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|  |  | **Unit ID: 06** |
| **Domain** | Office Administration and Technology  |  |
| **Title:** | **Follow workplace safety, security and emergency procedures in an office environment** |  |
| **Level: 2** |  | **Credits: 8** |

**Purpose**

This unit standard is intended for those who follow workplace safety, security and emergency procedures in an office environment. People credited with this unit standard are able to identify, prevent and report safety hazards and risks in the workplace; follow safe workplace procedures; assist with implementation of safety policy and procedures in the workplace; maintain security procedures and report security risks and breaches; and follow emergency procedures.

This unit standard is intended for those who work in an office environment.

# Special Notes

1. Entry information

Prerequisite

* *None*
1. Courses associated with this unit standard are to be delivered in the context of Office Administration and Technology and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
2. Assessment may be conducted at a real workplace or an appropriate simulated environment in which office administrative activities are carried out.
3. Glossary of terms
	* ‘Safety’ the condition of being protected from harm or danger
	* ‘S*afety policies’* are work principles adopted by an organisational policy and or industry to ensure that the risk of injury or harm to workers is minimized, for example by wearing protective clothing.
	* *‘Personal protective equipment’* are prescribed as equipment worn to minimise exposure to hazards that cause workplace injuries and illnesses. Personal protective equipment and clothing may include but is not limited to overalls or uniforms, gloves, safety glasses/goggles and hair nets/covering.
	* ‘R*isk assessment’* is an estimation of the possibility of danger, loss, injury or other adverse consequences.
	* *‘Emergency procedure’* is a policy on conduct in a prescribed order and manner, during a sudden state of danger that requires immediate action.
	* *‘Evacuation’* is the urgent and orderly removal of people from a place of danger, for example, when premises are on fire.
	* *Wellbeing’* a state of complete physical, mental and social wellbeing.
	* *‘Specifications’* refers to manufacturer specifications and recommendations, workplace specific requirements.
4. Safe working practices must include but is not limited to day-to-day following of safety policies and procedures; risk assessment; emergency procedures; the use of basic firefighting equipment.
5. Regulations and legislation relevant to this unit standard include the following:
* Labour Act, No. 11 of 2007
* The Social Security Act 1994
* Occupational Health and Safety Regulations No. 18, 1997
* 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 who 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 on [www.namqa.org](http://www.namqa.org) and the Namibia Training Authority on [www.nta.com](http://www.nta.com).na

# Elements and Performance Criteria

**Element 1: Prevent and report safety hazards and risks in the workplace**

**Range**

Hazards may include but are not limited to work in confined spaces; accidents; incidence and clients posing risk of causing harm to themselves or others.

Potential risks may include but are not limited to claustrophobia; fainting; physical injury; breathing problems; threats; violence; break-in or entry and infectious diseases or viruses.

Workplace safety action to reduce risk of clients causing harm to self or others may include but is not limited to promptly reporting risk; protecting all concerned from harm; ensuring high quality of care; taking potentially contentious decisions after appropriate consultation with colleagues, managers and supervisors.

Firefighting equipment includes but is not limited to fire hydrants and hoses, manual firefighting instruments fire hydrants and hoses, portable fire extinguishers including foam, water, carbon dioxide (CO2), dry chemical and wet foam; sprinkler systems; fire blankets.

Organisational policies and procedures may include but are not limited to workplace guidelines, standard operating procedures.

**Performance Criteria**

* 1. Safety hazards in the office environment and their common causes are identified in line with organisational policy and procedures.
	2. Potential safety risks associated with hazards in the office environment are identified, assessed and reported to designated persons in line with organisational policies and procedures.
	3. Workplace action is taken to reduce the risk within the scope of individual responsibility in line with organisational policies and procedures and occupational health and safety regulations.
	4. Firefighting and personal safety equipment are identified, accessed and used when required in line with manufacturer’s instructions and organisational policy and procedures.
	5. Work procedures are followed to identify, prevent and report safety hazards and risks in the workplace.

**Element 2: Follow safe workplace procedures**

**Range**

Personal fitness of office personnel includes but is not limited to wellbeing, personal or professional circumstances.

**Performance Criteria**

* 1. Personal fitness of office personnel to provide effective professional service is confirmed in line with organisational policies and procedures.
	2. Office tasks are performed in a safe manner and in line with legislative requirements and organisational policies and procedures.
	3. Use of personal protective equipment and clothing are demonstrated and stored in line with organisational policies and procedures.
	4. Safety signs and symbols are identified and followed when relevant and in line with organisational policies and procedures.
	5. Tools and equipment selected to carry out tasks consistent with the requirements of the job are checked for serviceability, and faults are rectified or reported prior to commencing tasks.

**Element 3: Assist with implementation of safety policy and procedures in the workplace**

**Performance criteria**

3.1 Workplace safety requirements relevant to own role and responsibilities are identified and complied with in line with legislative and organisational requirements.

3.2 Work is conducted in line with safe work practices, relevant legislation and organisational Occupational Health and Safety (OHS) policies and procedures.

3.3 Occupational health and safety issues are raised with relevant people in line with legislative and organisational requirements.

**Element 4: Maintain security procedures and report security risks and breaches**

**Range**

Workplace security procedures may include but are not limited to workplace standard operating procedures and policies; policies and procedures for responding to security threats, situations and emergencies; workplace security program and related policies and procedures.

Security measures may include but are not limited to security guards at access points and gates to secured areas; locked doors, gates and fences; use of personal electronic access cards; escorts for visitors in restricted areas; use of identity (ID) cards panic button and severance camera.

Identifying security threats or situations includes but is not limited to instructions, procedures, applicable regulatory requirements, ID cards and other information relevant to security.

Designated personnel may include but are not limited to designated safety officers appointed by the organisation; supervisors, managers or other senior personnel and health and safety representatives.

**Performance Criteria**

4.1 Individual response is made to an identified security threats or situations in line with organisational policies, received instructions, security procedures and regulatory requirements.

4.2 Assistance in dealing with security threats or incidents is provided in line with directions of the controlling security or emergency authority, organisational policies procedures and within limits of responsibility and duty of care.

4.3 Workplace property is secured where relevant and workplace security procedures and applicable security measures are followed to monitor that property is secure within specified locations where relevant.

4.4 Any breaches of security requirements are promptly reported to designated personnel in line with organisational security procedures.

4.5 Signs of pillaging, theft and interference are recognised and promptly reported to designated personnel in line with organisational security procedures.

**Element 5: Follow emergency procedures**

**Range**

Personnel to be contacted in case of emergencies, accidents and fires, or to receive reports about risks, are designated safety officers appointed by the organisational policy and, who have received specific safety response training; as well as supervisors, managers or other senior personnel, identified Safety, Health and Emergency representatives.

Emergency procedures include but are not limited to extinguishing fires, organisational first aid requirements and evacuation.

**Performance Criteria**

5.1 Personnel are identified in the event of an emergency in line with organisational policy and procedures.

5.2 Workplace procedures for dealing with accidents, incidents, fires and emergencies are followed within scope of responsibility.

5.3 Emergency and evacuation procedures are carried out when required according to organisational policy and procedures.

5.4 Occupational Health and Safety forms are completed in line with organisational requirements.

5.5 Report forms associated with security accidents, incidents or threats are completed in line with workplace requirements and applicable security requirements.

**Registration Data**

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| **Subfield:** |  |
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| **Date first registered:** |  |
| **Date this version registered:** |  |
| **Anticipated review:** |  |
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| **Body responsible for review:** | Namibia Training Authority  |