



Ethiopian TVET-System



BASIC CLERICAL WORKS

LEVEL-I

Module Title: Participating in OHS Processes

TTLM Code: EIS BCW1M01 TTLM 09 19v1

This module includes the following Learning Guides

LG18: Working safely

LGCode:EISBCW1M06LO1-LG-18

LG19: Implementing safety requirements

LGCode:EISBCW1M06LO2-LG-19

LG20: PARTICIPATING IN OHS PROCESSES

LGCode:EISBCW1M06LO3-LG-20

LG21: Follow safety procedures

LGCode:EISBCW1M06LO4-LG-21

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Instruction Sheet

LG18: Working safely

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Following Established safety procedures
- Carrying out Pre-start systems and equipment checks

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, **upon completion of this Learning Guide, you will be able to:**

- Follow Established safety procedures when conducting work
- Carry out Pre-start systems and equipment checks in accordance with workplace procedures

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 10.
3. Read the information written in the information “Sheet 1, and Sheet 2,
4. Accomplish the “Self-check 1, and Self-check t 2, in **page -8, and 10** respectively.



Information Sheet-1	Following Established safety procedures
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In Ethiopia there are many work-related deaths and cases of work-related injuries or disease every year. Such deaths and injuries have disastrous consequences for the person involved, their families and their colleagues. They also result in a loss of production for industry, and pay-outs in compensation.

Workplace accidents are not limited to the farming, construction, mining, transport and manufacturing industries, however, many accidents occur within those industries – office employees can also be victims of workplace accidents or workplace incidents.

All new employees can contribute to the health and safety of a workplace, in order to reduce the number of workplace accidents and incidents.

1.1 Following safety procedures

1.1.1 Safety procedures may include:-

- completing required documentation
- local, state and federal legislation
- Materials Safety Data Sheets (MSDSs)
- National Health and Medical Research Council guidelines
- following OHS guidelines relevant to workplace
- maintenance and use of cleaning apparatus in a work environment, such as:
 - disposing of spilled substances, dangerous products, 'sharps' and waste correctly
 - maintaining stocks of cleaning equipment (e.g. disposable gloves, liquid repellent aprons, disinfectant)
 - sterilizing and/or disposing of cleaning equipment
 - using appropriate cleaning equipment to clean spillages and breakages
 - wearing protective clothing, protective eye wear when in contact with body fluids or chemicals that may splash
- using and storing toxic and hazardous materials correctly
- keeping workplace clean and tidy
- office practice manual
- displaying health and safety brochures, magazines and other material
- undergoing operator training when using new equipment or processes
- special guidelines in a medical setting

1.2 Your role in Workplace Health and Safety

Businesses in Ethiopia must provide a safe and healthy workplace for their employees, customers, visitors and the general community. You must follow the workplace OHS policies and procedures of your organisation. *You have a responsibility to:*

- ✓ Cooperate with OHS representatives
- ✓ Report any hazards to your supervisor
- ✓ Report any job-related injury or illness to your supervisor or health and safety representative

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- ✓ Understand and exercise your rights under OHS
- ✓ Wear personal protective clothing and equipment if appropriate

1.3 Workplace risks and hazards

Risk in the workplace is the chance of something happening that will cause injury or damage. Workplace hazards are those things in your workplace that pose a risk to you and/or your work colleagues.

❖ ***Hazards that office workers could be exposed to include anything that is a source of:***

- ✓ Potential harm in terms of human injury or ill health
- ✓ Damage to property
- ✓ Damage to the environment

❖ ***General sources of potential harm in an office may include:***

- ✓ Cramped working conditions
- ✓ Extreme temperatures
- ✓ Inefficient fire and emergency procedures
- ✓ Lifting heavy loads
- ✓ Overwork or interpersonal issues
- ✓ Poor lighting
- ✓ Poorly designed workstations

You should become actively involved in your organisation and assist to identify hazards and then eliminate or minimise the risk of harm they pose.

1.4 What you can do to prevent, eliminate or minimise risks and hazards

You can prevent, minimise and/or manage workplace risks and hazards by being alert to potential hazards and reporting them to your supervisor and/or your organisation's designated health and safety officers and/or representatives. If you are in a medical setting, you can talk with doctors, nurses and/or the practice manager about safety issues. You can also adopt safe work practices by following workplace policies and procedures, which are based on laws that include regulations and standards. Your organisation must follow these laws and regulations or else it will risk being fined or taken to court.

1.5 OHS legislation

Each state and territory in Australia has its own OHS legislation. There is a Commonwealth Act covering Commonwealth employees. The OHS act in your state or territory describes the legal requirements to ensure workplaces are kept safe and healthy including the following:

- ✓ Identify, assess, eliminate or control risks to health and safety

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- ✓ Promote and maintain the health, safety and welfare of people at work
- ✓ Protect people at work from injury and illness
- ✓ Protect the health and safety of the public in workplaces
- ✓ Consult workers and encourage participation in maintaining workplace health and safety
- ✓ Provide rehabilitation and maximum recovery for injured workers
- ✓ *Show the main OHS legislation in our country*
- ✓ *State bodies responsible for OHS in our country.*

It is essential that you work in line with legislative requirements, Ethiopia and industry standards, and the relevant codes of practice.

1.6 OHS regulations

Every state in Australia has regulations that establish requirements, duties and procedures applying to specific work areas. Some regulations apply to all workplaces and some apply to specific industries.

1.7 Codes of practice

Codes of practice provide practical advice to organisations, employers and workers in specific industries to help them meet their obligations. Codes of practice are developed through consultation involving industry representatives, employers, workers, professional associations and relevant government agencies.

1.8 Workplace policies and procedures

A policy describes the overall approach the organisation has adopted toward a particular aspect of its operation. A procedure is a set of instructions that an employee must follow to complete a task effectively and/or safely, in a way that maximises efficiency and effectiveness. When you are unsure of how to perform a task at work, your supervisor may expect you to access your workplace procedures for information. A procedures manual may be available in printed form or electronically on your organisation's computer system and you should familiarise yourself with this information.

1.9 OHS policy and procedures

OHS procedures are a set of instructions that have been developed to ensure all employees work safely and effectively. *OHS policies and procedures will include important information about:*

- ✓ Use of personal protective clothing and equipment
- ✓ Personal presentation
- ✓ Standard precautions

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- ✓ Safe handling of chemicals, poisons and dangerous materials, including material safety data sheets (MSDS)
- ✓ Emergency, fire, accidents and drills
- ✓ General safety precautions
- ✓ Housekeeping
- ✓ Implementation of hazard identification and control systems
- ✓ Manual handling
- ✓ Staff development and training programs
- ✓ Waste management
- ✓ Workstations
- ✓ Emergency contact numbers
- ✓ OHS personnel
- ✓ Location of first aid equipment
- ✓ Selection, use and storage of personal protective equipment
- ✓ Information on local doctors, hospitals and ambulance services

1.10 Personal presentation

Employees in retail, health and hospitality may have to ensure they maintain a clean, neat and tidy appearance and dress in a manner that is not likely to offend customers or patients, or risk contamination. You may be required to wear a uniform. It is important that your clothing is ironed, clean and kept in good condition. Jewellery and makeup should be kept to a minimum, with long hair tied back neatly.

1.11 Personal protective equipment(PPE)

Some aspects of your work may require you to wear personal protective equipment (PPE). PPE is clothing and equipment designed to protect workers from direct exposure to blood, body fluids, and potentially infectious materials. PPE is provided by your workplace and you should use PPE correctly to protect your own health and safety.

PPE may include:

- ✓ Overalls (to protect the body from grime and hazardous substances)
- ✓ Safety boots (to protect feet – compulsory on a construction site)
- ✓ Safety gloves (to protect hands against cuts, extreme hot and cold, chemicals and poisons)
- ✓ Safety helmets (to protect the head against injury from falling objects)
- ✓ Respirators (to protect lungs where workers may be working in noxious atmospheres or confined spaces)
- ✓ Ear muffs (to protect against industrial deafness)

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1.12 Standard precautions

Standard precautions are work practices. In a medical environment standard precautions include washing and drying hands before and after patient contact and exercising care when handling sharps and contaminated or infectious waste.

1.13 Material safety data sheets

Organisations use a range of chemicals, hazardous substances and work-related equipment. Workers in office environments may be exposed to chemicals (toners for a printer or photocopier) that pose a risk to workplace health and safety if they are not used correctly.

Manufacturers of chemicals and hazardous substances must provide material safety data sheets (MSDS) to their customers. MSDS explain the correct storage, care and handling of manufacturers' products.

As an employee you have a responsibility to ensure you follow the MSDS instructions. You will be given training on how you can use the information on the MSDS to assist with health and safety in the workplace.

1.14 OHS in your workplace

When you start work you will receive an induction, where you will receive information about the organisation and your conditions of employment and basic information about OHS. *Other information covered in an induction may include the following:*

- ✓ Duty of care
- ✓ Employer duty of care
- ✓ Employee duty of care
- ✓ Fire and emergency procedures
- ✓ First aid facilities
- ✓ General work instructions
- ✓ Health and safety rules
- ✓ OHS committee and health and safety officers
- ✓ OHS training programs available in the workplace
- ✓ The organisation's health and safety policy
- ✓ Risk management
- ✓ Personal protective equipment

1.15 Duty of care

Duty of care describes the legal obligation that individuals and organisations have towards customers, visitors and each other in ensuring the workplace is kept safe. A person or organisation is obliged to remove or minimise any possible cause of harm.

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1.16 Employer duty of care

An employer must provide, as is practicably possible, a safe and hazard-free workplace for employees. *Your employer’s duty of care requires them to do the following:*

- ✓ provide competent staff to manage and supervise the business
- ✓ provide sufficient staff to carry out the work safely
- ✓ provide and maintain a safe working environment and equipment
- ✓ provide information, instruction, training and supervision so you can perform your role safely

1.17 Employee duty of care

An employee’s responsibilities may vary depending on the type of work performed by your organisation. You should clarify your duty of care with your supervisor. You may find it involves some or all of the following:

- ✓ Being careful and look after your own safety
- ✓ Cooperating with your employer in their efforts to comply with their OHS responsibilities
- ✓ Ensuring customers and visitors are aware of any special OHS requirements
- ✓ Following all safety regulations and procedures in your workplace
- ✓ Never putting the safety of colleagues and others at risk
- ✓ Reporting hazards, accidents and injuries
- ✓ Taking care not to interfere with health and safety equipment
- ✓ Taking care not to deliberately endanger another’s safety
- ✓ Wearing personal protective equipment as required

Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Describe the following words:-
 - a. OHS (2point)
 - b. PPE (2point)
2. Write the important information’s included in OHS policies and procedures.(3 points)
3. -----is the chance of something happening that will cause injury or damage(2point)
4. What are maintenance and use of cleaning apparatus in a work environment(4)
5. What is your role in workplace health and safety (3point)



Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Information Sheet-2	carrying out Pre-start systems and equipment checks
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At work you may be required to use a range of technology and equipment. Equipment can pose a risk to health and safety if it isn't in correct working order or used incorrectly.

2.1 Equipment and systems safety checks

As part of your daily routine you should check the various systems and equipment you will use during the day and make sure it is in correct working order. You may need to perform this checking procedure at the beginning of your working day or at specified intervals during the day.

➤ Documenting equipment and systems safety checks

Records may need to be kept of regular safety checks carried out on medical instruments if you work in a medical office. Maintenance records are kept for the equipment that is used to sterilise instruments. *Records would usually document information such as:*

- ✓ Model and serial number of each steriliser
- ✓ Date of servicing
- ✓ Reason for the service request
- ✓ Maintenance performed and a description of the parts that were used

❖ Equipment start up and operation procedures

Your workplace policies and procedures should include detailed information on how to clean, start and operate machinery. You should receive training in the safe operation of this machinery and equipment. You will be required to wear appropriate PPE including goggles, gloves, hairnets, safety boots or shoe covers. It is your responsibility to ensure you wear the PPE correctly.

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Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Maintenance records are kept for the equipment that is used to sterilise instruments. *So what Records would usually document information (4points)*
2. *Write the workplace policies and procedures.(3 points)*

Note: Satisfactory rating – above 4 points Unsatisfactory - below 4points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



Instruction Sheet	LG19: Implementing safety requirements
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying designated persons for reporting queries
- Identifying , recording, and reporting existing and potential **hazards**
- Identifying and implementing work place procedures and instructions
- Reporting emergency incidents and injuries

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to:

- Identify designated persons for reporting queries and concerns about safety in the workplace
- Identify existing and potential hazards in the workplace, report them to designated persons and record them in accordance with workplace procedures
- Identify and implement workplace procedures and work instructions for controlling risks
- Report emergency incidents and injuries to designated persons

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 13 to 23.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4
4. Accomplish the “Self-check 1,Self-check t 2, Self-check 3,and Self-check 4in **page -14, 17, 20, and 23**respectively.



2.1 Designated persons may include :

- ✓ designated health and safety officers
- ✓ health and safety representatives
- ✓ supervisors
- ✓ managers
- ✓ team leaders
- ✓ other persons authorised or nominated by the enterprise or industry

Participating in OHS in your workplace involves asking questions and reporting concerns to either your supervisor or specialised OHS personnel.

Your supervisor

If you are unsure about any aspect of your work it is important to ask questions. Your supervisor has a duty of care toward you and they are responsible for identifying any risks and minimising or eliminating those risks. Supervisors will generally appreciate your participating in workplace health and safety.

OHS representatives

Staff can elect health and safety representatives to promote their interests with regards to OHS. The role of an OHS representative is to:

- ✓ Investigate incidents and accidents
- ✓ Identify hazards
- ✓ Accompany government safety inspectors on inspections in the workplace

Health and safety officers

Health and safety officers have extensive experience in workplace safety, and expert knowledge of legislation, regulations, and codes of practice, equipment and work systems.

They are employed by the organisation and perform the following tasks:

- ✓ Analyse incident reports
- ✓ Assist in preparing standard operating procedures
- ✓ Conduct safety audits
- ✓ Coordinate fire and emergency responses
- ✓ Coordinate OHS training
- ✓ Inspect plant, equipment, processes and working methods
- ✓ Investigate accidents and incidents
- ✓ Provide advice on safety matters to supervisors and senior management
- ✓ Provide information to employees
- ✓ Provide specialist advice to the OHS committee



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is the involvement of Participating in OHS in your workplace (4points)
2. Health and safety officers *are employed by* :- (6 points)
3. Write the role of an OHS representative (3points)

Note: Satisfactory rating – above 7 points Unsatisfactory - below 7points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



Information Sheet-2	Identifying , recording, and reporting existing and potential hazards
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2.1 Hazard

A **hazard** is a source, or potential source, of human injury, ill health or disease.

A **risk** is the likelihood of a hazard resulting in an injury or disease, together with the seriousness of the injury or disease; for example, electricity is a hazard, and there's a risk that someone may receive a shock if it is incorrectly wired or if wiring is exposed. A toxic chemical is a hazard, and there's a risk that a person may be poisoned, burned or suffer breathing problems if it is not handled according to the manufacturer's instructions and with the necessary PPE.

2.2 Hazards may include anything which is a source of:

- + potential harm in terms of human injury or ill health
- + damage to property
- + damage to the environment
- + potential harm in terms of human injury or ill health including:
 - toxic or hazardous materials
 - hazardous work processes
 - unsafe work practices
 - hazardous equipment and unstable personnel
- + potential harm in a medical setting:
 - blood
 - breakage / spillage
 - drug hold-ups
 - needle sticks
 - medical emergencies (e.g. Falls, bleeding, seizures, fainting, collapses, panic attack, psychosis)
 - spread of infection
- + potential sources of infection:
 - breakages
 - contaminated waste
 - patients with colds, flu and other infectious diseases
 - sharps (e.g. needles, scalpel blades)
 - spillage
 - used dressings, bandages and equipment
 - unsterilized/poorly sterilized equipment and work surfaces
 - unwashed hands

2.3 The five basic types of hazards are :



- ✓ **Biological** (bacteria, viruses, mould, mildew, spillages of blood or body fluids and waste, needle stick injury, contaminated sharps, dressings and waste, fumes and insects)
- ✓ **Chemical** (acids or poisons and those that could lead to fire or explosion, cleaning agents, materials and fumes, scheduled drugs and poisons)
- ✓ **Mechanical and/or electrical** (electricity and equipment, plant and machinery)
- ✓ **Physical** (floors, stairs, work platforms, steps, ladders, fire, falling objects, slippery surfaces, manual handling, excessively loud and prolonged noise, vibration, radiation, poor lighting, ventilation, hold-ups, threatening customers or patients)
- ✓ **Psychological** (workplace stressors arising from sources such as workplace bullying, conflict and poor time management)

2.4 TYPES OF HAZARDS IN THE WORKPLACE

Area	Hazard
Surfaces	Wet floor
Electrical	Frayed electrical cords, incorrectly wired equipment, poorly maintained equipment
Knives	Poorly trained staff
Chemicals	Incorrectly labelled or stored, lack of MSDS or appropriate PE
Training	Insufficient induction or on-the-job training
Clothing	Slippery soles on shoes
Work practices	Shift work may lead to fatigue-related hazards
Manual handling	Medical staff lifting patients
Imaging equipment in a medical centre	Risk of exposure to chemicals and radiation

2.5 Hazard identification

The hazard identification plan for your organisation may include the following:

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- ✓ Analysing injury and illness records
- ✓ Analysing work processes
- ✓ Collecting information on trends and developments in workplace health and safety
- ✓ Consulting with OHS representatives and OHS committee members
- ✓ Gathering feedback from employees (consultation)
- ✓ Investigating workplace incidents and near-miss reports
- ✓ Performing inspections or safety audits
- ✓ Reviewing the potential impact of new work practices or equipment introduced at work

2.6 Workplace inspections

Workplace inspections are conducted on a regular basis with the assistance of the OHS representative or health and safety officer. The purpose of these inspections is to identify the health and safety hazards in the workplace before they cause harm.

Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Demonstrate the difference between hazards and risk (4points)
1. Demonstrate the five basic types of hazards .(5 points)
2. Identify the hazard identification plan for your organisation(5point)

Note: Satisfactory rating – above 7 points Unsatisfactory - below 7 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

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Information Sheet-3	Identifying and implementing work place procedures and instructions to control risk
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3.1 Risk assessment

Risk assessment involves:

- Identifying hazards
- Working out the chance of injury or damage occurring as a result of the hazard
- Working out the likely degree of seriousness of the injury or damage
- Finding the most appropriate method for managing that risk

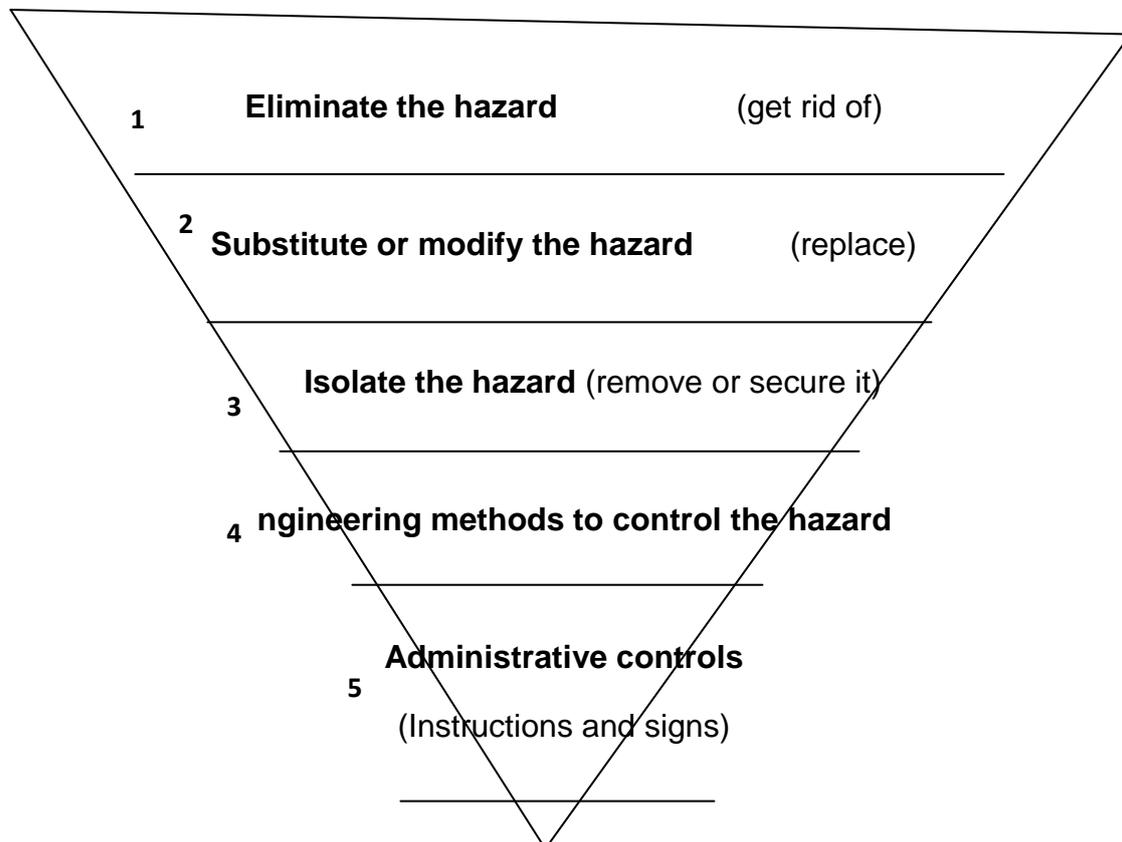
Once a hazard has been identified, the next step is to assess the risk it poses. *Your supervisor may collaborate with OHS specialists to give priority to:*

- Control or
- Eliminate the risk based on the likely degree of seriousness of the injury or damage

After a risk assessment is carried out, results should be recorded and employees affected by the hazard should have access to this information.

Hierarchy of controls

Risks can be managed using a hierarchy of controls. If the first option is not available, choose the next best option.





6

Personal protective equipment

(goggles, gloves and masks)

Eliminating the risk

In your workplace you may be able to control some situations such as the following:

- Move objects that people may trip over
- Replace hazardous materials or equipment with less dangerous items
- Move files that are normally stored on high shelves to waist height
- Replace a manual-lifting task by using a hoist
- Help workers eliminate back strain by providing training in better posture and work breaks

Taking action

Where you feel an immediate risk to health and safety, you should take action to protect your colleagues and other people in the work environment. You may need to clean up a spill, turn off the electricity, or shut down machinery to control an immediate hazard.

After a risk assessment your organisation may take the following actions to control risk in a specific department or work team:

- Analyse existing work practices to find ways to make them safer
- Arrange fire or emergency response training and drills
- Coordinate workplace health and safety training
- Counsel employees about unsafe work practices
- Investigate an accident or incident
- Maintain or modify plant and equipment
- Revise or prepare standard operating procedures or manuals
- Purchase new equipment

Commonly used hazard signs and safety symbols

Signs and symbols are used to warn people of existing hazards, to inform them of the location of safety equipment and give guidance in an emergency. The advantage of signs and symbols is that everyone can interpret them, regardless of their literacy level or nationality.

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Self-Check -3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

- 1. How can you eliminate risk from your work place (4points)*
- 2. Write the methods of risk assessment(6 points)*

Note: Satisfactory rating – above 5 points Unsatisfactory - below 5points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



4.1 Incident reports

All employees are required by law to report hazards, emergency incidents and injuries that occur in the workplace. An incident report form should be completed and submitted to the supervisor as soon as possible.

Incident reports provide an organisation with information on the types of injuries occurring in the workplace and their causes. These can then be investigated and steps taken to eliminate or minimise the risk of the incident occurring.

The following is an example of an incident report form.

OHS incidents

An OHS incident is any accident or event that occurs in the workplace that involves:

- Dangerous occurrences that could have but didn't injure any person
- Disabling injuries
- Exposure to hazardous substances or circumstances
- Minor injuries
- Occupational illnesses
- Serious equipment, plant or property damage
- Uncontrolled fire and explosions
- Any other serious incident that could put employees, visitors, contractors or customers at risk

There are five categories of incidents you may have to report on:

1. **near miss** – an accident in which a person just avoids being injured
2. **damage to plant or equipment** – a serious occurrence but one in which no-one is hurt
3. **minor injury** – this could highlight a more serious safety problem
4. **major injury** – a serious incident
5. **work-related travel injury** – occurs while a worker is travelling to or from work

Reporting serious injuries



By law the types of injuries that must be reported include:

- ✓ injury that results in the death of an employee
- ✓ fracture of the skull, spine or pelvis
- ✓ fracture of any bone in the arm (not wrist or hand) and leg (not ankle or foot)
- ✓ loss of sight
- ✓ injury resulting in a likely absence from work of 10 or more days

Incident report processes

When a hazard, accident, emergency or incident occurs, your immediate priority is to take action to prevent further people from being hurt.

This may involve:

- ✓ barricading the area
- ✓ contacting security, the fire warden or a health and safety officer
- ✓ telephoning emergency services
- ✓ Administering first aid or medical treatment, if you have the appropriate knowledge and skill



Self-Check -4	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Demonstrate the five categories of incidents you may have to report on. **(5 points)**
2. List the process of incident reports. **(3 points)**
3. Demonstrate an example of an incident report form. **(4 points)**

Note: Satisfactory rating above–6 points

Unsatisfactory - below 6points

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Contributing to workplace meetings, and inspections
- Raising OHS issues with designated person
- Taking actions to eliminate hazards and to reduce risks

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to:

- Contribute to workplace meetings, inspections or other consultative activities
- Raise OHS issues with designated persons in accordance with organizational procedures
- Take actions to eliminate workplace hazards or to reduce risks

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 26 to 31.
3. Read the information written in the information “Sheet 1, Sheet 2, and Sheet 3,
4. Accomplish the “Self-check 1, Self-check 2, and Self-check 3 in page -27, 28 and 31 respectively.



Consultation

Consultation is the term used to describe the process of gathering information, sharing ideas and giving feedback.

Your organisation will undertake consultation with you and your work colleagues regarding OHS issues including:

- Changes to policies, work practices and procedures
- Changes to premises, plant or substances used at work
- Conducting workplace risk assessments
- Incorporating new health and safety requirements imposed by legislation, regulations and codes of practice
- Making decisions about the adequacy of facilities for the health and safety of workers
- Making decisions about the organisation's consultative procedures
- Reviews of policies, procedures and work practices
- Risk control

Methods used for consultation purposes include:

- ✓ Appointing OHS representatives and providing them with reasonable access to you and your work colleagues during working hours
- ✓ Involving you in workplace inspections and/or asking for your comments and feedback during workplace inspections
- ✓ Involving you in risk assessments and/or asking for your comments and feedback during risk assessments
- ✓ Ensuring that OHS is included on the agenda, and encouraging you to discuss OHS at regular team meetings
- ✓ Forming an OHS committee, and providing OHS committee members with reasonable access to workers during working hours
- ✓ Asking you for your comments and feedback during informal conversations

OHS representatives

Part of the OHS representative's role is to consult with employees on workplace health and safety.

Contributing to OHS consultation

OHS issues may be raised in team meetings. *Discussion may cover the following:*

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- Recent workplace incidents
- Production time lost to workplace injuries
- New practices to improve workplace health and safety
- Hazards that have been identified
- Minutes of OHS committee meetings

OHS committees

An OHS committee must be established when the majority of employees request one or when the organisation employs 30 or more staff.

OHS committees identify health and safety problems, consult with workers and make recommendations to improve health and safety in the workplace, and monitor and report on OHS performance.

Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What consultations will undertake Your organisation with you and your work colleagues regarding OHS issues .(10 points)
2. Demonstrate the Methods used for consultation purposes(6points)

Note: Satisfactory rating above- 8 points Unsatisfactory - below 8 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



Information Sheet-2

Raising OHS issues with designated person

2.1 Communicating about OHS

The first step in reporting an OHS issue is to decide the best person to advise. Your supervisor will generally be your first point of contact on OHS issues; however your induction should include advice on the standard communication channel for reporting OHS issues.

2.2 How to report OHS issues

You should advise your supervisor or other appropriate OHS staff by speaking to them in person.

When reporting an OHS issue you should remember to do the following:

- ✓ Explain the issue clearly
- ✓ Refer to any evidence you have
- ✓ Make a suggestion on how to solve any problems raised
- ✓ Follow this up with a formal notification eg. Email
- ✓ Check with your supervisor or OHS specialist on whether this incident should be recorded

2.3 Feedback

Your supervisor or other appropriate OHS personnel should report back to you on issues you have raised previously with them. If this fails to happen you should talk to your supervisor once more.

Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is feedback?.(2 points)
2. *What you should remember to do When reporting an OHS issue (6points)*

Note: Satisfactory rating - 4 points Unsatisfactory - below 4points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

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Name: _____

Date: _____

Information Sheet-3

Taking actions to eliminate hazards and to reduce risks

3.1 How to eliminate hazards and control risks

Hazards may be dealt with in the following ways:

- ✓ Substituting the hazard with a hazard that poses less risk of harm
- ✓ Isolating the hazard from the person at risk
- ✓ Minimising the risk by engineering means
- ✓ Using administrative means to minimise the risk
- ✓ Using personal protective equipment (PPE)
- ✓ Eliminate tripping or slipping hazards

Other ways OHS risks can be controlled in an organisation include:

- ✓ Keeping work areas clean
- ✓ Following correct procedures
- ✓ Storing chemicals appropriately
- ✓ Using correct manual-handling procedures
- ✓ Managing noise pollution appropriately
- ✓ Preventing slips, trips and falls
- ✓ Preventing social and psychological hazards

3.2 Housekeeping

Each organisation has a housekeeping policy which covers general cleaning and presentation of the workplace including reception and waiting areas. As an employee you should become familiar with this policy and understand your responsibilities.

3.3 Stock requiring special handling

Some stock may require special handling and storage so employees must observe the correct procedures and any legislative requirements. Flammable goods must be sealed in metal containers or cupboards, with restricted access.

3.4 Storing chemicals

Chemicals may be hazards because they may be:

- ✓ Poisonous
- ✓ Flammable
- ✓ Explosive
- ✓ An oxidising agent or corrosive
- ✓ A combination of these properties



Chemical hazard may include:

- ✓ Industrial cleaners used by cleaning staff
- ✓ Printer or copy-machine cartridges
- ✓ Glass-and-surface cleaner
- ✓ Antibacterial soaps
- ✓ Furniture polish

Waste management

Organisations have specific workplace procedures to advise staff on the correct handling, storage and disposal of waste. Waste is a biohazard which is any organism, or material of biological origin, that causes harm to humans, plants, animals or the environment.

Manual handling

Manual handling is any work-related physical task or activity, effort or movement such as:

- Lifting heavy boxes
- Holding, lowering, pushing or restraining an object or a load

Manual handling is the major cause of injury in workplaces as people often lift or push items that are too heavy or too high up, without using the proper techniques.

Injuries caused by manual handling include:

- ✓ Hernia
- ✓ Neck and back injury
- ✓ Occupational overuse syndrome
- ✓ Slips, falls and crush incidents
- ✓ Strained heart muscles
- ✓ Strains and sprains

Noise pollution

Too much noise can result in a lack of concentration, errors and a loss of communication between workers. If you feel that the noise in your work area poses a hazard to health and safety, you should notify your supervisor or OHS specialist.

Slips, trips and falls

Slips, trips and falls in workplaces can be caused from uneven and slippery floors, items left in walkways or electrical cords on the floor.

Social and psychological hazards

Social and psychological hazards include those that affect your emotional, psychological and/or social wellbeing. The most common of these hazards is stress. *Causes of stress include:*

- ✓ Lack of variety in work tasks

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- ✓ Lack of independence
- ✓ Not enough feedback from supervisors or managers
- ✓ Poor ability to interact with other people
- ✓ Harassment and bullying
- ✓ Insufficient personal satisfaction in the work
- ✓ Not enough training opportunities
- ✓ Being overworked or not having enough to do

Workplace bullying

Many organisations that have failed to prevent bullying have been prosecuted. *Reported effects of bullying include:*

- ✓ Stress, anxiety and tension
- ✓ Feelings of social isolation at work
- ✓ Loss of confidence and self-esteem
- ✓ Loss or deterioration of personal relationships
- ✓ Headaches, backaches, stomach cramps, depression
- ✓ Deterioration of work performance

Any incidents of bullying should be recorded in a diary, noting the date, time and location of the incident and any comments or behaviour by the other party. If you are being bullied you should ask the person bullying you to stop the behaviour. If they fail to do this, you should then refer the matter to your supervisor or OHS specialist. If you feel threatened you should immediately refer the matter to appropriate personnel. The police may also be notified

Self-Check -3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Demonstrate the ways dealt with Hazards:(8Points)
2. Write the Causes of stress(8Points)
3. What are chemical hazards :(4Points)

Note: Satisfactory rating - 10 points Unsatisfactory - below 10 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

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Name: _____

Date: _____

Instruction Sheet	LG21: Follow safety procedures
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying and reporting emergency incidents
- Following organizational procedures to respond to emergency incidents

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to:

- Identify and report emergency incidents
- Follow organizational procedures for responding to emergency incidents

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 34 to 38.
3. Read the information written in the information “Sheet 1, and Sheet 2”.
4. Accomplish the “Self-check 1, Self-check and Self-check 2” in page -35, and 38 respectively.



Information Sheet-1

Identifying and reporting emergency incidents

❖ Emergency incidents may involve employees or visitors to the organisation such as suppliers, contractors, customers and members of the public. *Types of emergencies include:*

- ✓ Acts of terrorism
- ✓ Bomb threats
- ✓ Environmental threats including spills
- ✓ Explosions
- ✓ Fire
- ✓ Hold-ups
- ✓ Medical emergencies
- ✓ Motor vehicle accidents
- ✓ Natural disasters including flooding
- ✓ Toxic release

Reporting emergency incidents

All employees are required to report hazards and emergency incidents that occur in the workplace, in the form of a verbal report and completing a hazard or incident report. Many organisations conduct regular drills where staff practise responding to an emergency

Emergency incidents may include:

- accidents
- emergency situations
- fire
- flood
- sudden illness
- incidents
- external threats

Immediate response

In emergency situations it is important to act quickly to protect your personal safety and safety and health of other people around you.

An emergency should be reported to an appropriate person or department including the following:

- ✓ Communications officer



- ✓ Emergency services (police, ambulance, fire service)
- ✓ Fire warden
- ✓ First aid officers
- ✓ Floor wardens
- ✓ Health and safety officer
- ✓ Internal security staff
- ✓ OHS representative
- ✓ Owner-manager
- ✓ supervisor

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Making emergency calls

To report an emergency you will need to know:

- ✓ a telephone number for the organisation
- ✓ the address of your workplace
- ✓ the nature of the emergency
- ✓ the nearest cross street to your workplace
- ✓ whether people are trapped or injured

Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are an appropriate people or department you should be reported the emergency?
(6 points)
2. What you will need to know to report an emergency. (6 points)

Note: Satisfactory rating above 6points

Unsatisfactory - below 6points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Emergency manual

An emergency manual describes emergency procedures and fire-safety precautions within the organisation, and guides those who are required to take action to protect lives and property.

Accidents

Accidents are events that result in human injury or damage to property or have the potential to cause injury or damage.

Accidents may be the result of:

- ✓ careless staff
- ✓ fault, incorrect or unstable equipment
- ✓ inappropriate work spaces
- ✓ incorrectly stored items
- ✓ lack of safety precautions
- ✓ lack of training
- ✓ lack of use of personal protective equipment
- ✓ obstructions over exits
- ✓ poor maintenance of equipment
- ✓ poor supervision
- ✓ rushing to get a job done

Preventing accidents

Accident prevention involves ensuring all equipment and fixtures are organised, checked frequently and maintained. Many organisations use a 'breakdown and maintenance' checklist or register to record breakdowns and to make sure repairs are carried out promptly. Slips, trips and falls are a common cause of injuries in the workplace. Notify your supervisor or health and safety officer of any issues regarding flooring in your work environment. Substances that have spilled on the floor are significant hazards. Lighting can also be a hazard. If an area is poorly lit you should notify your supervisor.

Responding to an accident

In the event of accidents, take immediate action to prevent further injuries occurring, give first aid if you are qualified to do so and get assistance from:

- ✓ colleagues
- ✓ customers
- ✓ emergency services
- ✓ a health and safety officer
- ✓ members of the public
- ✓ security staff

- ✓ your supervisor

Evacuation

An organisation will have developed an evacuation plan and will conduct regular emergency drills. *A well-written evacuation plan will cover:*

- ✓ fire procedures
- ✓ bomb-threat procedures
- ✓ clearance of all people in the building
- ✓ assembly of everyone at evacuation meeting points
- ✓ checking of names of all evacuated individuals

Bomb threat

A bomb threat may be received via telephone, in written format or as a suspect object. Your organisation will have a bomb-threat checklist that is kept in close proximity to each telephone. If you receive a telephone bomb threat, keep the caller talking (don't hang up at any time), and note as many details as possible.

You should record the following:

- ✓ details of speech, accent, delivery and background noises
- ✓ exact wording of the threat
- ✓ gender and other details of the caller, such as estimated age
- ✓ location of the device
- ✓ time of detonation

Safety alarms

Alarms should never be ignored. Most alarms have an audible (sound) and/or visible warning that something is wrong. An audible alarm could be a siren, hooter or bell. The visible component may be a flashing light.

Service failure

Service failures can include interruptions to the supply of communications, electricity or water. Your supervisor or workplace procedures manual may have advice on what to do. You will need to refer to a telephone directory or Internet site to get information on reporting the interruption to your service provider.

Toxic or noxious fumes

In situations where a spill is emitting toxic or noxious fumes you should:

- ✓ call emergency services on and ask for the fire service
- ✓ notify the fire warden for your department
- ✓ provide as much information as possible about the hazardous material to the emergency services contact
- ✓ open windows and doors to ventilate the area
- ✓ ask all people on the premises to evacuate

- ✓ assist with the evacuation to the assembly area
- ✓ remain at the assembly area until advised by emergency services

EQUIPMENT AND SYSTEMS SAFETY CHECKS

EQUIPMENT	SAFETY CHECK	
SEATING	Make sure you are positioned in front of your computer and you can reach your keyboard comfortably	
COMPUTER MONITOR	The monitor should be positioned out of direct sunlight. Maintain a dust-free environment.	
DUST	Equipment shouldn't be dusty. Dust can cause problems in the monitor or central processing unit of a computer.	
CABLES	Make sure cables are correctly secured so no-one trips over them.	
SUNLIGHT	Use blinds and window coverings to reduce glare and heat at your workstation.	
TEMPERATURE	As a general guide, temperatures should not exceed 26° and humidity should be maintained in the range of 50% to 70%.	

Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. ___are events that result in human injury or damage to property or have the potential to cause injury or damage. **(2 points)**
2. Write the methods of accident prevention. **(6 points)**

Note: Satisfactory rating –4points

Unsatisfactory - below 4points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____