

Unit 3 - Develop and implement effective communication systems for health and safety information

Learning Outcome – The learner will:	Assessment Criterion - The learner can:
1.0 Be able to evaluate health and safety information.	<p>1.1 Research proposed and new health and safety legislation, codes of practice, standards, health and safety risk assessment and control procedures and practices, technical developments and best practice in order to:</p> <ul style="list-style-type: none"> • develop as appropriate to the organisation • implement as appropriate in the organisation. <p>Example could be to create a Procedure or Safe System of Work (Method Statement / Safe Operating Procedure) and then implement it.</p> <p>I will use DSE Risk Assessments Procedure as an example.</p> <ul style="list-style-type: none"> • What documents did you research? Upload these documents (HSE documents for example). • What websites did you check? (upload screen shots) • Develop the procedure. • Implement the procedure by arranging for the procedure to be communicated, then people trained in the procedure and finally arrange for DSE Risk Assessments to be conducted. <p>I have used procedures as an example. You could use research to complete a number of tasks for example investigating and accident, carry out risk assessments etc.</p>
	<p>1.2 Evaluate health and safety information for the organisation:</p> <ul style="list-style-type: none"> • coming into the organisation • flowing within the organisation • going out of the organisation. <p>Step 1: Use examples of how you used health and safety coming into the organisation for example: Researching standards and guidance and information from 3rd parties to create the procedure in 1.1.</p> <p>Step 2: Use examples of how you evaluate and deal with communication flowing internally. This could be for example: Communicating the draft procedure internally for consultation and making changes following the feedback provided before completing the final draft.</p> <p>Step 3: What company Risk Assessments and Procedures, Site Rules etc are communicated to contractors? What communication flows to the insurance companies and enforcing authorities.</p>

	<p>I have used procedures as an example but there are others sources of health and safety information flowing into the organisation, within the organisation and flowing out of the organisation.</p>
<p>2.0 Be able to produce communication systems for health and safety information into the organisation.</p>	<p>2.1 Develop appropriate systems for communicating health and safety information relating to input materials, goods, equipment, services and resources bought in by the organisation covering:</p> <ul style="list-style-type: none"> • proactive monitoring • health and safety performance initiatives • health and safety promotion activities • reactive monitoring. <p>This related to how you would communicate information coming into the organisation (Communication of INPUTS).</p> <p>Example could be:</p> <p>Communicating manufacturing instructions to employees. Using the manufacturer’s instructions to create Safe Operating Procedures for work equipment.</p> <p>This could also be for example Safety Data Sheets for Chemicals. Create a COSHH Risk Assessment and communicate and implement that risk assessment.</p> <p>Attendance at IOSH seminars, then take the information gained at the seminar and implement it in the workplace.</p> <p>Or any other inputs you can think of</p> <hr/> <p>2.2 Effectively communicate health and safety information to the organisation using a range of methods.</p> <p>Communicate Health & Safety information internally. Use different communication methods for example:</p> <ul style="list-style-type: none"> • Toolbox talks • Meetings • Inductions • Emails • Intranet • Posters • Notice boards • Memos

- Videos
- Training
- Conference calls

Think about verbal, non-verbal, formal, informal

These are just some examples.

2.3 Communicate health and safety information externally to the organisation.

This could be communicating with contractors, clients, enforcing authorities, consultants, insurance company etc.

2.4 Maintain records of all health and safety information relating to input materials, goods, equipment, services and resources bought in by the organisation.

This could be equipment purchased, chemicals or other materials purchased, contractors used.

Examples of evidence could be equipment inspections, chemical & COSHH registers, contractor vetting documentation.

Also consider defect, maintenance, repair and servicing records as the input goods or services will need to be used after they are purchased.

Also consider records relating to monitoring contractors (spot checks etc).

2.5 Manage the communication systems for the health and safety activities of the organisation.

Once the communication system is up and running, what do you do to ensure it is still working as it should?

Do you:

- Observe toolbox talks and provide feedback
- Manage meeting minutes
- Spot check notice boards
- Recall old versions of documents
- Ensure Safety Committee Meetings run as planned and to an agenda

These are just examples

2.6 Confirm that the health and safety culture and policy are kept in the forefront of the activities of the organisation.

	<p>Use tasks from Unit 1 & 2 but ensure the organisation continues to communicate, promote and discuss the Health & Safety Culture and Policy on a continual basis.</p> <p>For example, ensure these are included as agenda items in the Health & Safety Committee.</p> <p>Ensure these are covered during induction etc.</p>
<p>3.0 Be able to control the effectiveness of the communication systems for health and safety information going out of the organisation.</p>	<p>3.1 Confirm that the statutory reporting of the health and safety information required from the organisation to the regulatory and local authorities is carried out.</p> <p>Example: Provide evidence that certain unwanted events are reported as RIDDORS to the HSE. If no RIDDORS have been reported then provide evidence that there is a system and process in place to do so and the details are included in a documented Incident (Accident) Investigation and Reporting Procedure.</p> <p>3.2 Confirm that the health and safety information of the organisation is communicated, where appropriate, to trade associations, voluntary bodies, interested parties and individuals.</p> <p>Examples: Provide evidence of communications with trade associations, voluntary bodies, interested parties and individuals. This could be for example enforcing authorities, consultants, insurance company etc</p> <p>3.3 Ensure that the health and safety information of the organisation for products, services and waste is communicated to the stakeholders.</p> <p>This is about communicating key information to stakeholders. Key Stakeholders are people that have some degree of control over how the organisation is run for example Directors, Senior Managers, Shareholders etc. This could be for example:</p> <ul style="list-style-type: none"> - Reports - Committee Meeting Report - Annual Reports and Statistics - Email - Briefings <p>3.4 Ensure that the relevant health and safety standards and procedures of own organisation are provided to contractors.</p> <p>What system does the organisation have in place to communicate key information with contractors? This could be for example; procedures, risk assessments, safe systems of work, site rules, contractor induction etc.</p>
<p>4.0 Know how to develop and implement effective</p>	<p>4.1 Evaluate the development and implementation of effective communication systems for health and safety information.</p>

communication systems for health and safety information.	<p>Look at what you did to improve existing communication systems. Maybe you completed an audit and identified that communication was lacking or had deteriorated in some areas and had to be improved. What were these improvements?</p>
	<p>4.2 Explain the principles and concepts of:</p> <ul style="list-style-type: none">• written and verbal communication• electronic information, retrieval, storage and communication systems. <p>Analyse the methods of communication in the organisation. You may decide to create a document listing the different communication systems used in the business and ones that could be used, then provide details on the positives and negatives of each communication system. You could present this in table format and then submit as evidence.</p>
	<p>4.3 Analyse the external factors influencing communication systems for health and safety information, to include:</p> <ul style="list-style-type: none">• health and safety risk assessment, control procedures and practices, technical developments and best practice• proposed and new health and safety legislation, codes of practice and standards• health and safety promotional activities relevant to the needs of an organisation• health and safety statutory reporting requirements for an organisation• health and safety statutory information requirements for the products, services, and waste of an organisation• health and safety standards and procedures of an organisation that are relevant to the contractors used by the organisation. <p>Analyse external factors that could influence communication system for health and safety information. To do this you could list the external factors for example:</p> <ul style="list-style-type: none">- Legislation- Manufacturer's instructions, information, and updates- Regulatory bodies- Trade associations- Trade unions- Technological Influences i.e. Apps, software <p>Then write down the impacts these could have on communication systems. Remember this could be positive or negative influences. This could be presented in table format and submitted as evidence.</p>