Level 2 Award in Principles of Manual Handling
Qualification specification 2014

For examinations in 2014
Version 1
Accredited by the Qualifications Regulators at Level 2 in the Qualifications and Credit Framework
Qualification accreditation number: 601/2319/9
1.1 The British Safety Council

Formed in 1957, the British Safety Council is one of the world’s leading health and safety organisations.

Our vision is that no-one should be injured or made ill by work.

For more than half a century we’ve been a trusted guide to excellent health, safety and environmental management. We have educated millions of workers and made hundreds of thousands of workplaces safer for everyone. We do this by sharing information, supporting, advising, educating and campaigning. We are a not-for-profit organisation.

We are a government-regulated awarding organisation and, as such, must comply with a wide range of conditions set by the regulator so that rigour and consistency in the awarding of qualifications is maintained.

The British Safety Council is the only UK awarding organisation to offer a complete suite of health and safety qualifications from Entry Level to Level 6 in the Qualifications and Credit Framework. Please refer to Section 2.4 ('Progression routes and related programmes of study') for a full list of the qualifications currently offered.
Qualification profile

2.1. Level 2 Award in Principles of Manual Handling

Manual handling is the most common cause of lost-time injuries in the workplace. This qualification provides learners with valuable knowledge and understanding of the importance of safe manual handling, risk assessments for manual handling and guidance on appropriate control measures.

This is a free-standing qualification designed for delivery as a short course that is also well-suited for integration into wider vocational programmes of study. It pre-supposes no former knowledge or experience and learners will come from a diverse range of employment sectors and educational backgrounds.

2.2. Relationship with the Qualifications and Credit Framework

The Level 2 Award in Principles of Manual Handling is accredited by the UK qualifications regulators in the Qualifications and Credit Framework (QCF).

The QCF largely replaces the previous qualifications system, the National Qualifications Framework (NQF). The QCF provides a flexible unit and credit-based framework for learners to gain skills and qualifications.

All QCF units have a credit value indicating the number of credits awarded on successful completion of that unit. Unit credit values additionally provide some indication of the time commitment involved – one credit typically equates to approximately ten hours’ worth of learning.

The level of a qualification indicates its relative difficulty.

QCF qualifications consist of Awards, Certificates and Diplomas. Each qualification is composed of a pre-determined number of units. Awards may be achieved with 1 to 12 credits, Certificates require 13 to 36 credits and Diplomas require a minimum of 37 credits.

Successful achievement of the learning outcomes for the Level 2 Award in Principles of Manual Handling will earn a candidate one credit.

2.3. Relationship with the National Occupational Standards

The content of the Level 2 Award in Principles of Manual Handling has been mapped to Units HSS1 and HSS6 of the National Occupational Standards for Health and Safety.
2.4. Progression routes and related programmes of study

The following lists the full range of qualifications the British Safety Council presently offers or expects to offer shortly. Centres are advised to consult our website for up-to-date guidance on our portfolio of qualifications and to study the individual specification documents for information regarding the content of particular qualifications.

**Entry Level**
Entry Level Award in Workplace Hazard Awareness

**Level 1**
Level 1 Award in Health and Safety in the Workplace
Level 1 Award in Environmental Sustainability

**Level 2**
Level 2 Award in Health and Safety in the Workplace
Level 2 Award in Health and Safety in Health and Social Care
Level 2 Award in Principles of Risk Assessment
Level 2 Award in Principles of COSHH
Level 2 Award in Principles of Fire Safety
Level 2 Award in Principles of Manual Handling
Level 2 Award in Contact Dermatitis Prevention
Level 2 Award in Risk Assessment
Level 2 Award in COSHH Risk Assessment
Level 2 Award in DSE Risk Assessment
Level 2 Award in Fire Risk Assessment
Level 2 Award in Manual Handling Risk Assessment
Level 2 Award in Supervising Staff Safely
Level 2 Award in Environmental Sustainability

**Level 3**
Level 3 Certificate in Occupational Safety and Health

**Level 6**
Level 6 Diploma in Occupational Safety and Health

**International**
International Certificate in Occupational Safety and Health
International Diploma in Occupational Safety and Health
3. Delivering the qualification

3.1. Centre requirements

The Level 2 Award is delivered by organisations (‘centres’) approved by the British Safety Council. Organisations seeking approved centre status should complete and return the Centre Agreement for the delivery of British Safety Council qualifications, downloadable from our website.

Staff delivering this qualification must be competent to do so. Competence is a mixture of experience, knowledge, skills, training and qualifications. Staff teaching at Level 2 would normally be expected to hold a qualification at Level 3 or above.

Centres are required to familiarise themselves with the wide-ranging guidance and requirements detailed in the Centre Handbook – A guide to the delivery of British Safety Council qualifications document and the associated policy guides that are downloadable from our website.

3.2. Learner requirements

It is recommended that learners acquire an understanding of important associated principles and terminology by completing either the Level 1 or Level 2 Award in Health and Safety in the Workplace prior to undertaking this qualification. However, there are no formal entry requirements and the British Safety Council will not restrict access on the grounds of prior academic attainment, age, employment, geographic location or any other grounds.

It is expected that learners will have a level of literacy adequate to cope with the examination.

Centres must conduct an initial assessment of each cohort to determine whether candidates have any special requirements. Learners should also be made aware of relevant policy areas, particularly those concerning malpractice.

It is anticipated that most learners will require approximately 3-4 hours of tuition in order to successfully complete the qualification.

Learners should be informed of the title and level of the qualification they are undertaking and that the British Safety Council is the awarding organisation concerned.
3.3. Qualification withdrawal

All regulated qualifications have operational start, operational end and certification end dates.

The operational end date is the date by which learners must be registered for a qualification and the certification end is the date by which learners must claim their certificates.

In the event of a qualification being withdrawn, the British Safety Council will give sufficient notice to centres to ensure that learners’ interests are adequately protected. When qualifications are updated, the British Safety Council will make arrangements for the transfer of learners to any revised version.

In most cases the British Safety Council requests an extension to operational end dates and certification end dates from the regulators. In some cases, a qualification may be redeveloped to ensure content is current and a replacement may be introduced or a qualification may be withdrawn without a replacement being made available.

Whichever of the above applies, the British Safety Council will keep centres informed of the future of a qualification that is currently being offered.

3.4. Quality assurance – monitoring and sanctions

The British Safety Council has a responsibility to the learners taking its qualifications and to the qualifications regulators to ensure that centres deliver its qualifications and units in accordance with relevant national standards.

We conduct desk-based monitoring of our centres and centre visits. The primary focus of our monitoring is the centre’s compliance with the conditions set out in the Centre Agreement. We seek to assure ourselves that the management and systems at each centre ensure that our qualifications are delivered in line with the requirements of the qualifications regulators and the British Safety Council’s centre approval criteria.

It is important that centre staff involved in the delivery of our qualifications are fully aware of the contents of our sanctions policy and its possible implications should failure to comply with the requirements specified occur.

Centres are advised to study the centre monitoring and sanctions policy documents available on our website for detailed guidance in these areas.
4. Assessment overview

4.1. Assessment strategy at a glance

The following table provides key information regarding the assessment strategy for this qualification.

<table>
<thead>
<tr>
<th>Method</th>
<th>One multiple choice question examination (30 questions total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>English only</td>
</tr>
<tr>
<td>Format</td>
<td>Online or paper-based</td>
</tr>
<tr>
<td>Duration</td>
<td>45 minutes</td>
</tr>
<tr>
<td>Grading</td>
<td>Pass or Fail only Pass mark: 20 out of 30</td>
</tr>
<tr>
<td>Resources</td>
<td>None required or permitted</td>
</tr>
<tr>
<td>Re-sit opportunities</td>
<td>Unlimited</td>
</tr>
</tbody>
</table>

4.2. Unit detail and weightings

The Level 2 Award comprises one mandatory unit – ‘Understanding the Principles of Manual Handling’ (A/504/5456). The learning outcomes state what a candidate will be expected to know, understand or be able to do and the assessment criteria describe the requirements that a candidate is expected to meet to demonstrate that a learning outcome has been achieved.

The following table indicates the unit content and on how the examination is weighted by particular learning outcome.

<table>
<thead>
<tr>
<th>Learning Outcome</th>
<th>Assessment Criteria</th>
<th>Exam weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Understand the reasons for safe manual handling</td>
<td>1.1 Outline the potential injuries and ill health associated with incorrect manual handling</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>1.2 Outline employers and employees duties relating to manual handling at work</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.3 Outline the consequences for non-compliance with health and safety requirements at work</td>
<td></td>
</tr>
<tr>
<td>2. Understand how manual handling risk assessments contribute to improving health and safety</td>
<td>2.1 Explain the terms ‘hazard’ and ‘risk’ in the context of manual handling work</td>
<td>37%</td>
</tr>
<tr>
<td></td>
<td>2.2 Outline the process for carrying out a manual handling risk assessment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.3 Describe the principle of the risk control hierarchy when applied to manual handling</td>
<td></td>
</tr>
</tbody>
</table>
4.3. Arranging assessments

The examination is available on-demand, which means that centres may arrange an examination at a site and time of their choosing. Online and paper-based versions of the examination are available, giving centres flexibility in terms of delivery.

Centres must schedule examinations at least one week in advance of the examination date.

Online examinations are marked automatically and results are available immediately at the end of the examination.

Centres wishing to administer a paper-based version may download a copy of the examination question paper and return candidate answer sheets to the British Safety Council for marking.

4.4. Assessment conditions

Each centre takes responsibility for administering the examination in accordance with British Safety Council regulations. This includes providing a suitable room, invigilation and ensuring that the candidates’ work is their own.

Details of the examination arrangements can be found in the Centre Handbook.

The British Safety Council reserves the right to send an inspector to an examination sitting to ensure that all regulations are being adhered to. The inspector will arrive without prior notice, will be identified by an official letter, and must be granted access to the examination room and to all the examination documentation. Failure to allow an inspector access, or any discovered breach of British Safety Council regulations, may invalidate the examination. The British Safety Council may also withdraw the centre’s approval.
4.5. Marking, awarding and reporting of results

The results of online examinations are available immediately and certificates are issued by post within five working days.

With paper-based examinations, centres return the candidate answer sheets to the British Safety Council for marking. Results and certificates are posted to the centre within five working days of the British Safety Council receiving the answer sheets.

Candidates’ results are reported as a grade (Pass or Fail) for the qualification as a whole. Candidates’ raw marks are also reported. A pre-defined quota of passes to be awarded does not exist – if all candidates achieve the pass mark, then all candidates will be awarded a pass grade.

4.6. Availability of sample assessment material

Centres and learners may familiarise themselves with the format and style of the examination questions by reference to the sample questions provided in the Appendix.
The following provides a summary of the rules and policies relevant to this qualification.

Centres and learners are advised to study the full and most current versions of each policy available on the British Safety Council website.

5.1. Equality of opportunity

The British Safety Council is committed to the principle of equality for all and it is a requirement that approved centres undertake the delivery of British Safety Council qualifications in accordance with the Equality Act 2010.

The British Safety Council aims to ensure that equality of opportunity is promoted through its qualifications and that unlawful or unfair discrimination, whether direct or indirect, does not occur.

Through our qualification development procedures and management and quality assurance arrangements, we keep under review how we can ensure equality for all learners.

We will ensure that:

- the widest possible diversity of learners can access our qualifications;
- the entry requirements, content and assessment demands of our qualifications are appropriate to the knowledge, understanding and skills specified and do not act as unnecessary barriers to achievement;
- the language used in our assessment materials is clear, free from bias and appropriate to the programme of study and target group;
- we produce materials that do not cause offence;
- we respond to requests for reasonable adjustments and special consideration;
- we act fairly at all times when working with centres and learners;
- our qualifications are regularly reviewed against this statement.

5.2. Reasonable adjustments

When necessary, the British Safety Council approves reasonable adjustments for candidates with particular requirements to enable them to have access to fair assessment and to demonstrate achievement. Candidates may require reasonable adjustments for a number of reasons including a permanent or temporary disability or medical condition.

Reasonable adjustments are not concessions to make assessment easier for learners, nor advantages to give learners a head start.
5. Rules and policies cont.

5.3. Special consideration

Special consideration involves procedures that may result in an adjustment to the marks of candidates who have not been able to demonstrate attainment because of exceptional circumstances during the examination itself.

The British Safety Council ensures that its special considerations treat learners fairly and in accordance with national guidelines.

A learner who is fully prepared for an assessment may be eligible for special consideration if:

- performance in an assessment is affected by circumstances beyond the control of the learner (e.g. recent personal illness, accident, bereavement or serious disturbance during the assessment);
- reasonable adjustment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate.

5.4. Malpractice and maladministration

The fairness of the assessment process depends upon all parties acting in good faith and adhering to the highest professional standards of conduct. Any evidence of deviation from such standards may lead to disqualification of candidates and/or withdrawal of centre approval. In the event of proven malpractice or maladministration, the British Safety Council may notify the qualifications regulators and other awarding organisations.

All examiners, invigilators, centres, learners and awarding organisation staff are required to report suspicions of malpractice or maladministration on the part of centres, learners, tutors or anyone involved in delivering the qualification. Such reports should be made to the British Safety Council’s Head of Qualifications for investigation and resolution.

Any attempt to gain unfair advantage in a qualification for oneself or for another constitutes malpractice, as does any infringement of examination rules.

Examples of malpractice include:

- a learner copying another learner’s work;
- a learner bringing into an examination room aids (e.g. notes, mobile phone) that could be used to help answer the examination questions;
- a learner using others’ ideas and words in an assignment without clearly acknowledging the source of the information (plagiarism);
- a tutor giving a learner unfair assistance with an assessment;
- an invigilator revealing the questions in an examination to learners before the time of the examination.
Any activity or practice which results in non-compliance with the British Safety Council’s regulations and requirements constitutes maladministration.

Examples of maladministration include:

• a centre failing to return all examination materials after an examination;

• a centre failing to issue learners with appropriate notices and warnings in an examination;

• a centre not ensuring the examination venue conforms to requirements;

• errors or omissions in information supplied to the British Safety Council.

5.5. Result enquiries and appeals

The British Safety Council endorses the right of individuals to enquire about their result and to appeal against the outcome of that enquiry. Procedures are in place to ensure that result enquiries and appeals are dealt with thoroughly and fairly.

The British Safety Council reserves the right not to consider result enquiries if the request is submitted more than 14 days after the result issue date.

A result enquiry or an appeal can result in a grade being confirmed, raised or lowered. Where a grade is changed, the new grade will replace the original grade, whether it is higher or lower.

5.6. Feedback and complaints

The British Safety Council is committed to providing an outstanding level of customer service and we welcome feedback to help us continually improve our service.

With complaints, we undertake to:

• acknowledge your complaint within two working days;

• log all complaints and resolve them as quickly as possible;

• assign an appropriately qualified member of staff to deal with your complaint;

• respond fully or provide a progress report within 20 working days;

• for more complex complaints, conclude follow-up action within an agreed timescale;

• reply in whichever way (telephone, e-mail, letter) is most convenient for you.
Appendix: Sample examination questions

1. Manual handling injuries are most likely to affect the
   A. neck.
   B. shoulders.
   C. upper back.
   D. lower back.

   A. not lift loads greater than 25kg.
   B. wear gloves for all manual handling tasks.
   C. follow their employer’s safe system of work.
   D. complete manual handling risk assessments.

3. The first stage in a manual handling risk assessment is to
   A. identify the people who may be at risk.
   B. identify the hazards.
   C. decide upon the level of risk.
   D. evaluate the existing control measures.

4. The manual handling risk filter is used to
   A. eliminate the need for manual handling.
   B. reduce the risks from manual handling.
   C. identify tasks with a significant level of risk.
   D. evaluate existing control measures.

5. The control measure that will be least effective in reducing the risk from manual handling is
   A. changing the load to make it lighter.
   B. changing the load to improve grip.
   C. providing gloves for employees.
   D. providing training for employees.

Answers (assessment criteria in brackets)
1. D. (1.1)
2. C. (1.2)
3. B. (2.2)
4. C. (2.2)
5. C. (2.3)