

Organized Retailing

NVEQF Level 2 - Class

RS207-NQ2012 – HEALTH CARE AND PERSONAL

GROOMING IN RETAIL

Students Workbook



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Preface

The National Curriculum Framework, 2005, recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The student workbook on **“Health Care and Personal Grooming in Retail”** is a part of the qualification package developed for the implementation of National Vocational Education Qualification Framework (NVEQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NVEQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

This student workbook, which forms a part of vocational qualification package for student's who have passed Class IX or equivalent examination, was created by a group of experts. The Retailer's Association of Skill Council of India (RASCI), approved by the National Skill Development Corporation (NSDC) organized Retailing Industry developed the National Occupation Standards (NOS). The National Occupation Standards are a set of competency standards and guidelines endorsed by the representatives of organized retailing Industry for recognizing a assessing skills and knowledge needed to perform effectively in the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) in association with SKSDC has developed modular curricula and learning materials (Units) for the vocational qualification package in organized retailing sector for NVEQ levels 1 to 4; Level 2 is equivalent to Class X. Based on NOS, occupation related core competencies (knowledge, skills and abilities) were identified for development of curricula and learning modules (Units).

This student workbook attempts to discourage rote learning and to necessary flexibility in offering of courses, necessary for breaking sharp boundaries between different subject areas. The workbook attempt to enhance these endeavour by giving higher priority and space to opportunities contemplation and wondering, discussion in small groups and activities requiring hands on experience. Hope these measures will take us significantly further in the direction of a child centred system of education outlined in the National Policy of Education (1986).

The success of this effort depends on the steps that school Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on the job activities and questions. Participation of learner in skill development exercises and inculcation of values and creativity is possible if involve children as participant in learning, and not as receiver of information. These aims imply considerable change in school routines and mode of functioning. Flexibility in the daily time table would be a necessity to maintain the rigour in implementing the activities and required number of teaching days will have to be increased for teaching and training.

Acknowledgements

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About the Workbook

This workbook is to assist you with completing the Unit of Competency **RS206-NQ2012: Health Care and Personal Grooming in Retail**. You should work through the workbook in the classroom, at the workplace or in your own time under the guidance and supervision of your teacher or trainer. This workbook contains sessions which will help you to acquire relevant knowledge and skills (soft and hard) on various aspects of the unit of competency. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher. Let us now see what the sections in the sessions have for you.

Section 1: Introduction

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

Section 2: Relevant Knowledge

This section provides you with the relevant information on the topic(s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise(s).

Section 3: Exercise

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance. To achieve this, prepare a timetable in consultation with your teacher or trainer and strictly adhere to the stipulated norms or standards. Do not hesitate to ask your teacher or trainer to explain anything that you do not understand.

Section 4: Assessment

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.

Table of Contents

| | |
|--|-----------|
| | 1 |
| PREFACE | 4 |
| ABOUT YOUR WORKBOOK | 6 |
| INTRODUCTION | 7 |
| SESSION 1: HEALTH CARE ACTIVITIES | 8 |
| SESSION 2: HEALTH CARE MEASURES | 14 |
| SESSION 3: PERSONAL GROOMING TECHNIQUES | 24 |
| SESSION 4: PERSONAL GROOMING TIPS | 28 |
| Checklist | 33 |

Introduction



You must have the experience of slipping on the banana peel thrown by another person at a public place? If not, then you are a lucky few who did not get hurt due to the **negligence** of the others. It is a common phenomenon in public places where vendors sell fruits and people do not bother throwing the peel on the road.

At home too, you must have experienced injury due to **hazardous tools, equipment, and materials**. For instance, while working in the kitchen, your mother might have at times hurt her finger with a knife. Similarly, workers in industry, factories, warehouses, and organizations are exposed to various hazards.



Occupational health and safety (OHS) is an area concerned with protecting the safety, health and welfare of people engaged in work or employment.

Health and safety of people are important aspects for an organization's smooth and effective functioning. Good health and safe performance ensures an accident-free industrial environment.

The goal of occupational safety and health procedures and programmes is to establish and foster a safe and healthy work environment for all workers. The occupational health is often given less attention than occupational safety as the former is considered more as a personal issue.



In this Unit, you will develop an understanding of the different health care activities in retail organizations, skills for personal grooming for convincing the customers in the retail business. You will understand how to know health care activities, acquire the relevant skills required for personal grooming.

Session 1: Health Care Activities

Relevant Knowledge

The prevention, treatment, and management of illness and the preservation of mental and physical well-being are through the services offered by the medical and allied health professions are called the health care.



Healthcare retail is providing cash-and-carry, health-related products, along with convenience and gift items, directly on the healthcare campus through professionally run stores, e-commerce or catalogs.

Offering this level of convenience is an enormous benefit to patients, as well as caregivers, physicians, visitors and employees. Customers can get exactly what they need, when they need it; from the place they trust most - the hospital or clinic.

A large number of Retail, Wholesale and Department Store Union (RWDSU) members



are employed in the retail industry, and they face as many health hazards as people employed in jobs that are generally believed to be more dangerous. Retail jobs require repetitive motions, heavy lifting, long periods of standing and other hazards that can result in injury. Retail workers need to be aware of the risks they face on the job and how to avoid them.

Health Care Activities

Clinics in Retail Stores

Wal-Mart currently has over 40 clinics operating in its stores and plans to partner with healthcare providers and healthcare entrepreneurs to open 600+ clinics in the next couple of years, with a potential for more than 2,000 clinics in its stores in the foreseeable future.



The ever escalating costs of healthcare, this is a move towards delivering right quality, right priced healthcare with price transparency accessible to millions who otherwise cannot afford treatment today, but have a reasonable expectation for “value for their healthcare dollars” similar to their spend in other areas.

The retail clinics are anticipated to be operated by third party physicians and nurse practitioners with practice management (patient registration, billing, e-prescribing) and electronic medical records (EMR) software provided by E- **Clinical Works**.

The promise in addition, to the quality of treatment delivered is the use of electronic health records (EHRs) to ensure transparency, accuracy and portability to assure a better customer experience.

Indoor Air Quality and Pollution

Most retail stores are in "closed" buildings, where windows cannot be opened easily and doorway exits are often in remote areas.

Indoor air pollution is caused by the build-up of vapors, particles, molds, fungus and bacteria in building air. The indoor sources of these pollutants can be human waste, cigarette smoke, fuel-fired furnaces, building materials, furnishings, cleaning products, store consumer products, asbestos and pesticides. Molds, spores, fungus and

bacteria can accumulate in standing water, wet furnishings, furnace water, and air ducts. Meat wrappers can be harmed by the vapors of burning plastic wrap.

Polluted outdoor air can be drawn into a building via the air intakes. Gases and particles from truck exhaust, as well as other pollutants from the area are common indoor air pollutants.

If unchecked, these pollutions can cause severe respiratory ailments. All workplaces where these risks are present need an effective mechanical ventilation system.

The system in your store may include a series of fans, ducts, heating or cooling coils, vents, and hoods. A single air handling unit may handle several zones with different requirements within the store. A mechanical system must bring in fresh outdoor air, mix it with the air that is already circulating inside the store and distribute the conditioned air to all areas, including stock rooms, via ducts.

Ergonomics

The basic idea of ergonomics (the study of workplace design) is to design the workplace to fit the worker and not change the worker to fit into a poorly designed workplace. Work stations must be adjustable to be able to accommodate the wide variety of heights and strengths of retail workers.

The best height for a working surface depends on the worker and whether or not he or she stands or sits. The ideal height is generally between 2 to 4 inches below the elbow for delicate work and between 6 to 18 inches below the elbow for heavy work. The solution for working surface height is to make the surface adjustable to accommodate each worker.

A workstation that allows for alternating between sitting and standing is important, as is room to move about without awkward motions and decent lighting.

Repetitive Motion Illnesses

In many areas of a retail store there are workers performing jobs that require repetitive bending and twisting of the hands, wrists and upper body. These tasks often place excessive stress on muscles, tendons, blood vessels and nerves. These repetitive motions frequently result in conditions such as carpal tunnel syndrome, tendinitis, ganglion cysts and tenosynovitis. These conditions are serious, causing pain, loss of use of the hands and wrists and permanent damage.

Correct ergonomic design is one of the most important ways to avoid these kinds of illnesses. Eliminate the twisting and bending caused by poorly designed tools and workstations is the only way to reduce the risk.

Exercise: Assignment

Visit a retail organization or supermarket/specialty store, interact with the employer and employees of the organisation/industry and ask the following questions and write their reply in not more than 50 words:

Questions for Employers

(i) What should your employees know about health activities?

(ii) What are the potential hazards for workers in retail?

Questions for Employees

(i) Are you happy with the provisions made for taking care of your physical and safety requirements at the workplace?

Employee A: Yes/No

Employee B: Yes/No

Employee C: Yes/No

Employee D: Yes/No

Employee E: Yes/No

(ii) Which are the hazardous chemicals that the employees think are affecting their physical well being at the workplace?

(iii) What are the safety requirements for material handling?

Assessment

Answer the following questions (Use additional sheets of paper if necessary)

A. Fill in the blanks

1. By the third party physicians and nurse practitioners operated _____.
(retail clinics)
2. The services offered by the _____ and _____ are called the health care. (medical, allied health professions)

B. Multiple Choice Questions

Tick the correct answer

1. The quality of retail clinical treatment delivered is the use of electronic health records (EHRs) to ensure:
 - a. Transparency
 - b. Accuracy
 - c. Portability
 - d. All of these
2. Retail jobs are required to:
 - a. Repetitive motions
 - b. Heavy lifting
 - c. Long periods of standing
 - d. All the above

3. OSHA stands for
 - a. Organizational Safety and Health Activity
 - b. Occupational Safety and Health Administration
 - c. Occupational Safety and Hygiene Administration
 - d. None of the Above

C. Short Answer Questions

1. What is the meaning of the Health Care?
2. List out the Health Care Activities in Retail Business?

Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

Part - A

- Differentiated between different health care activities.

Part - B

Discussed in class the following:

- What are health care activities in retail business?
- What is the importance of effective health care in retailing?
- Why do we need to exercise daily for your health care?

Part - C

Performance Standards

The Performance standards may include, but not limited to:

| Performance standards | Yes | No |
|--|-----|----|
| Able to identify the various kinds of health care activities | | |
| Able to practice health care activities for reducing the health deceases | | |

Session 2: Health Care Measures

Relevant Knowledge

Lifting, Carrying and Standing

Lifting is an important part of all retail store work. Cashiers lift groceries during the whole work shift; stock clerks put products on shelves throughout the day, and department store staff stock and retrieve products from stockroom shelves frequently. These tasks contribute directly to the high rates of back injuries, lower back pain, hernias, heart and circulatory problems among retail store workers.

There are several important guidelines to follow when performing these tasks. Loads that seem too heavy for you to lift should be broken down into smaller units so that they are manageable. Mechanical lifting devices should be used to lift loads that are too heavy. If no mechanical device is available, have a co-worker help.



Heavy loads should not be lifted directly from the floor. Products should be stored at least 18 inches above the floor and not above shoulder height. A ladder may be necessary to be able to reach high items. A table may be necessary to bring products up to comfortable heights.

Lift slowly and evenly. There is no evidence that back belts prevent back injury. When performing carrying tasks, it is important to bring the load close to your body. Use handles or cut handles on cartons.

Avoid awkward postures such as twisting and turning while carrying a load. Wear comfortable clothing and shoes. Rest and stretch muscles as frequently as possible, take breaks, when possible.

Standing can cause varicose veins and back fatigue, aching feet and muscle strain, among other ailments. Anti-fatigue mats made of a soft material, foot rests, stools and chairs can help relieve the constant pressure of standing for long periods of time.

Computer Operators and Data Processors

RWDSU keyboard operators, telephone operators and other members use computers that come in a variety of shapes and sizes. One size workstation will not fit everyone. The key to a safe computer workstation is ensuring that it fits the user, is adjustable and comfortable.

The monitor should be placed 18-30 inches from the user and the top of the monitor should be level with the user's eyes. The keyboard should be detached from the monitor screen. It should be flat or slightly angled. Both should be easily adjustable.

The seat height and armrests should be adjustable and the width should be a minimum of 18 inches. The seat pan should be contoured and cushioned. The backrest should support the lumbar region. Foot rests should be provided.

The other rules of ergonomic design, like good lighting and space, are also necessary to avoid the risk of repetitive motion illnesses.

In the next issue of the Record, other workplace hazards of the retail industry will be examined.

RWDSU members employed in retail face an exhaustive list of hazards on the job. It is important for them to be aware of those dangers, as well as their employers' responsibilities in ensuring a safe workplace.

Fire Prevention



Fire hazards often exist in retail stores due to flammable and combustible materials, electrical malfunctions, open flames, sparks, hot surfaces, smoking and unsafe storage of chemical products. Your employer must have an emergency plan for how to evacuate the store, who to call in case of fire, and job tasks for people responsible for evacuation. Exit paths should not be blocked and must be clearly marked with exit signs that are lighted. It is better to have a pre-

emergency plan than for chaos to result when a fire breaks out, causing loss of life and property damage.



Fire extinguishers must be available, and workers should be trained in how to use them. They must be the correct type for the hazard: type A for combustibles, type C for electrical equipment and type ABC for general fires. Fire extinguishers must be inspected regularly to ensure that they are in good working order. The needle gauge must be at the 12:00 o'clock position and the nozzle in good shape. Sprinklers must be installed and inspected at least once a year.



Good housekeeping and proper storage and disposal of combustible and flammable materials are the most important steps in preventing fires in a retail store. The employer must allow time in the work day for this type of work to be done.

Floors Slips, Trips and Falls

Slips, trips and falls are common causes of injuries in all retail stores. Wet, slippery floors around produce, meat, fish and freezer areas are especially hazardous in grocery supermarkets. Similarly, aisles that are cluttered with boxes, and uneven cracked flooring are all hazards commonly found in department stores.

All spills need to be cleaned promptly, and time needs to be allowed to clear clutter and waste from the aisles.

Machine Guarding

Many bakery, deli, meat and fish department workers as well as store carpenters and maintenance staff, use electrical equipment that can cause serious cuts, bruises, amputations, crushed bones and other injuries. The machines include saws, meat grinders, slicers, mixers, trash balers and garbage disposal units. The moving parts must be guarded to prevent body contact with the machine, and chain mail gloves should be provided for cleaning them. Moving parts include belt drives, shear points, nip points pulleys, sprockets, blades, saw blades, rotating and flying parts.

In the deli or meat department, blades on the slicing machines must have machine guards to help prevent accidents. Non-automatic slicers must have a handhold protected from the blade. All slicers must be kept sharp so that force is not necessary. Deli workers should not wear loose clothing, which might get caught in the blades of a machine.

Trash Disposal

Trash disposal is a hazard that is present in most retail store situations, and it must be dealt with cautiously to ensure that nobody is hurt. Trash compactors and loading doors should be interlocked with the drive mechanism so that the unit cannot be operated unless the door is fully closed. Balers should have two handed stop and operating buttons that make you push both buttons simultaneously to operate. This keeps your hands at a safe location and distance from danger. The feed throat on garbage disposal equipment and grinders should be guarded so that hands cannot come into contact with the moving blades.

Electricity Shocks

RWDSU members in department stores, supermarkets and other retail stores may face hazards from exposure to live electricity. Contact with energized equipment can cause shock, burns, startle accidents and even death.

Electric shock injuries are a danger when retail workers are exposed to live wiring, temporary wiring and damaged electrical equipment, especially when adequate training has not been given. The Occupational Safety and Health Administration (OSHA) estimates that more than half of all electric shock deaths and injuries can be prevented if employers provide training about electrical hazards and institute safe working practices.

In supermarkets, slicers, grinders, saws and other electrical appliances have exposed non-current carrying metal parts that can cause electrical shock when used near water. There is also the potential for shocks during routine maintenance and servicing if electrical lockout and tag out is not used to de-energize the powered equipment.

In department stores and other retail stores, exposed temporary wiring and damaged flexible cords can cause injury. Product displays and newly designed areas are frequently installed without permanent wiring. Back of the store stockrooms may have damaged wiring, temporary fixtures and obsolete electrical equipment. Retail workers should visually inspect all electrical wiring regularly to check for breaks,

fraying, and other defects. All electric outlet boxes should be covered. All switch boxes and circuits should be labeled.

Ground Fault Circuit Interrupters, which shut off electrical current in the event of a leak, should be used whenever possible, and electrical lockout and tag out, which prevents accidental start up of machinery during maintenance, should be practiced at all times.

Working in the Cold Places

RWDSU members who work in cold environments like freezers, cold box storage rooms and refrigeration trucks need proper protection from the cold. Protection from the cold can be attained by wearing proper clothing and the redesigning of your working situation. Your employer should train you in the health hazards associated with exposure to cold, the early signs of overexposure, proper clothing and the safe work practices to use when working in cold temperatures. Clothing should be lightweight, waterproof and layered.



Machinery, tools and jobs should be designed to make them less hazardous. Since clothing is bulky and there is loss of manual dexterity due to clothing and the cold, tasks should be redesigned with this in mind. Attention should be paid to spacing of handles, knobs and other mechanical parts. Tool handles should be easy to grasp. Metal parts should be insulated.

Responsible for Workplace Health and Safety

Everyone in the workplace, including you, your co-workers, your supervisor, and your employer, has a responsibility to protect you and the people around you from injury – that's the law. Knowing about these responsibilities will help you work safely and contribute to making your workplace safer.

Responsibilities as a Worker

- Know and follow the health and safety requirements that are relevant to your job.

- If you don't know how to do something safely, ask for training before you begin work.
- Work safely, and encourage your co-workers to do the same.
- Correct any unsafe conditions immediately (for example, spills or loose electrical cords) or report them to your supervisor.
- Immediately report any injury to a first aid attendant or supervisor.
- Take the initiative. Make suggestions to improve health and safety.

Employer's Responsibilities

- Provide a safe and healthy workplace.
- Ensure that you and your co-workers are adequately trained, and keep records of your training.
- Provide a comprehensive occupational health and safety program, including a written health and safety policy (you can ask to see a copy) and an incident investigation procedure.
- Support supervisors, safety co-coordinators, and workers in their health and safety activities. A good employer encourages safe work practices at all times. Take action immediately when a worker or supervisor reports a potentially hazardous situation.
- Initiate an immediate investigation into incidents.
- Provide adequate first aid facilities and services.
- Provide personal protective equipment (PPE) where required.

Supervisor's Responsibilities

- Instruct you and your co-workers in safe work procedures.
- Train you for all assigned tasks, and check that your work is being done safely.
- Ensure that only authorized, adequately trained workers operate tools and equipment or use hazardous chemicals.
- Ensure that equipment and materials are properly handled, stored, and maintained.
- Enforce health and safety requirements.
- Correct unsafe acts and conditions.
- Identify workers with problems that could affect safety at the worksite.
- Follow up with interviews and referrals where necessary.
- Formulate health and safety rules, and inspect the workplace for hazards.

Rights to Health and Safety

If you are asked to supervise other workers, make sure you have been trained to do the job and understand your responsibilities. Not only do you have a duty to work safely; as a worker you also have several basic rights related to health and safety:

- The right to know and be trained in safe work practices in all aspects of your job and how to recognize on-the-job hazards
- The right to supervision to make sure you can work with minimal risk
- The right to participate in health and safety matters, either directly or through a joint health and safety committee or worker representative
- The right to employer-provided safety equipment required for your job, although you are responsible for providing your own safety footwear and headgear.
- The right to refuse work, without being fired or disciplined for refusing, if you have reasonable cause to believe that the work process, equipment, or environment poses an undue risk of injury to you or another person.

Refusing Unsafe Work

If you think a task is likely to endanger you or your co-workers, don't be afraid to speak up. Follow these guidelines to refuse work that you believe is unsafe:

- Explain to your immediate supervisor why you're not comfortable.
- If your immediate supervisor is unavailable or doesn't give you a good answer, go to his or her supervisor.
- If you are still not satisfied, talk to your worker health and safety representative, a member of the joint committee, or a shop steward.
- If you are still unable to resolve the issue.



Exercise: Assignment

1. Visit a retail organization or an Industry, interact with the employer and employees of the organisation/industry and ask the following questions and write their reply in not more than 50 words:

Questions for Employers

- (i) What kinds of health care equipments are needed for fitness of employees in an organization?

Questions for Employees

- (i) What experience do you have using different machines/types of equipment? Which are you most familiar with?

- (ii) What types of items or equipment have you been required to keep good health care?

- (iii) What types of items have you handled in your job? Were any of these items dangerous?

Assessment

A. Fill in the blanks

1. Work stations must be adjustable to be able to accommodate the wide variety of _____ and _____ of retail workers. (heights, strengths)
2. Mechanical lifting devices should be used to lift _____ that are too heavy. (loads)
3. Fire extinguishers must be _____ regularly to ensure that they are in good working order. (inspected)
4. Protection from the cold can be attained by wearing proper _____ and _____ of your working situation. (clothing, redesigning)

B. Multiple Choice Questions

Tick the correct answer

1. The computer monitor should be placed from the user is
 - a. 10-20 inches
 - b. 15-25 inches
 - c. 18-30 inches
 - d. 25-40 inches
2. Which of the following would you check to see if a material is considered 'hazardous'?
 - a. The product label
 - b. Purchasing record
 - c. Material safety data sheet
 - d. Hazardous material inventory

C. Short Answer Questions

1. What is the impact of the following activities for Workplace Health & Safety?
 - Indoor Air Quality and Pollution
 - Ergonomics
 - Repetitive Motion Illnesses
 - Lifting, Carrying and Standing
 - Computer Operators and Data Processors
 - Fire prevention
 - Floor Slips, Trips and falls
 - Machine Guarding

- Trash Disposal
 - Electricity
 - Working in Cold Places
2. Explain the responsibilities following stakeholders for workplace health and safety:
 - Worker
 - Employer
 - Supervisor
 3. What are the rights of worker for health and safety in a retail store?

Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

Part A

- Differentiated between hazardous and non-hazardous products.
- Differentiated between different types of hazards and chemicals.

Part B

Discussed in class the following:

- What kind of health care measures taken for handling machineries and equipments in the retail business?
- What are the different types of hazardous products?

Part C

Performance Standards

The Performance standards may include, but not limited to:

| Performance standards | Yes | No |
|--|-----|----|
| Able to practice health care activities for reducing the health deceases | | |
| Able to identify the health care measures taken for handling machineries and equipments in the retail business | | |

Session 3: Personal Grooming Techniques

Relevant Knowledge

Skills & knowledge of self-care, social interactions & situational etiquette converts an individual into a bright Radiant being. Awareness & information is the core of an individual. Being in vogue & showcasing taste & lifestyle is what helps in creating an attractive individual. The right attitude, grooming, presentations and conversations are the key to a happy and peaceful relationship and journey ahead.

Being in sync with all situations of putting together a party of making the right conversations, cooking up the best meals and showcasing the best spread, you can be a modern urban individual.

Come to the new beauty bible's going to go back to basics giving you the products techniques and tips you need to maximize your assets. There is loads of hope; good makeup, skin & hair await you. The following skills to be learn:

- Basic Skin care
- Basic hair care & styles
- Basic Make up I
- Basic Make up II

Have a social success makeover. If you are poised & confident you will come across more positively. You will project positive attitude. Your attitude will go to altitude. Walking with high heels to greeting someone, learn here are:

- Conversational skills
- Social graces (art of walking, sitting, greeting)
- Deportment (posture gesture)

Learn food techniques you would like to implement dining with style in formal restaurant is great skill to be learned. Knowledge of stylish cutlery & crockery can give professional touch to your food.

- Art of table presentation
- Art of dining
- Introduction of crockery & cutlery
- Restaurant etiquette

Diet to a perfect figure. What food to eat? From keeping fit to learning self-defense. Learn the secrets of different types of dressing. We believe every woman can develop

a personal style. It's just a matter of determining what works best for you. And that's why we are here.

- Diet & nutrition
- Elegance
- Art of dressing
- Self defense

The chef hats indicate the level of difficulty & the clock symbol the preparation time for each. Learn the creativity to try new culinary experiences with international cuisines.

- Lebanese
- Mexican
- Thai
- Italian

Dressing for success includes more than just choosing the right outfit. To complete your professional look you must also consider accessories and personal grooming.

You should always dress to impress clients, investors, and customers, because a winning sales pitch is not enough to seal the deal. A woman's professional appearance needs to support her professional accomplishments.

If your business attire is distracting because it is too sexy, drab, or colorful, your business contacts may focus on how you look, not on your business skills.

Exercise: Assignment

1. Prepare a checklist of the personal grooming activities

2. Visit an organisation or departmental store and using the checklist prepared by you, check the personal grooming of the receptionist, sales boys/girls, counter personnel etc.

3. List out what are the personal grooming activities required for working in the retail outlets.

Assessment

A. Fill in the blanks

1. Knowledge of stylish _____ and _____ can give professional touch to your food. (cutlery, crockery)
2. Learn _____ the to try new culinary experiences with international cuisines. (creativity)
3. To complete your professional look you must also consider _____ and personal _____. (accessories, grooming)
4. Nail _____ and nail _____ are not acceptable for business meetings. (art, jewels)
5. Every workplace has to provide some level of _____. (first aid)

B. Multiple Choice Questions

1. The following aspects are the key to a happy and peaceful relationship and journey ahead.
 - a. Right attitude
 - b. Grooming
 - c. Presentations
 - d. Conversations
 - e. All the above
2. A woman's professional appearance needs to support her professional.....
 - a. Growth
 - b. Ethics
 - c. Development
 - d. Accomplishments

3. Appropriate Jewelry for Business Women are
 - a. Should not be noisy
 - b. Too large
 - c. Costume jewelry
 - d. All the Above

C. Short Answer Questions

1. What do you mean by personal grooming?
2. List out the personal grooming activities?
3. Explain the skills required for personal grooming?
4. What is the meaning of stylish cutlery and crockery?

Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

Part A

- Described the importance of personal grooming.
- List out the various personal grooming activities.
- Perform the personal grooming skills.
- Differentiated various equipment and creams used for personal grooming.

Part B

- Discussed in class the following:
 - What are the methods used for personal grooming?
 - What are the equipments and material used for personal grooming?

Part C

Performance Standards

The Performance standards may include, but not limited to:

| Performance standards | Yes | No |
|--|-----|----|
| Able to identify and describe the various equipment and materials used for personal grooming | | |

Lesson 4: Personal Grooming Tips

Relevant Knowledge

Important Grooming Tips

Perfumes, Scents, and Odors in the Workplace

- Do not let the first impression you make about yourself be your personal scent preferences.
- Avoid wearing perfume and heavily scented products in all business settings. You might like them, but they have no place in a business environment. Scents can trigger asthma, overpower a room, and are often more offensive than pleasing to others.
- Never smell like smoke (if you smoke in a car, your clothing will always pick up the odor).

How to Present Professional Looking Fingernails and Hands

Women often use their hands to talk with so they become a focal point. It is important to have hands and fingernails looking professional -- not like you are heading out for a wild night on the town.

Nails should be clean, and trimmed or sculpted. Avoid wearing unusual or shocking nails colors. Nail art and nail jewels are not acceptable for business meetings.

Hairstyling Tips for Business Women

Style should be neat and conservative, and preferably off the face. With few exceptions, hair color should not be shocking or unusual (leave blue hair for Halloween). Hair sprays and gels that have a strong scent or odor should be avoided.

Business Makeup Advice

Keep it simple and appropriate for daytime. Wearing no makeup at all is almost as bad as wearing too much makeup.

Appropriate Jewelry for Business Women

Jewelry should not be noisy (no metal bangle bracelets), too large, or costume jewelry. Keep earrings small, simple, and above the earlobe.

It is better to wear no jewelry at all, than to wear too much jewelry. But all businesswomen should at least wear a nice, conservative wristwatch.

Demonstrating that you care about your personal appearance communicates to the person you are meeting with that they are important to you. Paying attention to the details of your appearance sends a message to others that you will also pay close attention to business details, and the needs of your customers and clients.

What to do if you are injured on the job

By law, you are required to report any work-related injury to your supervisor and first aid attendant as soon as possible.

First Aid Facilities

Every workplace has to provide some level of first aid. For a small, low-hazard workplace close to a medical facility, a first aid kit may be all that is required. Larger worksites may require a first aid attendant and possibly a first aid room. During your orientation, you should find out specific information about first aid procedures in the workplace, including:

- How and when to report an injury
- Who to report the incident to
- Where to find a first aid attendant, first aid room, or first aid kit
- If transport to hospital is required, your employer is required to pay for it.

Reporting Injuries

For injuries, this generally means you must have been working when you were hurt and the injury must have been caused by something to do with your job. For a disease, this means that the work or the work environment must cause the disease.

Investigating Accidents

If an accident happens, your employer should have a system for investigating it and reporting it to the management. Your responsibility in the process is to be as helpful as you can to your employer and higher officers to get at the cause of the accident.

Exercise: Assignment

1. Prepare a checklist of the personal grooming activities

2. Visit an organization or departmental store and using the checklist prepared by you, observe the personal grooming tips adopted.

3. List out what are the personal grooming tips required for working in the retail outlets.

Assessment

A. Fill in the blanks

1. Knowledge of stylish _____ and _____ can give professional touch to your food. (cutlery, crockery)
2. Learn _____ the to try new culinary experiences with international cuisines. (creativity)
3. To complete your professional look you must also consider _____ and personal _____. (accessories, grooming)
4. Nail _____ and nail _____ are not acceptable for business meetings. (art, jewels)
5. Every workplace has to provide some level of _____. (first aid)

B. Multiple choice questions

1. The following aspects are the key to a happy and peaceful relationship and journey ahead.
 - a. Right attitude
 - b. Grooming
 - c. Presentations
 - d. Conversations
 - e. All the above

2. A woman's professional appearance needs to support her professional.....
 - a. Growth
 - b. Ethics
 - c. Development
 - d. Accomplishments

3. Appropriate Jewelry for Business Women are
 - a. Should not be noisy
 - b. Too large
 - c. Costume jewelry
 - d. All the Above

C. Short Answer Questions

1. What is the meaning of stylish cutlery and crockery?
2. Explain major grooming tips for businesswomen?

Checklist for Assessment of Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

Part A

- Perform the personal grooming skills.
- Differentiated various equipment and creams used for personal grooming Tips.

Part B

- What are the equipments and material used for personal grooming?

- What are the major personal grooming tips?

Part - C

Performance Standards

The Performance standards may include, but not limited to:

| Performance standards | Yes | No |
|---|------------|-----------|
| Able to practice personal grooming tips | | |
| | | |



Checklist

This checklist can be used as an aid in assessing and controlling hazards in the retail sector. The checklist is not an exhaustive list of items to be addressed as there may be specific hazards relevant to your workplace.

If you answer NO to any of the following questions, you need to put corrective action in place

| Management of Health and Safety | Yes | No | What Action Required | Date Corrective Action to be Implemented |
|--|-----|----|----------------------|--|
| Have you prepared a safety statement | | | | |
| Have staff been made aware of the safety statement | | | | |
| Have you identified hazards | | | | |
| Have you prepared a risk assessment | | | | |
| Have you put required controls in place | | | | |
| Have you recorded all the risk assessment & controls in your safety statement | | | | |
| Do you review this safety statement at least annually | | | | |
| Do you revise your safety statement whenever new hazards are introduced | | | | |
| Have employees received adequate information | | | | |
| Have employees received adequate instruction & training to enable them to carry out duties safely | | | | |
| Is there a system in place to ensure non-English speaking employees understand the safety training, rules and procedures | | | | |
| A-Z of Hazards: | | | | |
| BULLYING | | | | |
| Is there a written bullying prevention policy | | | | |
| Have staff been made aware of the policy | | | | |
| Do staff have access to this policy | | | | |
| | | | | |

| | | | | |
|--|--|--|--|--|
| CHEMICALS | | | | |
| Are staff provided with information on any chemicals they may use | | | | |
| Are they aware not to mix chlorine bleaches with other chemicals | | | | |
| Do they have appropriate personal protective equipment(PPE) e.g. gloves, masks, aprons | | | | |
| Are cleaning agents stored safely away | | | | |
| Are safety data sheets available (SDS's) | | | | |
| COLD ROOMS | | | | |
| Are suitable gloves provided for handling frozen surfaces and products | | | | |
| Is there proper storage to avoid excessive bending, twisting or reaching | | | | |
| Is there a means of opening a cold room door from the inside | | | | |
| If locked at night, is there a procedure to ensure no one is trapped inside | | | | |
| ELECTRICITY | | | | |
| Are leads & sockets regularly checked for wear & fraying | | | | |
| Have you a Residual Current Device(RCD) | | | | |
| Are all RCD's tested every 6 months | | | | |
| Have you investigated causes for trip switches if they are activated | | | | |
| FIRE | | | | |
| Is rubbish removed frequently | | | | |
| Are escape routes clear | | | | |
| Are emergency exits unlocked | | | | |
| Do emergency exits open outwards | | | | |
| Are fire extinguishers provided | | | | |
| Are fire extinguishers maintained | | | | |
| Are staff aware of procedure in event of fire | | | | |
| Are fire drills carried out at least twice/year | | | | |
| Can disabled persons be evacuated safely | | | | |
| FIRST AID | | | | |
| Is suitably marked & easily accessible 1st | | | | |
| Aid equipment provided | | | | |

| | | | | |
|---|--|--|--|--|
| Are first aid boxes checked and maintained regularly | | | | |
| Is a qualified 1st aider available or suitable arrangements made with neighboring premises | | | | |
| Are names, addresses & telephone numbers of local emergency services clearly displayed | | | | |
| LOADING/UNLOADING | | | | |
| Is there a designated area for loading/unloading | | | | |
| Is this area blocked off from pedestrians until loading is complete | | | | |
| Are timber pallets checked regularly for defects | | | | |
| Are staff trained in use of pallet trucks | | | | |
| If fork lift trucks are used, is there a trained FLT Driver | | | | |
| Is FLT certified | | | | |
| MACHINERY AND EQUIPMENT | | | | |
| Does all machinery have guards in place (e.g. slicers/mincers) | | | | |
| Do staff know to unplug or isolate equipment before cleaning or maintaining it | | | | |
| Are compactor safety interlock switches operating to prevent access while in operation | | | | |
| Are compactors located away from public | | | | |
| Are employees instructed in risks and correct use of all machinery | | | | |
| MANUAL HANDLING | | | | |
| Have you carried out a risk assessment of remaining manual handling tasks | | | | |
| Can large loads be broken down to acceptable weights | | | | |
| Have you provided lifting aids such as trolleys, pallet trucks, lifts etc for necessary manual handling tasks | | | | |
| Have you arranged storage areas so twisting, turning and overreaching is minimized | | | | |
| Have you minimized the need to reach above shoulder height | | | | |

| | | | | |
|--|--|--|--|--|
| Have you minimized tasks involving awkward postures | | | | |
| SENSITIVE RISK GROUPS | | | | |
| A) CHILDREN & YOUNG PERSONS | | | | |
| Have you carried out a risk assessment before employing a child (under 16) or young person(16 or over but less than 18yrs) taking into account their lack of experience, absence of awareness of potential risks or lack of maturity | | | | |
| B) NIGHT WORK & SHIFT WORK | | | | |
| Have you carried out a night work risk assessment | | | | |
| Have you taken appropriate steps, if any, to protect the safety & health of a night/shift worker | | | | |
| C) PREGNANT EMPLOYEES | | | | |
| Have you assessed any specific risks to a pregnant employee to ensure that she is not exposed to anything in the workplace that will damage either her safety or health or that of her developing child. | | | | |
| If there are specific risks, have you put measures in place to ensure exposure to the risk is avoided for pregnant employee | | | | |
| SLIPS, TRIPS AND FALLS | | | | |
| Are aisles, stairs and working areas kept clear | | | | |
| Are trailing cables rerouted or tied down | | | | |
| Have you a system in place for cleaning spillages immediately | | | | |
| Is flooring in good condition | | | | |
| Are adequate levels of lighting provided and maintained | | | | |
| STORAGE AND RACKING | | | | |
| Are boxes stored safely to prevent objects falling or collapsing | | | | |
| Are there safe means of transporting goods between floors | | | | |
| Are there safe means to access goods e.g. | | | | |

| | | | | |
|--|--|--|--|--|
| platform steps | | | | |
| Is racking/storage shelving secure, stable & suitable to prevent risk of material falling | | | | |
| VIOLENCE | | | | |
| Are staff trained to deal with aggression/violence | | | | |
| Have you reduced the amount of available cash using time locked safes etc | | | | |
| Have you a private area for counting /managing cash | | | | |
| Have you a system in place to deter violence e.g. signs/security/surveillance equipment | | | | |
| Have you means of raising the alarm | | | | |
| Have you a system in place for lone workers | | | | |
| Do staff vary routes/times to bank | | | | |
| Have you identified higher risk times & put extra precautions in place | | | | |
| WELFARE FACILITIES | | | | |
| Are comfortable temperatures maintained - a minimum of 16c for light work, 17.5c for sedentary office work | | | | |
| Is sufficient fresh air provided | | | | |
| Are adequate sanitary and washing facilities provided | | | | |
| Are there suitable and adequate facilities for taking meals and boiling water | | | | |
| Is there an adequate supply of potable drinking water | | | | |
| Do you provide seating where employees can sit as well as stand to do work | | | | |
| WORK RELATED STRESS | | | | |
| Has a risk assessment been carried out for work related stress | | | | |