

Work Experience: Health and safety in the workplace 3

Aim To encourage a student to think about issues of health and safety and to risk assess a work activity happening in the store.

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. The students may need help in locating the timeline entry for the bathroom accessories display.

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 and their employees, making sure they do not expose them to any unreasonable risk of harm.

Businesses often 'risk assess' an activity before it begins and take action to reduce any risk of harm to a minimum. The students should be briefed on the activity that they will risk assess. They may need to be reminded that they are looking at what the employee is doing, what tools and materials are being used and any risk to the customers. Some students might identify the quality of the finished display as a potential risk to customers, particularly since it involves glass objects.

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Activity The student begins at the HoF entrance and follows the printed visit guide. The student will visit a sales areas in the store where a visual merchandiser is preparing a new bathroom accessories display. The nature of the preparation and the location presents health and safety issues for the protection of the employee and any customers closeby.

The student will engage in identifying hazards and suggesting what could be done to reduce any risks.

Post activity Students can compare their respective lists and build up a class view of potential risks in the sales area display preparation.

The concept of the probability of a risk occurring against the potential consequences may provoke a range of points of view.

Extension activities Brighter students might begin to understand that some risks can be eliminated, some avoided, some protected against etc and hence categorise their responses.

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.

The visual merchandisers at House of Fraser are responsible for designing and building new product displays across the store. Some displays may take more effort than others. In the example below, the visual merchandiser is building a new display for bathroom accessories. It is quite small but needs careful planning and a range of skills and tools to make the display ready for the customer. Whilst the display is built, customers will still be looking around the sales area and care must be taken not to allow the display activity to interfere with customers looking at and purchasing products.

Go to the fourth floor and move towards the west end. If you face north and use the timeline you will find a set of images showing the construction of a new bathroom accessories display. You will be able to look at; the site of the new display, planning the layout for the display and constructing the new display.

Have a look at all the images and read the narrative. Think carefully about the work the visual merchandiser is doing and what hazards he faces from what he is doing and the tools and materials he uses. Also think about any hazards this work presents to any customers in the area.

Use this table to record your observations.

The hazard	The harm that might be caused to the employee or customer	The risk that this harm might occur. Likely, possible, unlikely

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

Can any of the hazards that you have identified be removed by working differently?

Can any of the hazards that you have identified be 'guarded' in some way to stop employees or customers being exposed to a risk of harm?

Can the employee be issued with any personal protective clothing to limit exposure to harm?

Can the employee be trained so as to work more safely?

Could hazard warning signs help to avoid accidents in this area?