ESOL Skills for Life (4692)
Level 2 Sample Test

City & Guilds

www.cityandguilds.com
September 2019
Version 1.3

Health and Safety

Candidate's Paper

Reading to obtain information

Candidate Name (First, Middle, Last)

Candidate enrolment number

DOB (DDMMYYYY)

Candidate signature

Assessment date

Centre number

General information

- The duration of this paper is **1 hour.**
- Answer **all 40** questions.
- The maximum number of marks is **40.**

General instructions

- Read each question carefully.
- Paper dictionaries (bilingual or monolingual) are allowed.

Document 1
Read the texts.

Text A

Prevention is better than cure

Tackling (0) _____ absence itself is only one side of the coin. It is far better if the problem is (1) _____ from occurring in the first place. This is the philosophy behind the work of the Ministerial Task Force (MTF).

Work-related ill health accounts (2) _____ some 28 million working days lost a year in the UK. The biggest cause of this – up to half of all work-related absence in the (3) _____ sector – is stress and stress-related mental health (4) _____. Stress has to be tackled (5) _____ significant improvements in attendance and productivity are to be made.

The stress-management standards are designed to help organisations look at the underlying (6) _____ of work place stress, focus on the hotspots where it is most prevalent, and tackle it. They are (7) _____ by the University and Colleges Employers' Association (UCEA) guidance 'Preventing and tackling stress at work' as the safest and simplest way of managing work-related stress. Through these standards, new cases of work-related stress can be prevented and the problem of sickness absence reduced. MTF Director, Jane Patterson, said "Not only will tackling stress improve the health and well-being of your most valuable asset, your people, (8) _____ will also deliver efficiencies as a result."

The Stress Management Standards are available online at: hse.gov.uk/stress/index.htm

Text B

Strategies that worked for different employers

"We devised a staff satisfaction questionnaire which worked well with our management practices. The process has improved trust with staff and the unions. It has been a very positive experience for all involved."
De Beaufort Bakery

"The indicator tool at the heart of HSE's Management Standards approach is simple to understand and relatively easy to use. Have a look at the help and advice on work-related stress that HSE has to offer – it's free."
Shedfield College

"As a result of occupational health programmes on long-term sickness absence, we reduced work-related sickness absence levels to 5.6 days per person for police officers and 8.4 days per person for police staff. This resulted in a significant cost reduction."
Lumbershire Police

Extracts from Health and Safety Executive *'Managing Stress at Work'* handbook

Read text A, choose the correct option (a, b, or c) to complete the text.
The first one has been done for you.

0. *Example*	a) illness	**b) <u>sickness</u>**	c) holiday
1.	a) prevented	b) preventable	c) preventing
2.	a) to	b) for	c) with
3.	a) educated	b) educating	c) education
4.	a) issues	b) intentions	c) solutions
5.	a) unless	b) if	c) so
6.	a) results	b) causes	c) topics
7.	a) affected	b) realised	c) recommended
8.	a) it	b) we	c) they

Read texts A and B to complete the activities.

9. In the context of text A what does the word 'hotspots' mean?

   a. High temperature.
   b. Main situations.
   c. Skin allergies.
   d. Wi-Fi access.

10. What is the main theme of text A?

   a. Developing valuable assets.
   b. Counteracting stress at work.
   c. Mental health really matters.
   d. Cutting stress out of your life.

11. According to text A, dealing with employee stress will make your organisation more

   a. creative
   b. effective
   c. productive
   d. constructive.

12. In text B which organisation has benefitted financially?

a. De Beaufort Bakery.
b. Shedfield College.
c. Lumbershire Police.
d. Health and Safety Executive.

13. Text B gives

a. objective reports
b. unbiased reviews
c. detailed descriptions
d. first-hand experiences.

14. In texts A and B single inverted commas are used to

a. highlight phrases
b. indicate quotations
c. refer to a publication
d. emphasise importance.

Document 2
Read the text.

Preventing contact dermatitis at work

What Contact Dermatitis Looks Like

The signs and symptoms of the different types of dermatitis are similar: dry, red and itchy skin is usually the first sign; swelling, flaking, blistering, cracking and pain follow.

The law requires employers to adequately control exposure to materials in the workplace that cause ill health such as dermatitis. Employers and employees need to comply with the Control of Substances Hazardous to Health Regulations 2002. They require employers to assess risks, provide adequate control measures, ensure the use and maintenance of these; provide instruction and training.

Contact dermatitis is inflammation of the skin caused by contact with a range of materials. These include detergents, toiletries, chemicals and even natural products like foods and water. Hands are most commonly affected.

If you are an employer, safety representative, trainer or safety advisor you can influence work practice and prevent this disabling disease.

High Risk Jobs and Workplaces

Certain workers are at greater risk of developing dermatitis. They include healthcare workers, hairdressers, beauticians, printers, cleaners, caterers and construction workers using metalworking fluids. But remember dermatitis can occur in any workplace.

Following these three simple steps can prevent dermatitis:

- clean the skin
- protect the skin
- avoid contact with materials that cause dermatitis

No Contact = No Dermatitis

Examples of how to avoid contact are to:

- automate the process
- use equipment for handling
- substitute a more hazardous material with a safer alternative.

How to Protect the Skin

You should:

- demonstrate how to look after skin
- remind workers to wash any contamination from their skin promptly
- explain the importance of thorough drying after washing
- provide soft cotton or paper towels
- supply moisturising pre-work and after-work creams
- provide appropriate protective clothing/gloves

For further information about preventing skin disease, legislation and other control information, visit www.hse.gov.uk/skin and www.bsif.co.uk

Answer the questions about Document 2.

15. The purpose of the document is to

    a. inform
    b. discuss
    c. describe
    d. complain.

16. What is the key theme of document 2?

    a. Experiencing dermatitis.
    b. Recognising hand infections.
    c. Changing health regulations.
    d. Averting a disabling disease.

17. Which textual features have been used in document 2?

    a. Captions and illustrations.
    b. Illustrations and bold font
    c. Bold font and bullet points.
    d. Bullet points and captions.

18. Why have colons been used in the text?

    a. To emphasise a point.
    b. As part of a subheading.
    c. To introduce the start of a list.
    d. As a replacement for commas.

19. What are the early indications of dermatitis?

    a. Dry, red and itchy skin.
    b. Flaking and purple skin.
    c. Swelling and moistness.
    d. Blistering and scratches.

20. Who does the word 'You' in document 2 refer to?

    a. Employers.
    b. Employees.
    c. Beauticians.
    d. Hairdressers.

21. Which section gives information on the symptoms of dermatitis?

    a. What Contact Dermatitis Looks Like.
    b. High Risk Jobs and Workplaces.
    c. No Contact = No Dermatitis.
    d. How to Protect the Skin.

Document 3

Read the text.

Manual handling causes over a third of all workplace injuries. These include work-related musculoskeletal disorders (MSDs), such as pain and injuries to arms, legs and joints, and repetitive strain injuries of various types.

The term manual handling covers a wide variety of activities, including lifting, lowering, pushing, pulling and carrying. If any of these tasks are not carried out appropriately, there is a risk of injury.

Why is dealing with manual handling important?

Manual handling injuries can have serious implications for the employer and the person who has been injured. They can occur almost anywhere in the workplace and heavy manual labour, awkward postures, repetitive movements of arms, legs and back or previous/existing injury can increase the risk.

What should you do?

To help prevent injuries arising from manual handling in the workplace, you should avoid such tasks as far as possible. However, where it is not possible to avoid handling a load, employers must look at the risks of that task and put sensible health and safety measures in place to prevent and avoid injury.

For any lifting activity always take into account:

- individual capability
- the nature of the load
- environmental conditions
- training for workers in the organisation.

If you need to lift something manually:

- avoid lifting from floor level or above shoulder height, especially heavy loads
- adjust storage areas to minimise the need for unnecessary movements
- consider how you can minimise carrying distances
- assess the weight to be carried and whether it can be moved safely or help is needed.

Case study

A manufacturing company kept bulk chemicals stored in heavy tubs at floor or shoulder height. This meant that employees were continually reaching down or up, both of which increase the risk of injury.

To address the risk, the company drew up guidelines on the storage of heavy loads to ensure they are now stored at waist height, which makes lifting and handling easier.

Answer the questions about Document 3.

22. The tone of the text is

    a. formal
    b. impolite
    c. subjective
    d. ambiguous.

23. The **main** focus of the text is preventing

    a. stress
    b. illness
    c. injuries
    d. disease.

24. The content of the text is

    a. factual
    b. biased
    c. fictional
    d. detached.

25. What is an appropriate title for document 3?

    a. Stress at work.
    b. Manual handling.
    c. Training workers.
    d. Sickness absence.

26. In paragraph 1 the writer highlights the impact of

    a. best practice
    b. good practice
    c. more practice
    d. poor practice.

27. The **third** paragraph has been written in the

    a. first person plural
    b. third person plural
    c. first person singular
    d. second person singular.

28. In the Case study, a paragraph break has been inserted because of the variation in

a. time
b. person
c. subject
d. location.

29. Which word could replace ‘address’ in the final paragraph?

a. Judge.
b. Direct.
c. Deliver.
d. Reduce.

30. Which layout features have been used?

a. Italics and subheadings.
b. Subheadings and images.
c. Captions and bullet points.
d. Photographs and text boxes.

Document 4
Read the text.

Health @ Work

Home | Health & Safety | **Health Tools** | Health News | Contact Us

Working safely in the heat

After the UK experienced one of the most continually warm and sunny summers on record, many people began turning their attention to the challenges and perils of working in the heat.

Potential dangers associated with working in the heat include:

- heat stroke
- heat exhaustion
- heat cramps
- heat rash.

Interestingly, regulating body temperature in hot conditions not only depends on controllable factors (e.g. wearing appropriate clothing, remaining hydrated, etc.), but success is also determined to a large degree by the body being acclimatised to the heat. Clearly, living in the UK means that we are not generally well versed in the art of working in extreme heat.

When a person is not used to living in hot climates, the body's first reaction is often to raise the internal temperature (i.e. to create a fever), which can be dangerous because this increases the pulse rate and puts strain on the heart. The body will then work to bring the temperature down by sweating to cool the body.

The other way the body sheds excess heat is by altering the circulation. The heart begins to pump more blood into the small vessels near the skin's surface, where the heat of the blood is transferred to the cooler outside environment. However, if the external temperature is not cooler than the body, this method is ineffective, and the change in circulation can put extra stress on the heart.

Whilst a glorious British summer is welcomed by many, it is not easy for the body to cope with the heat. This is why employers and managers need to ensure that appropriate precautions are taken to protect those who are working in the heat.

For more information on working in high temperatures, or on other work health topics, see the guides on the Health @ Work advice line about working in high temperatures or read our blog online.

Tools

Categories

Fever

Heart strain

Heat cramps

Heat exhaustion

Heat rash

Heat stroke

Hydration

Muscle fatigue

Top Choices

5 most recent

5 most viewed

Editor's choice

RSS | Follow Us On twitter | Visit us on Facebook | Watch us on YouTube

Answer the questions about Document 4.

31. What do UK employers need to do to protect their employees whilst at work?

    a. Wear appropriate clothing.
    b. Implement appropriate measures.
    c. Regulate the outside environment.
    d. Provide a pulse rate measuring machine.

32. The purpose of document 4 is to

    a. review
    b. inform
    c. instruct
    d. persuade.

33. How can more information be obtained about working safely in the heat?

    a. Email the work advice line.
    b. Read the editor's choice.
    c. Click on Health Tools.
    d. Check the blog.

34. The key point of the text is

    a. planning for heatwaves
    b. the perils of health and safety
    c. rising summertime temperatures
    d. the dangers of working in the heat.

35. The word 'acclimatised' in the text means

    a. become accustomed to the temperature
    b. not adapting to changes in climate
    c. a change in weather conditions
    d. moving to a new climate.

36. The language in the text is

    a. formal
    b. fictional
    c. colloquial
    d. rhetorical.

37. Which link does the image of the worker relate to?

a. Heart strain.
b Heat exhaustion.
c. Hydration.
d. Muscle fatigue.

38. The target audience for the information is people

a. in the UK
b. who are ill
c. going on holiday
d. who are emigrating.

Use all of the documents to answer the following questions

39. Which documents have links to the Health and Safety Executive (HSE)?

a. 1 and 2.
b. 2 and 3.
c. 3 and 4.
d. All of them.

40. Which document(s) mention skin conditions?

a. Documents 1 and 2.
b. Documents 2 and 3.
c. Documents 2 and 4.
d. Documents 1 and 4.

Remember to check your work.

This page is intentionally blank

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)844 543 0000
F +44 (0)20 7294 2413
www.cityandguilds.com

City & Guilds is a registered charity established to promote education and training