

NEBOSH

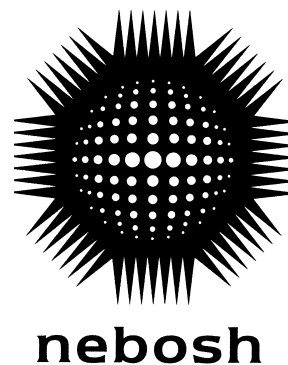
MANAGEMENT OF HEALTH AND SAFETY

UNIT GIC1:

For: NEBOSH International General Certificate in Occupational Health and Safety

UNIT IG1:

For: NEBOSH International General Certificate in Occupational Health and Safety



Available for 24 hours

Guidance to learners

This is an open book assessment. It is **not** supervised, and you can use any learning resources, for example, your course notes, or a website. But you must **not** copy, cut and paste content from these, or any other source.

You do **not** need to reference relevant information sources in your answer to a specific question unless the question asks for it. However, you must tell us about the general sources of information you used in your assessment, for example, your course notes. You must write this in the box provided at the end of the answer sheet template.

You may only use AI-enabled assistants or tools for planning your work, for example, to help you find and summarise relevant information sources and to simplify concepts or ideas. But you must **not** use AI-generated output in any form in your assessment. This means that you must **not** copy and paste content (such as blocks of text or images) from AI-generated outputs, or use AI-generated outputs that you have rewritten in different words. Your thoughts, ideas, interpretation, analysis and words must be your own.

When you finish this assessment and submit it for marking, you are declaring that it is your own work. Claiming that work is your own when you know it is someone else's is known as malpractice. There can be severe penalties if you do this. You must **not** work with anyone else, or copy work from other people. NEBOSH uses advanced software and live interviews to help decide if it really is your own work.

The assessment begins with a scenario. You must complete a series of tasks based on this scenario. Each task will include one or more questions. Your answers to **most** of these tasks should fully or partly be based on relevant information from the scenario. Each task will clearly state if this applies.

Please attempt all tasks. The marks available are shown in brackets to the right of each question, or part of each question. This will help guide you to the amount of information you should include in your response. In general, one mark is given for each correct technical point that you clearly demonstrate. Single-word answers or lists are not likely to be enough to gain high marks.

You are **not** expected to write more than 3000 words in total.

Try to distribute your time and word count proportionately across all tasks.

You must write your answers in the answer sheet template provided.

SCENARIO

You have been recently recruited as a health and safety adviser for a call centre located on an industrial park in a run-down part of a large city. There are 60 workers employed at the call centre, working a two-shift pattern. There are also four supervisors and a call centre manager (CCM). The hours of operation are 09:00 until 22:00, Monday to Saturday.

You arrive at the site on your first day and notice that the surroundings are in disrepair, with some abandoned units nearby. The call centre is in a stand-alone office building that is adjacent to a chemical production plant. Immediately behind this office building is a logistics centre, that has high stacks of pallets stored very close to the rear of the call centre.

On passing through the small entrance door you are met by the receptionist, who leads you to the CCM's office. As you enter the open-plan call centre you immediately become aware of high levels of noise. You look around at the rows of desks where workers are speaking on telephones; some are holding a handset between their chin and their shoulder, with others are using headsets. The walls of the call centre are covered with screens and whiteboards showing different data points, some flashing red and green. You see desks covered in piles of paperwork, and computer monitors at various angles. There are no windows in the office area and some workers are working in near darkness while others have bright lighting above them. The CCM's office is at the far end of the main office; they greet you and start to discuss your role.

The CCM says they are pleased that you have arrived, as there was an incident involving one of the supervisors last week. As a result of this incident, the CCM wants you to carry out an audit of site security measures. You feel a little overwhelmed, as this is your first role with auditing responsibilities. The CCM asks you to work intuitively, rather than setting out a structured plan. You ask if anyone is available to help you carry out the audit, but the CCM tells you that everyone is busy. They say, *"Just take your time and do it over the next few weeks."*

The incident

You ask about the incident. The CCM explains that the supervisor was working late one evening to complete some paperwork after hours. It was 23:00 on a Saturday night and there was no one else in the building. The supervisor heard voices and went to investigate. In the reception area, there was a group of teenagers who had walked in through the unlocked main entrance and were unplugging the IT equipment at the main reception desk. The supervisor shouted at them. One of the teenagers pushed the supervisor, who fell, hitting their head against the desk and losing consciousness. The teenagers then ran away without taking anything. The CCM explains that as there is no CCTV in this area, they do not know exactly what happened. The supervisor woke up and managed to call for medical assistance at 23:15. They were taken to hospital and received treatment for a head injury.

The injured supervisor, traumatised by the incident, has not been at work since. Another supervisor has spoken to the injured supervisor and relayed what happened to the CCM, although the CCM has not yet spoken to the injured supervisor.

The CCM says that as soon as they arrived on the Monday following the incident, they started an investigation. The CCM tells you that this is not the first time a violent incident has occurred late at night in the area around the office. You ask to see the incident investigation reports for any previous incidents, but the CCM says, *"I don't have time to investigate every time something goes wrong; I have a job to do!"*

The CCM takes you to the reception area to discuss what was damaged. You notice a battery charging area very near to the entrance door with several electric scooter and bike batteries attached to extension cables. The CCM proudly says that this is part of the organisation's 'green' initiative for protecting the environment.

The CCM asks you to keep them informed of your audit findings; they want to find out about any issues on the site and what improvements are needed. However, their own time is limited due to increased call volumes. Their focus is on the long-term commercial performance, rather than the day-to-day running of the call centre.

The site

The CCM takes you on a tour of the site. You notice peeling paint on the walls and loose cables trailing across a walkway. When you point these out to the CCM they say that they have not had time to deal with these things.

The CCM introduces you to some of the workers as you tour the site, however, most seem too busy to notice you. You try to speak to one of the workers, but they nervously tell you that they must answer the ringing phone. You notice a pregnant worker resting their feet on a stool that they have brought in from home; they have a cushion behind their back and they appear to be stressed. One of the supervisors is shouting at a young worker for being slow when making calls. The CCM sees this and dismissively says, *"If they want their bonus, they have to work for it"*. The CCM explains that this is a fast-paced, target-driven industry and people are reliant on meeting their quotas for their monthly bonuses. The pressure means that there is a high turnover of call centre workers. You decide to return at a quieter time and speak to the workers properly so that you can listen to, and understand, their concerns.

You ask the CCM about their priorities for health and safety. They immediately stop walking, look at you, and jokingly say, *"Well, isn't that why I have employed you?"* They explain that with the call centre getting busier, their recent focus has been to squeeze more desks into the office. They have even put desks in the recreation area, after removing the pool table and video games. The CCM indicates this area, which is in near darkness, prompting you to ask about lighting. The CCM then adds this to your list of tasks to manage, saying that they have already informed their usual maintenance contractor about the lighting problems and that the work needs to be complete by the end of tomorrow.

As you continue on the tour, the CCM stops at a noticeboard marked 'Health and Safety'. It displays the company policy signed by the CCM, the monthly site inspection from January 2026, and Health and Safety Committee minutes from November 2025. There is also an empty suggestion box hanging loosely at the bottom of the board. The CCM admits that some parts of health and safety management have not been possible lately; they point to the fire drill debrief dated April 2025 and the empty name board for fire marshals and first-aiders.

You return to the CCM's office, and ask for details for the contractor that is coming to site tomorrow. The CCM hands you a file containing a gas safety certificate and legionella testing documents. You are unable to find any record of a site induction and ask if the contractor has already completed this. The CCM tells you that *"they have worked on this site for 10 years so they should know by now!"* The CCM shows you where documents such as test records for alarms and risk assessments are kept. They say that you can have a look through those as a part of your audit. You enquire where the permit-to-work (PTW) information is and the CCM directs you to the reception area, where there is a PTW book, and a log book for visitors and contractors.

The contractor

The following day, the contractor arrives on site at 09:00 with a toolbox and a box of parts. You are at Reception to greet them and ask for method statements and risk assessments, which they do not have. They say that paperwork is not needed as they work there all of the time. You want to complete a PTW for working at height. You ask them to explain how they are going to do the job safely, and they reluctantly agree to complete the form with you. You fill in the PTW document, identifying the hazards. You ask about the methods that they will be using to install the light fittings. The contractor says that they will use a set of ladders from their vehicle. You take the contractor to the work area and inform them that you have asked the supervisor to move workers away from the area while the contractor is working. While you are reluctant about the work occurring, as you are new to this role, you decide to allow the works to proceed.

After confirming the work with the contractor, you notify the supervisor on duty that the work is being carried out. Then you decide to go and have a look around the outside of the building. You go out through the main entrance and notice that the perimeter fence is only about one metre away from the building. You walk along one side of the building to find that, halfway along, access is blocked with old pieces of equipment and refuse.

You turn back and walk around the other side of the building. This path is relatively clear, however it runs directly next to the chemical production plant. The pathway leads to the rear of the building where there is a fire exit.

Next, you go inside to check on the contractor. You find the contractor standing on a desk and there are sparks coming from the lighting fixture. You immediately ask the contractor to stop work.

Task 1: Lone workers

- 1 The supervisor working after hours was a lone worker. (10)
- Explain what should be considered in a risk assessment for this supervisor.
- Note:** You should support your answer using relevant information from the scenario.

Task 2: Contractor management

- 2 Comment on how effectively the contractor was managed. (11)
- Note:** You should support your answer, where applicable, using relevant information from the scenario.

Task 3: Workplace audits

- 3 Comment on the approach taken to the site security audit. (10)
- Note:** Your answer must be based on the scenario only.

Task 4: Health and safety management systems

- 4 Using the Plan, Do, Check, Act framework, give examples of positive and negative health and safety management at the call centre. (21)
- Note:** Your answer must be based on the scenario only.

Task 5: Emergency arrangements

- 5 Comment on the *negative* aspects of the call centre's current emergency arrangements. (7)
- Note:** You should support your answer using relevant information from the scenario.

Task 6: Moral management of health and safety

- 6 Explain what is unacceptable about the *moral* management of health and safety at the call centre. (17)
- Note:** You should support your answer, where applicable, using relevant information from the scenario.

Task 7: Organisational factors

- 7 Explain what *organisational* factors might have *negatively* influenced health and safety at the call centre. (13)
- Note:** You should support your answer, where applicable, using relevant information from the scenario.

Task 8: Incident investigation - Management failures

- 8 Explain the management failures that could have contributed to the violent incident. (11)
- Note:** You should support your answer using relevant information from the scenario.

End of assessment

Now follow the instructions on the answer sheet template about submitting your answers.

Disclaimer

The scenario is fictional. No element of the content is intended as a factual representation of any specific person, organisation, or event.

Important note

NEBOSH owns all assessment papers, answer sheet templates and any supporting documents. You must **not** copy, share or upload them (including to Artificial Intelligence (AI) assistants or tools) unless you first have written permission from NEBOSH.