

## Work Experience: Health and safety in the workplace 2

**Aim** To encourage a student to think about issues of health and safety in the store for the customers.

**Preparation** VIEW Retail must be pre-installed on a stand alone PC or network (where licensed). The work experience activity could be undertaken by an individual or group of students.

Students will need some support in beginning their exploration of VIEW Retail. This can be achieved through a quick demonstration of by using the 'student guide' first. The students may also benefit from having access to maps on a printed sheet, to help them navigate around.

Students will need the attached student sheet with a pen or pencil, writing on the sheet or on another piece of paper.

**Links to WRL** Work experience preparation

**Outcomes** Improved skills with VIEW  
Familiarisation with topic content in VIEW  
Improved work experience

**Pre activity** Stress importance of following the student sheet and not getting distracted. Offer help if lost to get back on track.

Before attempting the task the students should discuss the concept of a 'hazard' or 'risk' in the store and understand the difference between the two terms. They should appreciate that the House of Fraser has a duty of care to look after their customers whilst they are in the store, making sure they do not expose them to any unreasonable risk of harm.

What type of risks might the store present and what could the consequences of any accident be? The students must be alert to the fact that different people may be more 'at risk' or may suffer more from any accident, such as the elderly, disabled, pregnant women, young children etc.

**Activity** The student begins at the HoF entrance and follow the printed visit guide. The student will visit three sales areas in the store and use any information they find, together with their imagination to make a list of any possible risks to the health and safety of customers.

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- Post activity** Students can compare their respective lists and build up a class view of potential risks in each sales area. They can discuss which area presents the most risk!  
The concept of the probability of a risk occurring against the potential consequences may provoke a range of points of view.
- Extension activities** Students can begin to discuss how they might protect the customer against each risk that they have identified. Brighter students might begin to understand that some risks can be eliminated, some avoided, some protected against etc.

**You will need...**

You will need a paper and a pen or pencil to make some notes. Having a printed copy of the floor maps might be useful to help you find your way around.

Each of the sales areas below can be found in the House of Fraser store. They each promote different products, but do any of them present any risks to the health and safety of members of the public?

Find each of these sales areas in the store and look around.

Make a list of any hazards that you think these sales areas might present to the public. A hazard is something that might cause someone harm. For each hazard in your list make it clear what the hazard is, what harm the hazard might cause and the risk of any harm occurring.

Use this table to record your results.

The hazard	The harm that might be caused to a customer and what type of customer is most at risk.	The risk that this harm might occur. Likely, possible, unlikely

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Which risks do you think most likely to happen and which risks would have the worst consequences for the customer?

The main entrance to the store.

*The first point inside the store with the doors and the cosmetics areas in view.*

The TV sales area

*Go up to the fifth floor and move towards the west end of the sales floor.*

The lighting and restaurant area

*Go up to the fifth floor and move towards the east end of the sales floor.*

If members of the public have access to the workplace where you are placed for work experience, then record any examples of hazards and how they are protected from a risk of harm.