



Technician and Manager Standards

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.

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



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Technician and Manager Standards

HSS1										
Make sure your own actions reduce risks to health and safety										
Overview and range										
<p>This Standard is for everyone at work (whether paid, unpaid, full or part-time). It is about having an appreciation of significant risks at work, knowing how to identify and deal with them.</p> <p>This Standard is about the health and safety responsibilities for everyone at work. It describes the knowledge, skills and competences required to make sure that:</p> <ol style="list-style-type: none"> 1 your own actions do not create any health and safety hazards 2 you do not ignore significant risks at work, and 3 you take sensible action to put things right, including: reporting situations which pose a danger to people at work and seeking advice <p>Fundamental to this unit is an understanding of the terms "hazard", "risk" and "control".</p> <p>This will require an understanding of different hazards likely to be found in a range of workplaces, and the ability of being able to keep risks to an acceptable level for each by following appropriate procedures and using the equipment provided for the purposes of health and safety.</p>										
		EQF Levels								
Performance criteria	You must be able to:	1	2	3	4	5	6	7	8	
Identify the hazards and evaluate the risks at work:	P1 identify which workplace instructions are relevant to your job		✓							
	P2 identify those working practices in your job which may harm you or others		✓							
	P3 identify those aspects of your work which could harm you or others		✓							
	P4 check which of the potentially harmful working practices and aspects of your work present the highest risks to you or to others		✓							
	P5 deal with hazards in accordance with workplace instructions and legal requirements		✓							
	P6 correctly name and locate the people responsible for health and safety at work		✓							
Reduce the risks to health and safety at work:	P7 control those health and safety risks within your capability and job responsibilities			✓						
	P8 carry out your work in accordance with your level of knowledge, skills and competence, workplace instructions, suppliers or manufacturer's instructions and legal requirements	✓								
	P9 pass on suggestions for reducing risks to health and safety to the responsible people		✓							
	P10 make sure your behaviour does not endanger the health and safety of you or others at work	✓								
	P11 follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products	✓								
	P12 report any differences between workplace instructions and suppliers' or manufacturers' instructions		✓							
	P13 make sure that your personal presentation and behaviour at work:	✓								
	P13.1 protects the health and safety of you and others,	✓								
	P13.2 meets any legal responsibilities, and	✓								
P13.3 is in accordance with workplace instructions	✓									



Technician and Manager Standards

HSS2 Develop procedures to safely control work operations

Overview and range

This standard is for people who are required to prepare health and safety procedures for the workplace. In order to be sure that all reasonably practicable precautions have been taken against risks to health and safety it is necessary for an employer to make sure health and safety procedures are available or everyone at work to follow. This unit is for the person who will prepare the procedures.

This will require an understanding of work tasks, the workplace, work equipment and the materials that are used, as well as knowledge about the people who actually do or are affected by the work. There must be an understanding of any applicable standards and best practice relating to the process and how to communicate successfully with those people doing or affected by the work.

It will be necessary to be able to identify hazards, assess risks, develop suitable and sufficient risk control procedures and undertake a review of these to determine if they are effective. The ability to research and interpret standards and best practice in order to develop safe working procedures and will be necessary to achieve this. To successfully introduce such procedures will require the ability to use various forms of communication.

Performance criteria	<i>You must be able to:</i>	Technician		Manager	
		EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Develop procedures for maintaining a healthy and safe workplace:	P1 set realistic objectives to maintain a healthy and safe workplace for everyone		✓		
	P2 develop health and safety procedures based on risk assessment and consultation which meet legal requirements and are appropriate to:				
	P2.1 the type of work carried out;		✓		
	P2.2 the industry processes; and		✓		
	P2.3 the workplace		✓		
	P3 identify individuals to whom people must:				
	P3.1 report incidents;	✓			
	P3.2 report health and safety risks; and	✓			
	P3.3 go to obtain first aid	✓			
	P4 evaluate the effectiveness of the workplace health and safety procedures			✓	
	P5 specify the arrangements for recording health and safety data to meet legal requirements		✓		
	P6 develop plans for health and safety training which are relevant to the needs of your workplace, the people at work, and meet legal requirements		✓		
	P7 effectively communicate the health and safety procedures to other people in your workplace in a professional and			✓	
Review the effectiveness of health and safety procedures in your workplace:	P8 identify changes at work and legal requirements which affect current workplace health and safety procedures			✓	
	P9 provide other people with opportunities to give feedback about current health and safety procedures		✓		
	P10 review all relevant health and safety reports and data to identify opportunities to improve workplace health and safety procedures				✓
	P11 identify and obtain further information and advice from reliable and recognised sources of expertise	✓			
	P12 record accurately the details of any review carried out, and the action plans to improve current health and safety procedures		✓		
	P13 report the results of your review to the relevant people		✓	✓	
	P14 alert everyone at work, promptly, to the revised health and safety procedures			✓	
	P15 set effective measures for monitoring the revised health and safety procedures			✓	
P16 Consider environmental impact when developing procedures				✓	



Technician and Manager Standards

HSS3 Safely control work operations

Overview and range

This Standard is for people with responsibility for checking and co-coordinating healthy and safe work operations. This person could, for example, be a union or non-union safety representative, a supervisor, a line manager or team leader.

There must be an understanding of the recognised standards for work procedures and of the people who do the work. There must be the ability to undertake proactive monitoring of the work to ensure that it is being done safely and according to the safe working procedures. It will also be necessary to have the ability to identify where improvements can be made or take immediate action if necessary for health and safety related reasons.

		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Check that health and safety instructions are followed:	P1 keep up to date with health and safety regulations and workplace instructions, making sure that information is from reliable sources	✓			
	P2 conduct inspections of workplaces at agreed intervals and in accordance with workplace instructions	✓			
	P3 confirm that the health and safety training needs of other people have been identified and met		✓		
	P4 effectively communicate workplace instructions to other people and obtain feedback from them		✓		
	P5 respond promptly to any breaches of health and safety instructions in a way which meets workplace and legal requirements		✓		
	P6 maintain records relating to health and safety matters that comply with legal and workplace requirements, and are accessible to those who are authorised to use them	✓			
	P7 make recommendations for changes to workplace instructions to the responsible people		✓		
	P8 consider the environmental impact of your working practices	✓			
	P9 take appropriate action in the event of serious or imminent danger			✓	
Make sure that risks are controlled safely and effectively	P10 keep accurate and legible records of workplace risks identified or reported to you	✓			
	P11 report the existence of risks in accordance with workplace health and safety instructions	✓			
	P12 review the operational controls to make sure that workplace hazards are eliminated or controlled			✓	
	P12 confirm that appropriate precautions to control these risks have been agreed with the people responsible for health and safety		✓		
	P13 check that other people are aware of the risks and know the actions to be taken to minimise them	✓			
	P14 report promptly and accurately any conflicts which still exist between workplace and legal requirements to the people responsible for health and safety		✓		



Technician and Manager Standards

HSS5 Investigate and evaluate health and safety incidents and concerns at work

Overview and range

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

It will require an understanding of the reasons for investigating incidents and those people who may wish to do this, including the sensitivity and legal confidentiality that might apply. It will also require an understanding of accident and ill health trends and the ability to undertake investigations systematically to determine and promote the remedial action to address any identified root causes.

Performance criteria	<i>You must be able to:</i>	Technician		Manager	
		EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Investigate workplace incidents and complaints	P1. investigate and report workplace incidents and complaints in accordance with legal and workplace requirements			✓	
	P2. brief the people involved to make sure they understand the purpose of the investigation and how it will be conducted			✓	
	P3. find and prepare the necessary documentation and support materials before the investigation is conducted		✓		
	P4. provide opportunities to the people involved to clarify any points about the investigation on which they are unsure			✓	
	P5. gather accurate and comprehensive information from the people involved in a supportive and sensitive manner			✓	
	P6. check all documentary evidence to identify and review any inconsistencies			✓	
	P7. prepare a report containing the details of incidents and complaints in the required format and timescale			✓	
	P8. 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:	P9. 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			✓	
	P10. develop recommendations which comply with, current working practices, and relevant legislation and workplace health and safety instructions			✓	
	P11. develop recommendations for improving health and safety which are workable and include measures for review			✓	
	P12. present your recommendations to the appropriate people in an agreed format and timescale			✓	
	P13. produce realistic and achievable action plans for implementing your recommendations for change			✓	
	P14. make sure your action plans involve a review process to check implementation of the recommendations			✓	



Technician and Manager Standards

HSS6 Conduct a health and safety risk assessment of a workplace

Overview and range

This standard is for people carrying out risk assessments in the workplace. This could be an employer, line manager, supervisor, safety representative or employee.

This standard is about the knowledge, skills and competence needed to identify hazards, evaluate the risks and make recommendations to control the risk and to review the results.

It will require an understanding of the risk assessment process and the variety of common techniques that may be used to identify hazards and evaluate risks. It will require the ability to apply these in a variety of work situations so that risk is understood and any proposals to reduce the level of risk are justified. For complex organisations or high risk activities additional competencies or experience to lead a team to achieve this at manager level will be required.

Performance criteria	<i>You must be able to:</i>	Technician		Manager	
		EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Plan suitable risk assessment procedures	P1 clearly define why and where the risk assessment will be carried out.	✓			
	P2 recognise your own limitations and seek expert advice and guidance on operational controls when appropriate.	✓			
	P3 select appropriate methods for identifying hazards and evaluating risks.		✓		
	P4 prioritise those areas at work where hazards with a potential for serious harm to health are most likely to occur		✓		
Carry out a risk assessment for a work activity, and/or workplace	P5 identify hazards which have the potential to cause harm and/or loss (key losses include injuries, ill health and damage to assets (possessions, property, environment etc))	✓			
	P6 review internal and external standards and guidelines		✓		
	P7 confirm that appropriate precautions are in place	✓			
	P8 assess the level of risk and record significant findings	✓			
	P9 consider and prioritise where further controls are required		✓		
	P10 present the results and reasonably practicable recommendations of the risk assessment to the responsible people	✓			
Record and review risk assessment	P11 take suitable action to control or remove imminent risk		✓		
	P12 review and revise the risk assessment as appropriate		✓		
	P13 maintain suitable and sufficient records	✓			



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HSP1 Develop, implement and review the organisations health and safety strategy and safety management system (SMS)					
Overview and range					
This standard is for people with a role which involves establishing, implementing and or reviewing an organisation's overall health and safety strategy.					
It will require an understanding of business dynamics and other organisational strategies. It will also require an understanding of how health and safety integrates with other organisational objectives and how health and safety management systems fit into these.					
It will require the ability to develop and implement a safety strategy and associated management programme successfully where one does not exist and to be able to review and revise such a strategy and programme where one exists already.					
		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Prepare health and safety strategy	P1 advise an organisation to support the development of a Health and Safety strategy			✓	
	P2 identify and respond to internal and external factors likely to have an impact on your organisation's health and safety strategy, including other management systems, organisational structures, strategies, business plans and other key drivers				✓
	P3 identify the key change factors impacting on the organisation			✓	
	P4 agree desired outcomes			✓	
	P5 select and use appropriate and cost-effective ways of gathering information		✓		
	P6 consider any priorities			✓	
Identify internal and external factors which have an impact on health and safety	P7 identify and respond to the key drivers of the current internal structure, internal opportunities and rigidities		✓		
	P8 obtain comprehensive and robust information for each relevant internal and external factor			✓	
	P9 identify trends and likely future developments in the internal and external factors reviewed				✓
	P10 validate the information gathered with appropriate others			✓	
	P11 establish the likely impact of internal and external factors on your organisation's strategies			✓	
	P12 identify and influence the organisation's strategies, policies and practice				✓
	P13 evaluate the organisation's business plan in relation to health and safety				✓



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HSP1 (Continued)		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Identify and plan an appropriate change process for health and safety	P14 involve the appropriate people in the assessment of necessary change and gain their commitment			✓	
	P15 establish any likely changes needed to organisational strategies in relation to issues identified				✓
	P16 review internal organisational structures and resources against any required changes				✓
	P17 identify opportunities and obstacles in structures and systems in relation to any required changes				✓
	P18 develop processes for maximising opportunities for change and minimising obstacles to change				✓
	P19 assess the impact of any changes on organisational resources			✓	
Implement the change process	P20 obtain and maintain effective leadership of those who can champion and deliver change			✓	
	P21 maximise the effect of communication systems and information about the change process			✓	
	P22 select and develop ways of motivating others to engage in the change process			✓	
Review health and safety strategy	P23 ensure review processes are in place			✓	
	P24 encourage and act upon feedback on the change strategy			✓	
	P25 identify problems in the change process promptly and resolve conflicts where possible			✓	
	P26 create appropriate opportunities for regular and effective review of the change process		✓		
	P27 adapt the change strategy in order to attract and maintain the support and commitment of others				✓



Technician and Manager Standards

HSP2 Promote a positive health and safety culture

Overview and range

This standard is for people with a role which involves:

- advocating a positive health and safety culture for your organisation;
- working with key stakeholders in implementing a positive health and safety culture;
- encouraging directors, senior, line, functional and technical managers and employee representatives of your organisation to lead by example on health and safety matters
- developing and communicating a positive health and safety culture for your organisation;
- maintaining a positive health and safety culture in your organisation; and

It will also require the understanding of motivation theories and human factors. It will also require an understanding of the techniques that can be used to overcome potential communication failings of those stakeholders in the safety of the organisation. It will require the ability to measure the safety culture within and organisation and to develop and promote the safety culture using suitable communications processes so that safety and health are embedded in organisational beliefs.

Performance criteria	You must be able to:	Technician		Manager	
		EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Gain commitment to a positive health and safety culture	P1. provide people with sufficient and clear information about the benefits to your organisation of a positive health and safety culture		✓		
	P2. obtain and maintain the support of those in your organisation who can champion a positive health and safety culture		✓		
	P3. use appropriate opportunities to communicate information about a positive health and safety culture, and create new opportunities if necessary			✓	
	P4. find out the current level of understanding of, and, support for health and safety instructions and procedures by people at the workplace			✓	
Develop and implement links with appropriate people and groups on health and safety matters	P5. identify the appropriate people and groups in your organisation		✓		
	P6. identify the appropriate people and groups external to your organisation where required		✓		
	P7. use appropriate opportunities to develop and implement additional links with people and groups		✓		
Develop and implement plans to promote a health and safety culture in the workplace	P8. develop plans to promote and implement a health and safety culture in the workplace			✓	
	P9. accurately identify where improvements and changes may be necessary using current sources of information			✓	
	P10. base improvements on observed and underlying indicators of the health and safety culture			✓	
	P11. provide support, assistance or advice to the appropriate people and groups			✓	
	P12. include suitable performance measures and review dates			✓	
	P13. check that relevant information including local, national and legal guidelines and advice is provided at an appropriate time, level and pace			✓	
	P14. present your plans in a clear and concise manner to the appropriate people			✓	
	P15. implement plans to promote a health and safety culture in the workplace			✓	
	P16. make sure your plans include promoting advantages and legal necessities of following health and safety procedures			✓	
	P17. provide practical opportunities for regular consultation on health and safety issues and ways of encouraging ideas and good practice			✓	
	P18. identify and review opportunities for further improvements to the health and safety culture in the workplace				✓



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	P19. Incorporate the principles of employee welfare and worker consultation, diversity, environmental protection and the principles of sustainability into your working practices of health and safety		✓		
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HSP3 Develop and implement the health and safety policy

Overview and range

This standard is for people with a role which involves

- developing the health and safety policy of your organisation with respect to the statutory and organisational requirements;
- advocating the health and safety policy to all key stakeholders in your organisation;
- implementing the health and safety policy in your organisation; and
- working with key stakeholders in order to integrate health and safety into your organisation

This will require an understanding of the purpose of policy documents for organisational control, and the ability to design and implement a policy that is suitable for the organisation to meet its strategy for safety and health. It will require the ability to produce a policy document and the supporting management documents and processes that support the policy. It will also require the ability to integrate these supporting documents into existing processes and review them as necessary.

		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Define the statutory and practical health and safety requirements	P1. assess the structure of your organisation in relation to health and safety matters			✓	
	P2. assess the existing health and safety systems and procedures of your organisation		✓		
	P3. evaluate the health and safety statutory and practical requirements relating to the input to your organisation of materials, equipment, goods, services and resources			✓	
	P4. evaluate the health and safety statutory and practical requirements relating to the processes of your organisation			✓	
	P5. evaluate the health and safety statutory and practical requirements relating to the output from your organisation of products and services			✓	
	P6. evaluate the health and safety statutory and practical requirements relating to the stakeholders who may be affected by the activities of your organisation.			✓	
Develop the health and safety policy	P7. identify deficiencies in the current health and safety policy of your organisation if in place			✓	
	P8. make changes to remedy the deficiencies in the health and safety policy of your organisation		✓		
	P9. Determine the resource constraints which may influence the health and safety policy of your organisation		✓		
	P10. consult with key stakeholders and provide opportunities to review the proposed health and safety policy of your organisation			✓	
	P11. establish a strategy for promoting a positive commitment to the health and safety policy among stakeholders			✓	
	P12. advocate the adoption in your organisation of an improved health and safety policy			✓	
	P13. define responsibilities of those involved in health and safety		✓		



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HSP3 (Continued)					
Performance criteria	<i>You must be able to:</i>	Technician		Manager	
		EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Implement the health and safety policy	P14. specify the health and safety policy implementation programme for your organisation			✓	
	P15. provide support and assistance for the health and safety policy implementation process in your organisation	✓			
	P16. take effective action should problems arise during the health and safety policy implementation process in your organisation				✓
	P17. make sure that there are adequate opportunities for feedback during the health and safety policy implementation process in your organisation, and respond appropriately to suggestions			✓	
	P18. minimise disruption to the organisation's activities during the implementation process			✓	
	P19. apply quality management requirements to all health and safety documentation	✓			
	P20. develop system to monitor effectiveness			✓	
	P21. review Health and Safety policy document to ensure safety policy in-line with H&S strategy			✓	



Technician and Manager Standards

HSP4 Develop and implement effective communication systems for health and safety information

Overview and range

This standard is for people with a role which involves:

- 1 evaluating health and safety information external to your organisation;
- 2 communicating to your organisation relevant health and safety information;
- 3 making sure that there are effective health and safety communication systems within your organisation;

making sure that relevant health and safety information from within your organisation is communicated to statutory authorities, local authorities and relevant groups and individuals

This will require the understanding of communication process and issues that might reduce or increase successful communication on health and safety issues. It will also require an understanding of

It will require the ability to develop and implement successful communications systems for health and safety including passive and active communication reliant on; sensory reception (audible, written and visual, olfactory or tactile techniques), as part of the management systems for health and safety (written procedures or rules), or as part of the processes introduced to enhance the safety culture and respond to situations (safety representation and committees, interviews and team development activities).

To successfully communicate at a management level it is expected that the ability to use computers and common software and the internet. The ability to use mobile communication devices and social media are also now considered essential. This does not diminish the ability to have the appropriate level of literacy skills expected for the position held.

		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Develop and implement communication systems for health and safety information in your organisation	P1 make sure that the organisation develops and maintains a suitable policy on health and safety			✓	
	P2 identify and evaluate existing and proposed health and safety legislation, codes of practice, and standards of relevance to your organisation			✓	
	P3 evaluate developments in health and safety risk assessment and control procedures and practices, technical developments and best practice			✓	
	P4 ensure communication systems are in place to develop and implement any new or proposed health and safety legislation, codes of practice, standards, health and safety risk assessment and control procedures and practices, technical developments and best practice			✓	
	P5 keep a record of all relevant health and safety information relating to organisational and regulatory procedures	✓			
	P6 develop and implement appropriate communication systems for relevant health and safety information relating to input materials, goods, equipment, services and resources bought in by your organisation			✓	
	P7 develop and implement communication systems for health and safety information out of your organisation to statutory bodies and other interested parties			✓	
	P8 make sure that the relevant health and safety information of your organisation for products, services and waste is given to the relevant recipients			✓	
	P9 make sure that the relevant health and safety standards and procedures of your organisation are provided to contractors			✓	
	P10 set up procedures to review communication systems			✓	



Technician and Manager Standards

HSP5 Develop and maintain individual and organisational knowledge, skills and competence in health and safety matters					
<p>Overview and range</p> <p>This standard is for people with a role which involves:</p> <ol style="list-style-type: none"> 1 assessing the health and safety knowledge, skills and competence needs of your organisation; 2 assessing the health and safety knowledge, skills and competence needs of individuals in your organisation; and 3 making sure that the identified health and safety knowledge, skills and competence needs of your organisation are addressed <p>This will require an understanding of the elements of 'competence' in the context of health and safety and the knowledge of where competence or training is either defined or required by law. The ability to undertake training needs analysis and design and deliver any training as a result (or arrange for the delivery of training) and assessment processes to ensure that both individual and organisational remain able and sufficiently competent for the successful management of health and safety.</p>					
		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Conduct health and safety knowledge, skills and competence needs analysis	P1 Identify the functions, activities, tasks and job roles of your organisation		✓		
	P2 carry out an analysis of occupational safety and/or health knowledge, skills and competence requirements in your organisation		✓		
Identify and meet health and safety training needs	P3 describe existing health and safety knowledge, skills and competencies in your organisation in terms of skills, knowledge and understanding		✓		
	P4 identify, design or source training to meet health and safety knowledge, skills and competence needs within your organisation and within agreed constraints			✓	
	P5 monitor the effectiveness of training to make sure that the identified needs have been met			✓	
	P6 communicate findings with the company training function and other key personnel as relevant			✓	



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HSP6 Control health and safety risks					
Overview and range					
<p>This standard is for people with a role which involves:</p> <ol style="list-style-type: none"> 1 managing the control of health and safety risks effectively, co-ordinating outcomes, prioritising risks and reviewing effectiveness; 2 making sure that significant hazards have been identified and the risks have been assessed; and 3 making sure that the appropriate risk control measures meet health and safety statutory requirements and industry best practice and have been implemented effectively <p>This will require the understanding of workplace processes and the hazards and risks that exist and any influencing factors, such as culture, workforce dynamics and difficulty of applying risk control measures. It will require an understanding of the risk control hierarchy as well as the factors that might determine which of these are used. A knowledge of risk tolerability will be required to successfully understand how to manage risk levels.</p> <p>The ability to apply risk acceptance criteria to given situations and work activities as well as determining a variety of suitable risk control strategies will be required. The ability to introduce new risk control measures into an organisation by appropriate evaluation and consultation will also be necessary.</p>					
		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Identify and evaluate hazards to health and safety	P1 prioritise those areas in the workplace where hazards with a potential for serious harm to health and safety are most likely to occur			✓	
	P2 identify hazards in those areas			✓	
Analyse and control health and safety risks	P3 select and use suitable techniques to analyse risks to health and safety			✓	
	P4 decide the tolerability and/or acceptability of risk using appropriate instruments and survey techniques to determine the potential exposure of employees and other people who may be affected			✓	
	P5 produce and maintain appropriate records of the risks			✓	
	P6 identify and evaluate risk control measures and current systems of work in your organisation			✓	
	P7 evaluate risk assessments, co-ordinate outcomes and prioritise implementation			✓	
	P8 recognise your own limits and where necessary bring in specialist or other assistance			✓	
	P9 identify and recommend the implementation of the risk control measures required by health and safety local and national standards and guidelines relevant to your organisation and industry best practice			✓	
	P10 ensure that appropriate stakeholders are involved in the consultation and informed of the significant results			✓	
	P11 identify the resources required, and cost-effectiveness, of the risk control measures needed			✓	
	P12 collaborate on the implementation of risk control measures where appropriate			✓	
	P13 ensure processes for proactively monitoring risk control measures are in place			✓	
	P14 keep appropriate records of risk control measures and inform stakeholders of significant findings			✓	
	P15 give recommendation for periods for review of the risk control measures			✓	
	P16 review effectiveness of measures			✓	



Technician and Manager Standards

HSP7 Develop, implement and review proactive monitoring systems for health and safety					
<p>Overview and range</p> <p>This standard is for people with a role which involves:</p> <ol style="list-style-type: none"> 1 developing and implementing health and safety proactive performance monitoring systems; and 2 reviewing and responding to health and safety proactive performance monitoring outcomes <p>This will require an understanding of performance indicators and specifically those determined as 'leading indicators' and associated with; organisational safety and health management, the safety culture and worker beliefs regarding safety and health at work. It will also require an understanding of the various methods that can be used to determine safety and health performance in relation to these leading indicators, and how success will be defined and an understanding of what actions might be necessary following the application of performance analysis.</p> <p>It will require the ability to use various information and measurement gathering techniques, including observation, interviewing and data capture and analysis and the ability to determine what further measures might be required to improve performance. It will be necessary to have the ability to manage individual measurement activities as well as those that are ongoing. These may be system based; such as operator error information systems (such as vehicle tachograph), automatic alarm system operation triggered by human factors (tank filling valve limit switches), or people based such as; cctv, interviews and recording the minutes of safety meetings</p>					
		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Develop and implement inspection and monitoring systems for health and safety proactive performance monitoring	P1 specify the nature and frequency of workplace inspection and monitoring systems and procedures			✓	
	P2 identify and ensure the knowledge, skills and competence of the people who will carry out the inspection and monitoring in your organisation			✓	
	P3 assist in the implementation of appropriate systematic inspections and monitoring systems in your organisation, which may include environmental monitoring and health surveillance	✓			
	P4 use appropriate monitoring equipment		✓		
	P5 ensure that health and safety plans have been implemented		✓		
	P6 review all relevant records required by your organisation for proactive monitoring			✓	
	P7 ensure compliance with the organisation's systems/procedures against legislative/technical standards			✓	
	P8 make sure that minutes of meetings, decisions, recommendations and suggestions relevant to health and safety proactive performance monitoring are managed as is appropriate to your organisation			✓	
	P9 involve relevant stakeholders in health and safety proactive monitoring systems and procedures			✓	
	P10 keep appropriate records of health and safety proactive monitoring systems and outcomes	✓			
Keep key stakeholders informed of health and safety proactive performance monitoring outcomes:	P11 provide written and verbal reports to relevant stakeholders of the outcomes of health and safety proactive performance monitoring of your organisation			✓	
	P12 interpret, to audiences with no special or expert knowledge in health and safety, the outcomes of health and safety proactive performance monitoring of your organisation			✓	
	P13 make recommendations based on the outcomes of health and safety proactive performance monitoring of your organisation			✓	
	P14 respond to the requirements of the regulatory authorities in respect of the outcomes of health and safety proactive performance monitoring of your organisation			✓	



Technician and Manager Standards

HSP8 Develop, implement and review reactive monitoring systems for health and safety

Overview and range

This standard is for people with a role which involves:

- 1 developing and implementing health and safety reactive performance (loss event) monitoring systems; (key losses include injuries, ill health and damage to assets (possessions, property etc))
- 2 developing and implementing loss event investigation systems and procedures;
- 3 investigating loss events; and
- 4 reviewing and responding to health and safety reactive performance monitoring outcomes

This will require an understanding of performance indicators and specifically those determined as 'lagging indicators' and associated with; accidents and ill health, damage or loss incidents, near miss data.

It will be necessary to have an understanding of standards of health and safety performance for different industries and performance benchmarking techniques and an understanding of what actions might be necessary following the application of performance analysis.

It will require the ability to use various information and measurement gathering techniques, including observation, interviewing and data capture and analysis and the ability to determine what further measures might be required to improve performance. It will be necessary to have the ability to manage individual measurement activities as well as those that are ongoing, including the necessity to notify and work with legal advisors and enforcement agents following an incident.

Performance criteria	<i>You must be able to:</i>	Technician		Manager	
		EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Develop and implement health and safety loss event reporting and recording systems	P1 identify health and safety loss events	✓			
	P2 devise suitable and appropriate health and safety loss event reporting forms			✓	
	P3 develop the health and safety loss event reporting and recording procedure			✓	
	P4 assist in the implementation of the health and safety loss event reporting and recording procedure	✓			
	P5 keep records of the health and safety loss events	✓			
	P6 make sure that the relevant health and safety loss events are reported to the regulatory authorities	✓			
Develop and implement health and safety loss event investigation systems and procedures:	P7 identify which health and safety loss events require a formal investigation			✓	
	P8 develop health and safety loss event investigation systems and procedures			✓	
	P9 assist in the implementation of health and safety loss event systems and procedures			✓	
	P10 facilitate health and safety loss event investigations			✓	
	P11 involve key stakeholders in the health and safety loss event reporting, recording, and investigation systems			✓	
	P12 inform key stakeholders of the risk assessments that need to be reviewed in the light of health and safety loss event investigations			✓	
	P13 identify and advise key stakeholders of the possible legal requirements following health and safety loss event investigations			✓	
	P14 manage the implementation of recommendations arising from health and safety loss event investigations			✓	
	P15 keep appropriate records of health and safety investigations	✓			



Technician and Manager Standards

HSP8 (Continued)					
Performance criteria	<i>You must be able to:</i>	Technician		Manager	
		EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Carry out statistical and epidemiological analyses:	P16 carry out relevant statistical analyses and epidemiological analyses of the health and safety loss event data including accidents, ill health including sickness absence, near misses, property, plant and environmental damage			✓	
	P17 present statistical and epidemiological analyses of health and safety loss event data of your organisation in numerical and graphical format (key losses include injuries, ill health and damage to assets (possessions, property etc))			✓	
	P18 interpret statistical and epidemiological analyses				✓
	P19 present to key stakeholders statistical and epidemiological analyses in a meaningful way			✓	
	P20 keep records of health and safety loss event statistical and epidemiological analyses	✓			
Keep stakeholders informed of health and safety reactive performance monitoring outcomes:	P21 inform key stakeholders (written and verbal reports) of the outcomes of health and safety reactive performance monitoring			✓	
	P22 interpret to audiences with no special or expert knowledge in health and safety the outcomes of health and safety reactive performance monitoring			✓	
	P23 make appropriate recommendations based on the outcomes of reactive performance monitoring			✓	
	P24 respond to the requirements of the regulatory authorities in respect of the outcomes of health and safety reactive performance monitoring			✓	



Technician and Manager Standards

HSP9 Develop and implement a health and safety audit

Overview and range

This standard is for people with a role which involves:

- 1 preparing systems for a Health and Safety Audit;
- 2 implementing Health and Safety Audit systems;
- 3 evaluating the compliance of the health and safety management systems of your organisation with the operational and technical standards and procedures specified by management;
- 4 evaluating the compliance with, and relevance of, the health and safety performance standards of your organisation;
- 5 evaluating the compliance of the health and safety management systems of your organisation with the relevant health and safety statutory requirements; and
- 6 recommending changes to improve performance of the health and safety management systems of your organisation

This will require an understanding of the role that auditing plays in the implementation of a safety management system and the types of audit tool that are available. It will be necessary to have the ability to design and implement a health and safety related audit, including the necessary skills to observe and interview, and to produce a report of the finding and recommendations.

Performance criteria	<i>You must be able to:</i>	Technician		Manager	
		EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Prepare to audit the health and safety management system	P1 define the purpose, objective, nature, scope and frequency of health and safety audits for your organisation			✓	
	P2 define the operational and technical standards, and procedures and performance standards, for health and safety in your organisation			✓	
	P3 identify the health and safety statutory requirements relevant to the scope of the audit			✓	
	P4 identify a competent auditor (in-house or external) and suitable audit tool				✓
	P5 agree the audit programme and reporting procedures with the relevant stakeholders			✓	
Carry out a health and safety audit in accordance with the agreed specification	P6 carry out an audit in your organisation.		✓		
	P7 review and evaluate the health and safety documentation of your organisation		✓		
	P8 carry out physical inspections and behavioural observations in your organisation	✓			
	P9 modify the audit programme to meet unexpected situations and requirements				✓
	P10 keep records of the health and safety audit	✓			
Make recommendations based on the results of a health and safety audit:	P11 prepare a written health and safety audit report for your organisation			✓	
	P12 where necessary, quantify the results of the audit report of your organisation			✓	
	P13 make the recommendations necessary to improve the health and safety performance of your organisation, including a realistic implementation timescale			✓	
	P14 present the audit report to the directors and/or senior managers in accordance with organisational procedures			✓	
	P15 advocate, to the relevant stakeholders, the acceptance of the recommendations made to improve the health and safety performance of your organisation			✓	



Technician and Manager Standards

HSP10 Develop and implement health and safety emergency response systems and procedures

Overview and range

This standard is for people with a role which involves:

- 1 planning emergency response systems and procedures;
- 2 implementing emergency response systems and procedures;
- 3 communicating emergency response information; and
- 4 maintaining emergency response systems

This will require an understanding of the different types of emergency that might arise in a workplace and the appropriate response that is necessary to reduce to risks from that emergency situation and restore normal operations safely here this is possible or to take mitigating action to reduce the overall damage caused by the situation.

This will require the ability to undertake an assessment of emergency risk and determine suitable emergency procedures for each. It will also require the ability to develop and introduce emergency procedures and competencies and where necessary procure suitable emergency equipment as well as the necessary training for the use of that equipment.

Performance criteria	<i>You must be able to:</i>	Technician		Manager	
		EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Develop and implement health and safety emergency response procedures:	P1 develop and implement emergency procedures for your organisation (including, where necessary, both on-site and off-site)			✓	
	P2 involve relevant stakeholders in the formulation and implementation of emergency procedures			✓	
	P3 ensure communications are in place with external services for emergency medical care and rescue work		✓		
	P4 make suitable first-aid and fire fighting provision for your organisation		✓		
	P5 check that there are the necessary competencies in first aid and fire fighting in your organisation	✓			
	P6 identify the potential areas and sources of an emergency in your organisation – on site and off site			✓	
	P7 prepare to respond to the requests of the regulatory and local authorities, the emergency services, other authorities, the media and other interested parties regarding an emergency in your organisation			✓	
	P8 keep adequate records of the health and safety emergency response procedures of your organisation	✓			
Develop and implement procedures for the control of a health and safety emergency:	P9 develop and implement a procedure, or procedures, for your organisation for both on-site and off-site emergencies			✓	
	P10 check sufficient facilities, material and equipment, including communication equipment, are available to deal with the control of an emergency in your organisation	✓			
	P11 define competencies required for dealing with emergencies			✓	
	P12 establish effective liaison with the appropriate emergency services and the regulatory and local authorities			✓	
	P13 respond to the requests of the regulatory and local authorities and, where necessary, the requests of the media and other interested parties			✓	
	P14 confirm that the investigation procedure has been carried out effectively				✓
	P15 keep adequate records of the procedures for the control of a health and safety emergency in your organisation	✓			
	P16 monitor and update of emergency plans			✓	
	P17 test suitability of emergency plans			✓	
	P18 review the systems in place to monitor any changes in the organisation or key external partners			✓	



Technician and Manager Standards

HSP11 Develop and implement health and safety review systems

Overview and range

This standard is for people with a role which involves:

- 1 investigating the efficiency and cost-effectiveness of health and safety management systems; and
- 2 developing and implementing changes to improve the efficiency and cost-effectiveness of health and safety management systems

The will require an understanding of the criteria for which health and safety management system is established in the wider context of the corporate strategy. It will require an understanding of business processes and corporate risk strategies so that priorities are synchronous with organisational needs.

It will require the ability to develop a review process that has the appropriate internal and external benchmarks for establishing success criteria including; accident incident rates and occupational ill health statistics, the safety culture and financial and performance for health and safety related projects. It will require the ability to identify where improvements can be introduced and the cost risk benefit of doing so

		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Make sure that each part of the health and safety management system is working as intended:	P1 identify each part of the health and safety management system		✓		
	P2 set targets which are specific, measurable, achievable, relevant and timely			✓	
	P3 define the factors and features that are essential for the effective working of each part of the health and safety management system			✓	
	P4 define the review frequency of each part of the health and safety management system			✓	
	P5 advise relevant stakeholders of any changes that are required to improve the efficient and cost-effective working of each part of the health and safety management system			✓	
	P6 assist in the implementation of any necessary changes to each part of the health and safety management system			✓	
	P7 keep appropriate records of the review of each part of the health and safety management system		✓		
Make sure that the health and safety management system as a whole is working as intended:	P8 assess the efficiency and cost-effectiveness of the health and safety management system				✓
	P9 advise relevant stakeholders of any changes that are required to improve the efficient and cost-effective working of the health and safety management system			✓	
	P10 assist in the implementation of any necessary changes to the health and safety management system		✓		



Technician and Manager Standards

HSP12 Contribute to health and safety legal actions

Overview and range

This standard is for people with a role which involves:

- 1 reviewing health and safety loss event investigation reports from a legal point of view
- 2 identifying the type of law that may be invoked in a case associated with health and safety at work, including possible breaches and penalties
- 3 suggesting probable legal defences; and
- 4 briefing relevant people on health and safety legal matters

This will require an understanding of the different people and perspectives involved in legal actions including; the employer, the employees, regulators and enforcers, injured people or their representatives such as family and insurance agents and the media.

It will require an understanding of:

- Protocols relating to access and distribution of information prior to or during legal actions
- The organisational and individual responsibilities and management of evidence and information
- The processes associated with interviews including human and civil rights
- The use of legal powers to investigate
- The responses that need to be offered to preserve the rights of individuals and organisations under the rules of law

It will require the ability to correctly respond to investigations and legal proceedings and to communicate effectively with legal advisors and enforcement officers and the court on behalf of the employer in matters relating to health and safety.

		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Contribute to legal proceedings of a health and safety <u>criminal</u> action:	P1 provide organisational support and response to any legal action , including criminal investigation or prosecution, civil or private notice of an intended action against individuals or the organisation.			✓	
	P2 advise the relevant stakeholders of your organisation on the action required if any notification in relation to health and safety at work is received from the controlling authorities.			✓	
	P3 advise on the possible extent of legal liability in relation to health and safety at work			✓	
	P4 prepare an advisory briefing in response to legal actions on a case for relevant people			✓	
	P5 provide suitable organisational support to legal agents			✓	
Contribute to a health and safety <u>civil</u> action	P6 provide organisational support or response to any civil action undertaken against the organisation			✓	
	P7 review a health and safety loss event investigation report from the point of view of organisational or individual liability			✓	



Technician and Manager Standards

HSP12 Contribute to health and safety legal actions

Overview and range

This standard is for people with a role which involves:

- 1 reviewing health and safety loss event investigation reports from a legal point of view
- 2 identifying the type of law that may be invoked in a case associated with health and safety at work, including possible breaches and penalties
- 3 suggesting probable legal defences; and
- 4 briefing relevant people on health and safety legal matters

This will require an understanding of the different people and perspectives involved in legal actions including; the employer, the employees, regulators and enforcers, injured people or their representatives such as family and insurance agents and the media.

It will require an understanding of:

- Protocols relating to access and distribution of information prior to or during legal actions
- The organisational and individual responsibilities and management of evidence and information
- The processes associated with interviews including human and civil rights
- The use of legal powers to investigate
- The responses that need to be offered to preserve the rights of individuals and organisations under the rules of law

It will require the ability to correctly respond to investigations and legal proceedings and to communicate effectively with legal advisors and enforcement officers and the court on behalf of the employer in matters relating to health and safety.

		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
	P8 advise your organisation, the claimant or defendant, as the case may be, of the extent of their civil liability and of possible defences in relation to legal action associated with health and safety.			✓	
	P9 make sure that the requirements for responding to legal notices are carried out within the specified time procedures			✓	



Technician and Manager Standards

HSP13 Influence and keep pace with improvements in health and safety practice

Overview and range

This standard is for people with a role which involves:

- 1 keeping up to date with new health and safety legislation and best practice;
- 2 reading and responding to health and safety information;
- 3 attending relevant health and safety groups and committees both internal and external; and
- 4 influencing professional colleagues and others on health and safety matters

This will require an understanding of the basis of competence and role that initial and continuing professional development play in developing and sustaining competence. It will also require an understanding of where information can be sourced from and the authenticity and role of primary and secondary sources of information.

It will require the ability to undertake a periodic self analysis to identify where development needs are evident and any limitations that should be recognised, and to produce and manage an action plan for self development. It will also require the ability to uphold professional standards, including the application of professional ethics, relating to dignity and respect of people affected by the work or activities you do.

		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Identify new developments in health and safety:	P1 identify appropriate sources of information on the latest developments in health and safety	✓			
	P2 evaluate the impact on your organisation of developments in health and safety legislation, policies and practices			✓	
	P3 present best practice and new developments in health and safety to your organisation		✓		
	P4 contribute to appropriate professional technical groups to enhance the development of health and safety		✓		
Influence professional colleagues on health and safety matters:	P5 identify appropriate opportunities to participate in professional discussion and reviews on best practice in health and safety matters		✓		
	P6 contribute to appropriate groups and committees engaged in developing health and safety practice		✓		
	P7 influence the policies and practices of appropriate professional organisations and groups on health and safety matters			✓	
	P8 exchange health and safety best practice with colleagues through meetings, publications, conferences and other appropriated methods		✓		
Develop and maintain your knowledge, skills and competences in relation to your role	P9 maintain your continuous professional development	✓			
	P10 work to the professional principles and ethics recognised by bodies such as ENSHPO	✓			



Technician and Manager Standards

HSP14* Develop and implement occupational health and worker well being					
Overview and range					
<p>This standard is for people with a role which involves:</p> <ul style="list-style-type: none"> Identifying and prioritising occupational health issues Using occupational hygiene methods and tool to determine the effectiveness of controls Planning and implementing occupational health prevention and wellbeing programmes Introducing control measures to control new occupational health risks <p>This will require an understanding of occupational health and occupational hygiene and the impact of occupational ill health on the business and society. There should also be an understanding of the importance of taking a strategic approach and methods to manage occupational ill health in the workplace and a knowledge of other professionals who might be able to provide competent advice on such matters.</p> <p>It will be necessary to have the ability to undertake occupational hygiene activities, occupational ill health measurements and be able to interpret information concerning the most common health issues and apply suitable risk control activities.</p> <p>Health hazards include for example; MSD, Noise, vibration, working in hot or cold environments working in working in working with radiation, hazardous substances at work, work related stress but the focus should be on those topics most relevant to the workplace(s) in question.</p> <p>It will also be necessary to be able to successfully communicate occupational health strategy and procedures to those who might be affected by the hazards.</p> <p>In addition to controlling workplace related health risks there should be an understanding of workforce 'well being' and the activities, and workplace influences may have a positive impact on the health and well being of the workforce</p>					
		Technician		Manager	
Performance criteria	<i>You must be able to:</i>	EQF Level 4	EQF Level 5	EQF Level 6	EQF Level 7
Identify new developments in health and well being of people at work:	P1 Plan and implement an occupational health and hygiene strategy				✓
	P2 Evaluate the impact on your organisation of issues relating to occupational health			✓	
	P3 Identify appropriate sources of information on the latest developments in occupational health and worker well being		✓		
	P4 Review the effectiveness of an occupational health and well being campaigns			✓	
Implement occupational health and well being at work assessment and procedures	P5 Undertake an occupational health assessment for your workplace			✓	
	P6 Undertake occupational health and hygiene measurement activities		✓		
	P7 Record the results of occupational health surveillance	✓			

Note: *This standard has been introduced specifically for the EuSafe project. It completes the OHS standards set. It is not a UK NOS, as this area is covered by standards from other suites. The nomenclature has been selected for continuity but cannot be referenced to the UK database (www.ukstandards.co.uk).