of harm to customers and individuals.

This unit will give learners the opportunity to learn how to report cases of illness, accident and emergency and the importance of following correct procedure in doing so. Learners will also be made aware of when they must report certain accidents and illnesses to outside agencies under the Reporting of Injuries, Disease and Dangerous Occurrence Regulations (RIDDOR). Learners will need to know the action to be taken in the event of a fire or an accident.

Learners will understand the importance of personal hygiene and of following safe working practices when using equipment, materials and chemicals. Learners will know the importance of following manufacturers' instructions. Learners will develop their knowledge and understanding of hazard symbols which appear on the packaging of cleaning chemicals, the Control of Substances Hazardous to Health Regulations (COSHH) and Personal Protective Equipment (PPE) at Work Regulations.

This unit underpins the safety and hygiene knowledge requirements in other units in this qualification. Learners must know that safe and secure working environments are everyone's responsibility and apply to all workplaces including customer sites.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
<p>1 Understand the health and safety legislation which applies to the Cleaning & Support Services industry</p>	<p>1.1 describe the health and safety legislation and regulations which apply to the cleaning and support services industry</p> <p>1.2 describe employees responsibilities</p> <p>1.3 describe employers responsibilities</p> <p>1.4 explain the appropriate codes of behaviour in relation to health and safety</p>
<p>2 Understand how to work in a safe manner</p>	<p>2.1 state job roles within organisations responsible for health and safety</p> <p>2.2 explain the importance of correct use of equipment, materials and chemicals</p> <p>2.3 explain the importance of the correct use of personal protective equipment</p> <p>2.4 describe types of security requirements when working on customer sites</p> <p>2.5 describe techniques for safe lifting and handling</p> <p>2.6 explain the need for colour coding systems</p> <p>2.7 describe recommended procedures in the event of a fire</p> <p>2.8 describe the recommended procedures in the event of an accident</p>

Learning outcomes	Assessment criteria
<p>3 Understand how to control risks in the workplace</p>	<p>3.1 explain the importance of personal hygiene in the workplace</p> <p>3.2 outline the required personal hygiene standards</p> <p>3.3 define the terms 'risk', 'hazard' and 'risk assessment'</p> <p>3.4 identify the types of hazards which might occur in the workplace</p> <p>3.5 describe health and safety procedures relating to controlling risks</p> <p>3.6 describe the procedures for reporting hazards</p> <p>3.7 explain the importance of following manufacturers' instructions</p> <p>3.8 explain the importance of clear communication in relation to risk assessment</p> <p>3.9 explain the importance of risk control measures</p>

Unit content

1 Understand the health & safety legislation which applies to the Cleaning and Support Services industry

Current Health and safety legislation and regulation: Health and Safety at Work Act; Control of Substances Hazardous to Health (COSHH); Personal Protective Equipment (PPE); Manual Handling Operations Regulations; Portable Appliance Testing (PAT); Hazardous Waste Legislation; Reporting of Injuries, Disease and Dangerous Occurrence Regulations (RIDDOR); Work at Heights Regulations; Food Hygiene Regulations (Hazard Analysis Critical Control Point HACCP)

Employee responsibilities: follow relevant health and safety regulations and legislation; follow safe working practices; use correct PPE; identify and report (potential and actual incidents; accidents; risks; faulty equipment); correct use; maintenance and storage (equipment; materials; chemicals); report anything that might affect ability to work (injury; illness; medication)

Employer responsibilities: provide a safe and healthy workplace; provide appropriate learning and development; provide appropriate PPE; provide appropriate materials; tools; equipment; machinery; carry out and act on risk assessments; carry out regular checks and maintenance of (materials; tools; equipment; machinery)

Appropriate codes of behaviour in relation to health and safety: follow relevant health and safety regulations and legislation; follow organisational procedures; follow safe working practices; use appropriate PPE; check and use equipment correctly; be fit for work (not unwell; under the influence of medication, alcohol or drugs)

2 Understand how to work in a safe manner

Job roles: Health and Safety Officer/Representative; fire warden; first-aider; Manager; all staff have a responsibility for health and safety of self and others

Importance of correct use of equipment, materials and chemicals: maintain health and safety (self; colleagues; customers; public; environment); avoid risk (accidents and 'near misses'; fire; harmful fumes or gases); avoid damage; avoid legal action; minimise costs; preserve manufacturers' warranty; prolong life (equipment; materials; chemicals)

Importance of correct use of PPE: maintain; (self; colleagues; customers; public; environment); avoid cross-contamination; avoid risk of accidents or 'near misses'

Types of security requirements: premises (control of keys; electronic systems; surveillance; control of entrances and exits); staff and visitor identity badge (issue; reporting loss); reporting of suspicious persons and packages to appropriate person

Techniques for safe lifting and handling: assess load to be lifted/handled; assess hazards; assess if help required; posture

Need for colour coding systems: avoid cross-contamination; separate different types of waste; identify different types of waste; identify different areas for cleaning

Recommended procedures in the event of a fire: stop work; activate/raise alarm; safety of self, colleagues and customers; contact emergency services if appropriate; do not fight fire unless trained and confident to do so; follow emergency exit signs; leave the area/building by the nearest fire exit; leave behind personal possessions; close all doors; do not use lift; do not run; know location of assembly points; do not return to the area/building unless told to do so by authorised person; report to fire warden; lone working (own safety first; call emergency services)

Recommended procedures in the event of an accident: raise alarm with appropriate person as soon as possible; locate qualified first-aider; safety of self; colleagues and others; report incident as soon as possible; complete accident report form or accident book

3 Understand how to control risks in the workplace

Importance of personal hygiene: avoid cross-contamination and infection; image (self; organisation); maintain food safety where appropriate

Required personal hygiene standards: clean uniform; clean personal appearance; clean and tidy hair; appropriate jewellery; clean nails; regular hand-washing; care when coughing or sneezing; report cuts and wounds; cover cuts and wounds; report personal illness to appropriate person

'Risk': The possibility of harm; loss or danger occurring

'Hazard': potential to cause harm

'Risk assessment': a procedure to identify and assess the level of risk in a specific activity, and the precautions/actions to be taken to prevent harm

Types of hazard: slips; trips; falls; electrical equipment; machinery; cleaning chemicals; breakages; hot surfaces; waste; spillages; bacteria

Health and safety procedures relating to controlling risks: risk assessment; control measures in place; colour coding systems; use of PPE; follow appropriate reporting procedures; complete relevant paperwork (COSHH sheets)

Procedures for reporting hazards: follow organisational procedures, relevant regulations and legislation; report to appropriate person; complete relevant paperwork

Importance of following manufacturers' instructions: comply with organisational procedures and relevant regulations and legislation; maintain health and safety (self; colleagues; customers; public; environment); avoid accidents and 'near misses'; avoid damage; maintain costs; preserve manufacturers' warranty; prolong life (equipment; materials; chemicals)

Importance of clear communication in relation to risk assessment: ensure that risks and hazards are understood by others; avoid (injury; accidents; near misses);

Importance of risk control measures: comply with relevant regulations and legislation; maintain health and safety (self; colleagues; customers; public environment); avoid (injury; accidents; near misses); maintain safe working practices

Risk control measures: safe working practices; learning and development; use of PPE; following manufacturers' instructions; colour coding systems; appropriate use of signage; appropriate communication

Essential guidance for tutors

Delivery

This unit should be delivered so that it gives learners an understanding of the Health and Safety Legislation and Regulations that apply to the cleaning industry. Learners should be given the opportunity to understand the typical risks, hazards and safety and security issues that are associated with the cleaning industry. This will create a greater understanding of their role and their employer's role in reducing the risks they will face. Learners need to know who is responsible for health and safety in their organisation and how to use all the equipment that they use. The use of PPE, waste handling techniques and the importance of correct manual handling techniques must also be covered in the delivery of this unit. Learners should be given the opportunity to use the different equipment and PPE that they will come across in the workplace and put into practice the manual handling and waste management techniques they have been taught. A visit to a workplace where cleaning takes place and where the skills and information above is covered will enhance the learning across the whole unit.

Learners need to understand the procedures for dealing with risk assessments and safety hazards across all aspects of the unit and should understand when risk assessments need to be completed. They should be given the opportunity to participate in these activities, as this will promote greater knowledge and understanding of how risks can be avoided or reduced through control measures. They should also understand the principles of RIDDOR and the reporting systems they need to follow in their organisation for both accidents and fire procedures. Learners need to understand the requirement for colour-coding systems and have knowledge of the chemicals that are used in this industry. Short briefing sheets could be used to aid the understanding of these criteria.

Cleaners work independently, and as a result the importance of clear communication between employers and employees is something that they will have to be able to take part in. Learners could take part in simulated or role-play activities that will augment their understanding of this important skill. Security in the workplace is also an issue that cleaners have to understand. Simulation or scenario-based learning could be used to cover this criterion.

Following the organisations code of behaviour and meeting hygiene requirements is also very important and this should be covered as the learner is completing all the other activities. Throughout the delivery, the importance of complying with the organisations policies and procedures must be covered.

Assessment

This unit is externally assessed by the use of externally set, on-screen multiple choice tests, administered by the centre.

The qualifications are criterion-referenced, based on the achievement of all the specified learning outcomes.

To achieve a 'pass' a learner must have successfully passed all the assessment criteria in the unit.

The multiple choice tests assess all of the learning outcomes in the unit and meet the standard determined by the specified assessment criteria in the unit.

All of the content in each unit is mandatory. Therefore tutors must ensure that learners have covered all the content before sitting any external test.

Information relating to external assessments can be found in the *Centre Guidance for Tested Vocational Qualifications* which can be found on the Edexcel website (www.edexcel.com).

Essential resources

For this unit learners should have access to an adequate range of books and journals together with copies of media reports. Access via electronic links to relevant websites, and case studies would also be useful learning materials.

Indicative resource materials

Textbooks

Canwell, Pope, Rivers, Roberts, Whaites – *NVQ/SVQ and Technical Certificate Level 2 Cleaning* (Heinemann, 2009) ISBN 9780435501204

HSE – *Essentials of Health and Safety at Work* (HSE Books, 2006) ISBN 9780717661794

Journals

Cleaning Hygiene Today – MPP Ltd Magazines

Cleaning Matters – Cleaning Matters

The Voice – British Cleaning Council

Websites

www.assetskills.org	Sector Skills Council for facilities management, housing, property, planning, cleaning and parking
www.bics.org.uk	Independent, professional and educational body within the cleaning industry
www.cleaningindustry.org	Cleaning and Support Service Association
www.cleaning-matters.co.uk	Online cleaning magazine
www.environment-agency.gov.uk	Public Body responsible to the Secretary of State for Environment
www.hse.gov.uk	Health and Safety Executive