


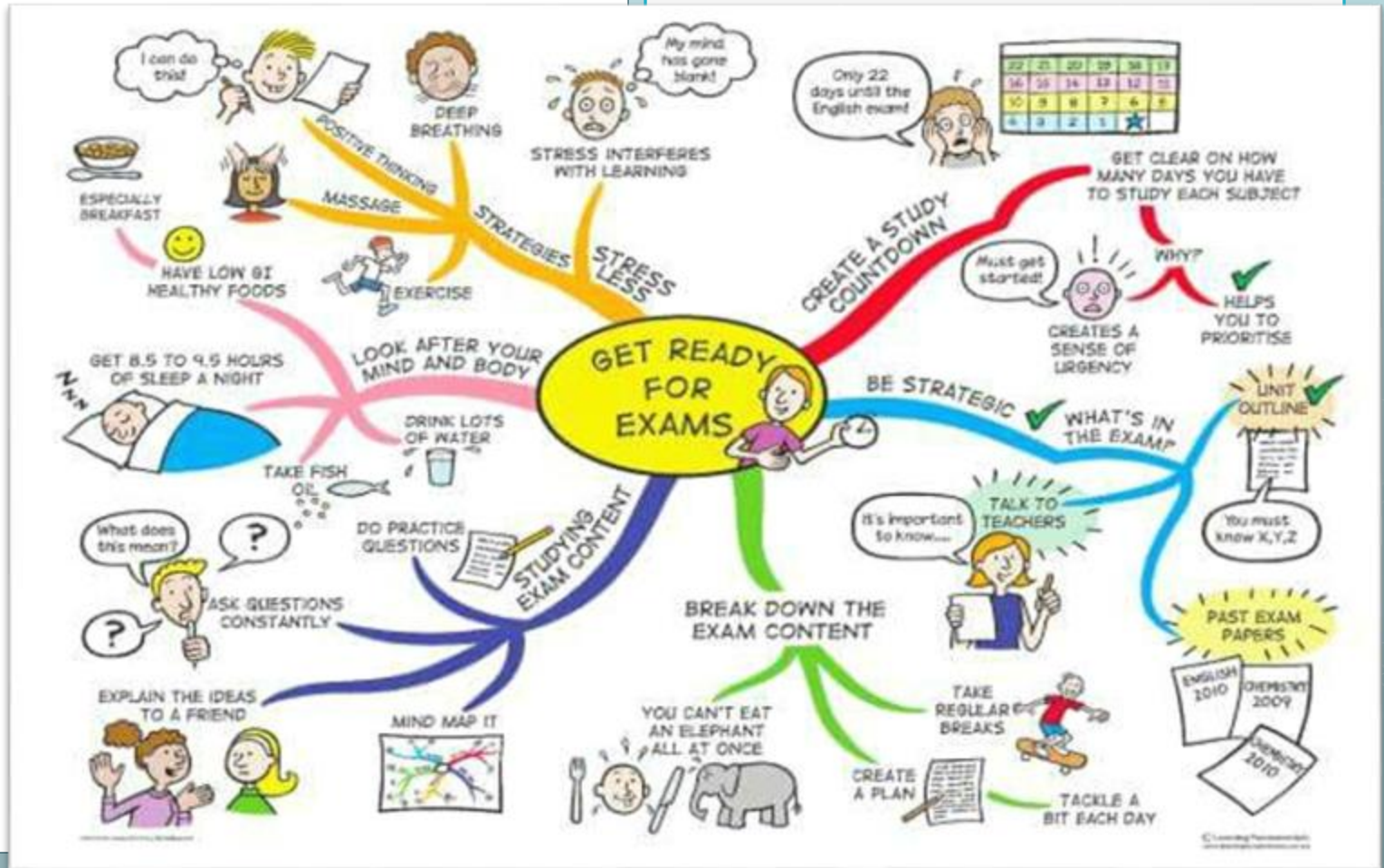


Level 1 / 2 Hospitality and Catering

LO3 Understand how
hospitality and catering
provision meets health and
safety requirements.



TOP TIPS





Make sure you are exam ready

Questions are written in a range of ways. We are going to look at the specification content and then answer some exemplar questions.



LO3 Understand how hospitality and catering provision meets health and safety requirements

AC3.1 Describe personal safety responsibilities in the workplace.

Your rights as an employee to work in a safe and healthy environment are given to you by law and generally can't be changed or removed by your employer. The most important of these rights are:

- as far as possible, to have any risks to your health and safety properly controlled
- to be provided with any personal protective and safety equipment free of charge
- to stop work and leave your work area, without being disciplined if you have reasonable concerns about your safety
- to tell your employer about any health and safety concerns you have
- not to be disciplined if you contact the Health and Safety Executive for Northern Ireland (HSENI), or your local authority, if your employer won't listen to your concerns
- to have rest breaks during the working day
- to have time off from work during the working week
- to have annual paid holiday

Employers have legal responsibilities to ensure a safe and healthy workplace. As an employee you have rights and you have responsibilities for your own wellbeing and that of your colleagues.



Health and Safety and Work Act (1974)

Deals with ensuring the workplace and staff are safe

AC3.1 Describe personal safety responsibilities in the workplace.

- **Your responsibilities**
- Your most important responsibilities as an employee are:
- to take reasonable care of your own health and safety
- if possible to avoid wearing jewellery or loose clothing if operating machinery
- if you have long hair, or wear a headscarf, make sure it's tucked out of the way as it could get caught in machinery
- to take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
- to co-operate with your employer, making sure you get proper training and you understand and follow the company's health and safety policies
- not to interfere with or misuse anything that's been provided for your health, safety or welfare
- to report any injuries, strains or illnesses you suffer as a result of doing your job, your employer may need to change the way you work
- to tell your employer if something happens that might affect your ability to work, like becoming pregnant or suffering an injury - because your employer has a legal responsibility for your health and safety, they may need to suspend you while they find a solution to the issue or problem, but you will normally be paid if this happens
- if you drive or operate machinery, you have a responsibility to tell your employer if you take medication that makes you drowsy - if you have, they should temporarily move you to another job if they have one for you to do

AC3.1 Describe personal safety responsibilities in the workplace.

Responsibilities of Employees

- Take reasonable care of your own (and others) health and safety
- Co-operate with the employer
- Don't misuse or interference with anything provided for your safety

Responsibilities of the Employer

- Ensure safe methods of working
- Ensure safe working conditions
- Ensure all employees receive the relevant information and training
- Keep equipment well maintained
- Provide protective clothing

The Health and Safety at Work Act 1974



Questions



**Health and Safety at
Work Act 1974**
Persons entering these premises
must comply with all safety
regulations under the above act

- The health and safety act was passed with two aims. To extend the coverage and protection of the law. To increase awareness of safety to all employees. State 2 responsibilities of the employees. (2 marks)
- Discuss the main responsibilities of the employer in ensuring the safety of their employees. (4 marks)
- **Use the mark scheme to assess your peers work and suggest areas to improve answers**

Mark scheme

- The health and safety act was passed with two aims. To extend the coverage and protection of the law. To increase awareness of safety to all employees. State 2 responsibilities of the employees. 2 marks.
- **Award one mark for each correct answer.**
- To ensure the area is safe at all times
- To take care of their own safety and not endanger others.
- Discuss the main responsibilities of the employer in ensuring the safety of their employees. 4 marks
- Award 1 mark for a list or one point discussed.
- Award 2 marks for two points with some evidence of discussion.
- Award 3 marks for three points discussed clearly.
- Award 4 marks for a detailed response covering at least four points.
- **Answers may include:**
- Safe work area
- training policy
- risk assessment
- employers responsibility to ensure that the employees are safe at all times
- provide adequate work space
- ensure all staff are trained on any equipment they use
- make all staff aware of the health and Safety policy
- display the HASAWA
- hold regular training for staff to make sure they are aware of current legislation
- complete a risk assessment to highlight any issues such as ventilation, lighting and temperature control
- check machinery is fit for purpose
- display signs such as fire exits.

AC3.1 Describe personal safety responsibilities in the workplace.

- Personal protective equipment
- Your employer must provide personal protective equipment (PPE) to you free of charge. You must use this correctly and follow the training and instruction you've been given.
- In some jobs, failure to use PPE properly can be grounds for disciplinary action or even dismissal. However, you can refuse to wear PPE if it puts your safety at risk, because it doesn't fit properly for example.
- Ask your employer or the firm's safety representative for the right size.
- Sikhs who wear turbans can legally refuse to wear head protection on religious grounds, but Sikhs who don't wear turbans must wear head protection.



Personal Protective Equipment at Work Regulations (PPER)

AC3.1 Describe personal safety responsibilities in the workplace.

- **RIDDOR (1995)** – This deals with injuries and reporting injuries.
- RIDDOR puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).
- **When should accidents be reported?**
- For most types of incident, including:
- accidents resulting in the death of any person
- accidents resulting in specified injuries to workers
- non-fatal accidents requiring hospital treatment to non-workers and
- dangerous occurrences
- the responsible person must notify the enforcing authority without delay, in accordance with the reporting procedure (Schedule 1). This is most easily done by completing a report in the accident book.



AC3.1 Describe personal safety responsibilities in the workplace.

'To spill can kill' C.O.S.H.H

Control Of Substances Hazardous to Health Regulations 1994
10 GOLDEN RULES

- Be sure you can read the labels and follow the instructions for use.
- Use protective clothing provided.
- Don't mix chemicals. Mixing chemicals can kill.
- Never put chemicals into unmarked containers.
- Never put chemicals into bottles or containers that have other uses, for example, eating or drinking.
- Be sure you know what first aid treatment is required if you accidentally spill chemicals on yourself or others.
- Store all chemicals safely.
- Report any damaged containers, spills or faulty containers to a supervisor.
- Always follow the safety rules and develop safe working practices in the workplace.
- Report anything wrong to your supervisor.

- **COSHH (2002)** – This deals with substances that could be hazardous to health.
- COSHH is the law that requires employers to control substances that are hazardous to health. You can prevent or reduce workers exposure to hazardous substances by:
 - finding out what the health hazards are;
 - deciding how to prevent harm to health (risk assessment);
 - providing control measures to reduce harm to health;
 - making sure they are used ;
 - keeping all control measures in good working order;
 - providing information, instruction and training for employees and others;
 - providing monitoring and health surveillance in appropriate cases;
 - planning for emergencies.
- Most businesses use substances, or products that are mixtures of substances. Some processes create substances. These could cause harm to employees, contractors and other people.
- Sometimes substances are easily recognised as harmful. Common substances such as paint, bleach or dust from natural materials may also be harmful.

Tasks and Questions

- Produce a leaflet for a new member of staff to explain the outlines of the HASAWA, RIDDOR and COSHH.
- Describe how you would pick up and transport boxes to avoid physical injury (4 marks)
- Complete the question and look at the model answer that got full marks. Underline the key points and mark your own answer.



Model answers

Write a mark scheme to go with these answers.

- Describe how you would pick up and transport boxes to avoid physical injury. (4 marks)
- Bend knees, straight back, help, trolley, make smaller
- To lift and box safely you should bend you knees and keep you back straight. If the box is too heavy you should ask for help or use a trolley to move it. If you cant get help then you should take some of the things out of the box and then lift it. If it is too heavy wait until someone can help never try to lift it on your own.

AC3.2 Identify risks to personal safety in hospitality and catering

AC3.3 recommend personal safety control measures for hospitality and catering provision.

- Risks to Health
- Risks to security
- Level of risk in relation to employers. Employees, suppliers and customers.
- We have covered risks to health within the previous slides on the HASAWA, RIDDOR. COSHH and PPER.
- We will now look at risks to security and how to complete a risk assessment.



AC3.2 Identify risks to personal safety in hospitality and catering

AC3.3 recommend personal safety control measures for hospitality and catering provision.

o DATA PROTECTION ACT



Data Protection Act 1998

The [Data Protection Act](#) controls how your personal information is used by organisations, businesses or the government.

Everyone responsible for using data has to follow strict rules called 'data protection principles'. They must make sure the information is:

used fairly and lawfully

used for limited, specifically stated purposes

used in a way that is adequate, relevant and not excessive
accurate

kept for no longer than is absolutely necessary

handled according to people's data protection rights

kept safe and secure

not transferred outside the [European Economic Area](#) without adequate protection

AC3.2 Identify risks to personal safety in hospitality and catering

AC3.3 recommend personal safety control measures for hospitality and catering provision.

- Any information given to the industry about customers or staff must not be shared with anyone else.
- It should be stored safely and disposed of when no longer needed

The Data Protection Act

- The Data Protection Act (1998) protects personal information that we have to give.
- It also allows us to see information about ourselves. It is very important to record information accurately.

AC3.2 Identify risks to personal safety in hospitality and catering

AC3.3 recommend personal safety control measures for hospitality and catering provision.

- As part of managing the health and safety of your business you must control the risks in your workplace. To do this you need to think about what might cause harm to people and decide whether you are taking reasonable steps to prevent that harm. This is known as risk assessment and it is something you are required by law to carry out. **If you have fewer than five employees you don't have to write anything down.**
- **A risk assessment is not about creating huge amounts of paperwork , but rather about identifying sensible measures to control the risks in your workplace.** You are probably already taking steps to protect your employees, but your risk assessment will help you decide whether you have covered all you need to.
- Think about how accidents and ill health could happen and concentrate on real risks – those that are most likely and which will cause the most harm.
- For some risks, other regulations require particular control measures. Your assessment can help you identify where you need to look at certain risks and these particular control measures in more detail. These control measures do not have to be assessed separately but can be considered as part of, or an extension of, your overall risk assessment.

AC3.2 Identify risks to personal safety in hospitality and catering

AC3.3 recommend personal safety control measures for hospitality and catering provision.

- How to assess the risks in your workplace
- Identify the hazards
- Decide who might be harmed and how
- Evaluate the risks and decide on precautions
- Record your significant findings
- Review your assessment and update if necessary
- Many organisations, where you are confident you understand what's involved, can do the assessment themselves. You don't have to be a health and safety expert.
- When thinking about your risk assessment, remember:
- a **hazard** is anything that may cause harm, such as chemicals, electricity, working from ladders, an open drawer etc
- the **risk** is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be
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The following are examples of risk assessments completed by students for events in school.

- TASK.
- Complete a risk assessment for your food room for a practical lesson.
- Remember to identify the risks, state who can be harmed and how to control the risks.

Risk Assessment

Hazard	Who it can affect.	Control
Snow blocking the fire door, so a slipping hazard in the event of a fire.	Everybody	Keep the path clear on the fire door and keep an eye on the weather to make sure everyone can get home safely.
Being cut by sharp objects	Everybody	If cut, wash cut in cold water and then cover with a blue waterproof plaster.
Pathway in Kitchen	Everybody	Keep things off the floor and clean pathway.
Slips + Trips	Everybody	Clean the floor, make sure it's dry,
Table cloths and material on floor	Everybody	Make sure the floor is clear
Fire exits blocked	Everybody	Make sure the fire exits are clear.
Entrances blocked	Everybody	Make sure all entrances are clear.
Dirty Sinks	Mainly Staff	Clean the sinks out thoroughly using anti-bacterial soap.
Broken pots and plates	Everybody	Clean up immediately and cordon off the area until all sharp bits are cleared away. Otherwise just be careful.
Hobs being ignited improperly	Staff	Hold the knob on the cooker down for 30 seconds after lighting to make sure it won't go out.
Ovens being left on	Staff	Turn them off after use.
Hobs being covered	Staff	Make sure they're not covered.
Bleach in Kitchen/Chemical contamination	Everybody	Tidy all cleaning products away.
Knives being left on the side	Staff	Make sure all knives are put away in the holdalls. Put them away after use.
Anti-bacterial cleaner left on the side	Staff	Tidy all cleaning products away.
Fire	Everybody	Follow the fire drill.
Dirty floors	Everybody	Clean the floors.
Material next to a hot oven	Staff	Move all materials away from hot ovens to prevent them setting on fire.

Risk Assessment

In a kitchen establishment, we needed to be able to recognise if there are any problems in a kitchen, our teacher set one up and we had to identify if the key points, here are our results:

Hazard	Who it can harm	How to control it
Snow – could block the fire doors and it could also cause people to slip an fall	Everybody	We need to keep the pathway from the fire exit door to the fire assembly point clear, it blocks the door and people can slip on it making it a hazard as it could cause serious harm
Cuts – they need to be covered with a blue plaster so it is obvious to people you have cut yourself and it is easy to see if it gets into food	Everybody (but mainly staff)	If someone has a cut, we need to make sure they are washed and clean, pressure is applied if necessarily and then covered with a blue plaster.
Pathway	Everybody	Keep floors and doors clear, and make sure there is nothing blocking peoples way.
Slips and trips – from anything blocking the alley ways or doors	Everybody	If people fall, people may break some bones, so keep floors clear and keep checking conditions of floors and units.
Table cloth on the floor	Everybody	Make sure the floors are clear, check them every once and while to make sure there are no hazards
Fire exit and entry door	Everybody	Make sure the doors are clear, and the floors are clear, so move anything in the way of letting people get in and out easily.
Dirty sink	Staff	Make sure all the pots you wash are cleaned well, make sure you dry them properly and not put back wet, you need to make sure that
Broken pots and plates	Everybody	Make sure all the plates and cutlery and any other equipment are not broken, and that they are okay to use, if one does brake you need to transfer the food onto a different plate and take it to the customer and apologise for the delay.
Hobs being covered	Staff	Make sure all the hobs are either on or off and make sure they are all clear of items for example make sure there are no plastic carrier bags on top of them.
Bleach in kitchen	Everybody	There has to be a chemical cupboard in the kitchen where all the chemical items are kept in case you need to use them.
Hot plates	Everybody	You need to have a sign in front of the plates and that it is labelled hot plates and there should be some clean tea towels/napkins/serviettes there to hold them with as you take them to your customers, you also need to warn your customers.
Microwave	Staff	Make sure that you don't put anything in a metal container or bowl in the microwave.
Mirror	Everybody	Make sure there are no objects hanging off the side, and that they are clear and free from anything falling off them and hurting anyone.
Fat in tray	Staff	Make sure that any of the cooking utensils you use are put back clean and they are not left out dirty where it can cause mould or any other bacteria.



- When planning a room for an event of any kind e.g. Function or meeting, health and Safety is important.
- Describe how you would ensure the room is safe for the customers. (6 marks)

Model answer

- ▶ When planning a room for an event of any kind e.g. Function or meeting, health and Safety is important.
- ▶ Describe how you would ensure the room is safe for the customers.
- ▶ Trips, spills, decorations, fire, first aid, wheelchair, signage, sharp objects, lighting, damaged equipment
- ▶ When planning a room for any event it is important to ensure it is safe for all the customers. There should not be anything that can cause people to trip like table clothes hanging on the floor or bags and coats in the alleyways between tables. It is important that there is room for everyone to get between the tables and this includes wheelchair access. If anything is spilt on the floor it should be cleaned up and a wet floor sign put up so that there is less risk of staff or customers slipping. Fire exits should be well sign posted and clear to enable a fast exit in the event of a fire. Relevant fire extinguishers should be in place and staff should be briefed on fire safety and how to get customers out quickly and safely. There must also be a qualified first aider and staff should be aware of who this is. Any decorations that have been put up should be secure and away from any source of heat. Warning signs should be in place for things like hot counters where food is served and staff can tell customers that plates are hot. All sharp objects should be kept away from the edges of tables and broken glass cleaned up immediately. Rooms should have good lighting and be free from any damage like torn carpets that can cause tripping hazards. One way to ensure the room is safe is to complete a risk assessment before the event to make sure everything is safe and ready.
- ▶ **Use the mark scheme to mark this answer. Justify your marks and suggest ways to improve.**

Mark scheme

- Award 1 mark for a list or one point described.
- Award 2 marks for two points described
- Award 3 marks for three points discussed
- Award 4 marks for a detailed response covering at least four points
- Award five marks for a clear answer that flows well and clearly explains five or six points.
- Award 6 marks for a clear answer that clearly explains more than six points in detail
- Answers may include:
 - ▶ Trips and spills
 - ▶ Decorations
 - ▶ Fire exits, procedures and fire fighting equipment
 - ▶ first aider and first aid kit
 - ▶ Wheelchair access
 - ▶ Signage
 - ▶ sharp objects
 - ▶ Lighting
 - ▶ damaged equipment
 - ▶ Size of room suitable for amount of people
 - ▶ Space between tables
 - ▶ Electric wires covered
 - ▶ Complete a risk assessment