

PROHSS5 SQA Unit Code H8VY 04

Investigate and evaluate health and safety incidents and complaints at work



Overview

This Standard is for people who are responsible for investigating incidents and complaints involving health and safety at work, evaluating them and making recommendations as a result of these investigations.

This Standard is about

1. investigating incidents and health and safety complaints and reporting on the findings of the investigation in line with statutory and organisational requirements; and
2. making recommendations for improving health and safety at work.

PROHSS5 SQA Unit Code H8VY 04

Investigate and evaluate health and safety incidents and complaints at work

Performance criteria

Investigate workplace incidents and complaints:

You must be able to:

- P1. brief the people involved to make sure they understand the purpose of the investigation and how it will be conducted
- P2. find and prepare the necessary documentation and support materials before the investigation is conducted
- P3. provide opportunities to the people involved to clarify any points about the investigation on which they are unsure
- P4. gather accurate and comprehensive information from the people involved in a supportive and sensitive manner
- P5. check all documentary evidence to identify and review any inconsistencies
- P6. prepare a report containing the details of incidents and complaints in the required format and timescale
- P7. forward the report to people requesting it within the agreed timescale and in accordance with legal regulations and workplace requirements

Make recommendations as a result of workplace investigations:

You must be able to:

- P8. base your recommendations for improving health and safety on an accurate and detailed analysis of all reports, advice and support material collected during the investigation
- P9. develop recommendations which comply with, current working practices, and relevant legislation and workplace health and safety instructions
- P10. develop recommendations for improving health and safety which are workable and include measures for review
- P11. present your recommendations to the appropriate people in an agreed format and timescale
- P12. produce realistic and achievable action plans for implementing your recommendations for change
- P1. make sure your action plans involve a review process to check implementation of the recommendations

PROHSS5 SQA Unit Code H8VY 04

Investigate and evaluate health and safety incidents and complaints at work

Knowledge and understanding

You need to know and understand:

- K1. the employers' and employees' main legal responsibilities for health and safety at work
- K2. your responsibilities for health and safety as defined by any specific legislation covering your job role
- K3. statutory and organisational requirements with regard to the confidentiality of reports
- K4. the work areas and job roles where you are carrying out the investigation
- K5. your capabilities and the scope of your job role in regard to investigations
- K6. effective interviewing techniques
- K7. workplace requirements for conducting investigations and reporting investigations
- K8. what hazards may exist in your workplace
- K9. the importance of dealing with, or promptly reporting, risks
- K10. effective methods of communication and presentation
- K11. analytical techniques
- K12. how to write action plans
- K13. workplace budgets in relation to carrying out an investigation
- K14. the roles of external regulatory and support organisations

PROHSS5 SQA Unit Code H8VY 04

Investigate and evaluate health and safety incidents and complaints at work

Additional Information

Glossary

Control(s): the means by which the risks identified are eliminated or reduced to acceptable levels.

Hazard: a hazard is something with the potential to cause harm (this can include articles, substances, plant or machines, methods of work, the working environment and other aspects of work management)

Notice: includes all types of enforceable statutory document which may be drafted and served on a duty holder, such as improvement, prohibition and deferred prohibition notices, notices of taking into possession or to leave undisturbed, notices under the Food and Environment Protection Act and the Control of Major Accident Hazards Regulations, as well as approvals and licences, and associated notices of withdrawal, amendment or extension

Personal presentation: this includes personal hygiene, use of personal protective equipment, clothing and accessories suitable to the particular workplace

Procedures: a series of steps, instructions and/or decisions, a task. This includes the documentation prepared by the employer about the procedures to be followed for health, safety and welfare matters. Instructions covering, for example:

- 1 the use of safe working methods and equipment
- 2 the safe use of hazardous substances
- 3 smoking, eating, drinking and drugs
- 4 what to do in the event of an emergency
- 5 personal presentation

Risk: a risk is the likelihood of potential harm from that hazard being realised. The extent of the risk depends on:

- 1 the likelihood of that harm occurring;
- 2 the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
- 3 the population which might be affected by the hazard, i.e. the number of people who might be exposed.

Stakeholders: is any person(s) or group with an interest in an organisation, which may include, employees (at any level), duty holders, employee representatives, contractors, customers, community

PROHSS5 SQA Unit Code H8VY 04

Investigate and evaluate health and safety incidents and complaints at work

| | |
|---------------------------------|--|
| Developed by | Proskills UK |
| Version number | 2 |
| Date approved | July 2011 |
| Indicative review date | April 2016 |
| Validity | Current |
| Status | Original |
| Originating organisation | Proskills |
| Original URN | HSS3 |
| Relevant occupations | 3567 Occupational hygienists and safety officers (health and safety) |
| Suite | Health and Safety Standalone |
| Key words | Health, Safety, Actions, Reduce, Significant, Risks |