

9 Health, safety, security and employment standards

Multiple-choice self-assessment questions answer guide

Answers given in bold are correct.

1. Why is it important to understand national and local legislation?
 - a. Because it is part of the Health and Safety Act.
 - b. So that you do not inadvertently break the law.**
 - c. To make sure you are offering the correct treatments.
 - d. It will help the business to operate more efficiently.
2. Why is it important to understand cultural differences when dealing with colleagues, customers and other visitors to the workplace?
 - a. In order to ensure equal treatment of all those with whom you come into contact.**
 - b. Because it is part of the Care Standards Act.
 - c. Because it will be helpful if visiting other countries.
 - d. To make sure that you use the correct products when providing treatments.
3. Why must practices and procedures be non-discriminatory at all times?
 - a. To ensure that all treatments keep to the same timings.
 - b. Because it will increase business.
 - c. Because it is the law and good business practice.**
 - d. In order to protect the client.
4. COSHH stands for
 - a. Control of Special Health Hazards
 - b. Control of Substances Hazardous to Health**
 - c. Control of Severe Hazards to Health
 - d. Control of Substances and Health Hazards

5. RIDDOR stands for
- a. Reporting of Incidents, Diseases and Dangerous Occurrences
 - b. Reporting of Injuries, Damages and Dangerous Occurrences
 - c. Reporting of Injuries, Diseases and Dangerous Occupations
 - d. Reporting of Injuries, Diseases and Dangerous Occurrences**
6. The Health and Safety at Work Act provides a comprehensive legal framework to
- a. promote and encourage high standards of health and safety in the workplace**
 - b. promote standards of responsibility in the workplace
 - c. encourage employers to be more responsible
 - d. encourage employees to be more responsible.
7. Why is it important to wear professional workwear when carrying out therapy treatments?
- a. Because it is a requirement of the Workplace (Health, Safety and Welfare) Regulations Act.
 - b. In order to maintain a professional image and maintain hygiene.**
 - c. So that clients think you are a professional.
 - d. In order to maintain personal hygiene.
8. Good communication skills are essential in order to develop optimal relationships within the workplace. Effective communication involves which important skill?
- a. Talking loudly so that the client can hear you.
 - b. Maintaining eye contact at all times.
 - c. Listening.**
 - d. Verbal communication.
9. What are the legislative regulations that require employers to carry out risk assessment in the workplace?
- a. Employers' Liability Act
 - b. Consumer Protection Act
 - c. Children's Act
 - d. Management of Health and Safety at Work Regulations**

10. What is a workplace risk assessment?
- a. Checking if the workplace is at risk.
 - b. An examination of what could cause harm to people within the workplace.**
 - c. A procedure to check risks associated with staff.
 - d. A procedure to check risks associated with clients.
11. What is involved when carrying out a risk assessment?
- a. Making sure you are wearing the correct protective clothing when undertaking the assessment.
 - b. Identifying potential hazards, the level of risk associated with a hazard and implementing appropriate precautions.**
 - c. Ensuring all staff are aware of each assessment that takes place.
 - d. Recording your findings in detail if there are fewer than five employees.
12. What actions would you take following a risk assessment?
- a. Formulate a written health and safety policy.
 - b. Report your findings to you local business licensing council.
 - c. Implement steps to reduce the level of risk associated with a hazard, so that harm is unlikely.**
 - d. Remove all hazardous items from the business.
13. State the legislative act that is concerned with all electrical equipment being checked regularly.
- a. COSHH
 - b. RIDDOR
 - c. Electricity at Work Regulations**
 - d. Employers' Liability Act

14. State the legislative act that is concerned with the reporting of accidents.
- a. COSHH
 - b. RIDDOR**
 - c. Electricity at Work Regulations
 - d. Employers' Liability Act
15. State the legislative act that is concerned with regulating exposure to hazardous substances.
- a. COSHH**
 - b. RIDDOR
 - c. Electricity at Work Regulations
 - d. Employers' Liability Act
16. In the event of a problem in the workplace, who would you report to?
- a. Health and Safety Executive
 - b. A colleague
 - c. A friend
 - d. Your manager**
17. State the correct way to lift heavy items to avoid injury.
- a. Keep knees bent and back bent forward.
 - b. Keep knees bent and back straight.**
 - c. Lock knees and bend back forward.
 - d. Lean backwards and keep knees bent.
18. State which symbol represents a harmful hazard.
- a. Cross**
 - b. Flame
 - c. Hand
 - d. Skull

19. Which of the following fire extinguishers should NOT be used to extinguish a liquid fire?
- a. **Water**
 - b. Powder
 - c. Carbon dioxide
 - d. Foam
20. What must you do under the Regulatory Reform (Fire Safety) Order 2005?
- a. Keep all doors closed to prevent fire spreading.
 - b. **Carry out a fire risk assessment.**
 - c. Have colour-coded smoke alarms.
 - d. Register with the local authority.
21. What is the first consideration in the event of a fire in the workplace?
- a. Collect your client's belongings and make sure your client is safe.
 - b. Try to put the fire out with a fire axe.
 - c. Check that no one is trapped.
 - d. **Raise the alarm and exit the premises.**
22. Who is responsible for the client's personal belongings in the workplace?
- a. The salon
 - b. The owner
 - c. The therapist
 - d. **The client**
23. What consideration must be observed if providing a treatment to a minor?
- a. Treatments need to be shorter in duration.
 - b. **They should not receive treatment unless a parent, guardian or chaperone is present.**
 - c. You may need to help them fill in their consultation form.
 - d. You need to take care if you are using oils in the treatment.

- 24.** Why is confidentiality important?
- a.** To protect the client and comply with the Data Protection Act.
 - b.** To protect the client and comply with the Consumer Protection Act.
 - c.** To protect the client and comply with the Children's Protection Act.
 - d.** In case information is needed by other professionals.
- 25.** What should an employer do as part of their health and safety support for their staff?
- a.** Issue staff with a written contract of employment.
 - b.** Undertake regular customer surveys to ascertain levels of satisfaction with services provided.
 - c.** **Ensure that all staff are aware of safety procedures, by providing safety information and training.**
 - d.** Make sure that there is a one-to-three staff-to-supervisor ratio.
- 26.** Which of the following statements is *false*?
- a.** In all cases of personal injury, an entry must be made in the workplace accident book.
 - b.** Every beauty supplier is legally required to make guidelines available on how materials should be stored and used.
 - c.** **The Data Protection Act (1998) only applies to a business that uses computers.**
 - d.** The display of a public liability insurance certificate is an example of compliance with health and safety in the workplace.