

Domain Title:	OCCUPATIONAL HEALTH AND SAFETY Investigate and evaluate health and safety incidents, accidents and complaints in the workplace	Unit ID: 858
Level: 5		Credits: 8

Purpose

This unit standard specifies the competencies required to investigate and evaluate health and safety incidents, accidents and complaints in the workplace. It includes demonstrating knowledge of needs to investigate and evaluate health and safety incidents and accidents; investigating workplace incidents, accidents and complaints; and making recommendations as a result of workplace investigations. This unit standard is intended for everyone at work; it is about having an appreciation of significant risks in the workplace.

Special Notes

1. Entry information:

Prerequisite:
 - *None*
2. This unit standard is to be delivered and assessed in the context of Occupational Health and Safety operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. To demonstrate competence, at a minimum, integrated authentic and fit-to-purpose assessment must be carried out as a series of structured and documented, evidence gathering processes throughout the learning period. The learner's performance must be assessed through the use of a range of methods and culminates in a final summative assessment. Method of assessment may include but are not limited to – written or oral tests, simulation, reflections on self- peer group- and co-assessment, written reports, and work plans.
4. Assessment evidence may be collected from a real workplace or an appropriate simulated environment in which Occupational Health and Safety operations are carried out.
5. The prime purpose of investigation is to prevent re-occurrence, and implications associated with of the Labour Act and its regulations are dealt with appropriately.
6. Barriers may refer to but are not limited to hassle, fear, paper work, peer pressure, and no understanding of purpose. The solutions may include training, good feedback, encouragement, and 'no blame' policy.

7. The concept of multi causation may include but is not limited to immediate causes, underlying causes, and link(s) between immediate and underlying causes. It also includes the need to address underlying causes to genuinely prevent recurrence.
8. Glossary of terms
 - *'Techniques to overcome barriers'* refers to the different ways in which the barriers to incident/accident and complaint reporting are dealt with
 - *'Health'* refers to a state of complete physical, mental and social wellbeing, not merely the absence of disease or infirmity.
 - *'Safety'* refers to an ongoing process where by all risks are assessed and appropriate action is taken to bring those risks to an acceptable level.
 - *'Specifications'* refers to and includes any, or all of the following: manufacturer's specifications and recommendations, legislation and statutory requirements, and organisation's policies, procedures and guidelines.
9. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with statutory requirements and manufacturers' and/or company's guidelines and instructions.
10. Regulations and legislation relevant to this unit standard include the following:
 - The Constitution of the Republic of Namibia
 - Labour Act 2007 (Act no. 11, 2007)
 - Government Notice No. 156 Labour Act, 1992: "Regulations Relating to the Health and Safety of Employees at Work"
 - Presidential Proclamation No. 10 Labour Act, 1992 Part XI, Section 101 of the Labour Act 1992)
 - HIV Code on Employmentand all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Demonstrate knowledge of needs to investigate and evaluate health and safety incidents and accidents

Performance Criteria

- 1.1 The prime purpose of incident/accident investigation and the legislative and organisational requirements for reporting are explained.

- 1.2 Barriers to incident/accident reporting are identified.
- 1.3 The techniques to overcome barriers to incident/accident reporting are demonstrated.
- 1.4 The importance of the concept of multi causation for further investigation is explained.
- 1.5 Benefits of effective, consistent reporting are explained.

Element 2: Investigate workplace incidents, accidents and complaints

Range

The company's process of dealing with incidents, accidents, and complaints may include but is not limited to detailing in terms of prevention of escalation, administrating assistance, notifying other parties, isolation of the scene, establishing and recording the events of the incident/accident or complaint.

Companies' requirements may require classifying investigations in different categories relating to the potential of the incident/accident or complaint. The incident/accident potential may include but is not limited to potential harm to personnel, plant and environment, and public. The level of investigation may include but is not limited to department management, site management, regional management, and/or national management.

Performance Criteria

- 2.1 Workplace incidents, accidents and complaints are examined and reported in accordance with legislative and workplace requirements.
- 2.2 Relevant documentation and supportive materials are identified.
- 2.3 People involved in the investigation are briefed to make them understand the purpose of the investigation and the way it will be conducted.
- 2.4 Opportunities are provided to people to clarify any points they are unsure of in an investigation.
- 2.5 Accurate and comprehensive information is gathered in a supportive and sensitive manner from people involved.
- 2.1 All documentary evidence to identify and review any inconsistencies is evaluated.
- 2.2 Reports containing the incidents, accidents and complaints in the required format and timescale are prepared.
- 2.3 Reports are forwarded to relevant people within the agreed timescale in accordance with legislation and workplace requirements.

Element 3: Formulate recommendations as a result of workplace investigations

Range

Recommendations may include but are not limited to identifying measures for review, for corrective action, for relation to root-cause determination which may include sorting into chronological order and cause and effect determination in relation with organisational requirements, and recommendations to prioritise.

Performance Criteria

- 3.1 Recommendations for improving health and safety are based on accurate and detailed analysis of all reports, advice and support material collected during the investigation.
- 3.2 Recommendations are developed in line with current work practices, relevant legislation and workplace health and safety instructions.
- 3.3 Recommendations are presented to relevant people in the agreed format and timescale.
- 3.4 Realistic and achievable action plans for recommendations are produced, carried out and reviewed for effectiveness.
- 3.5 Review process to measure implementation is included in the plan according to company's specifications.

Registration Data

Subfield:	Preventive Health
Date first registered:	
Date this version registered:	
Anticipated review:	
Body responsible for review:	Namibia Training Authority