

job READY

2023-1-IS01-KA220-VET-000158090

ASSESSMENT TOOLS
AND METHODS

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Module 2 – Occupational Health and Safety

Module ASSESSMENT – 1 hour:

This module focuses on essential occupational health and safety principles relevant to tourism. It includes important topics such as workers' rights, workplace safety, and how to handle emergencies.

Overview:

The assessment is divided into practical activities and a multiple-choice quiz.

The first part of the assessment consists of role-plays, discussions, and scenario-based questions that are to be integrated with the classroom activities. Note active participation according to the rubrics' criteria. The instructor can mark the observed and achieved results in an attendance list.

The second part of the assessment consists of a multiple-choice quiz. For each module, select 5–10 questions from the question bank. Ensure that the quiz system randomly assigns questions. Each question has three possible answers, with only one correct option. To pass, participants must score 80% or higher, as the questions test basic understanding of the module content. Aim for each quiz to take approximately 3 minutes or a complete exam including all modules at 30 minutes.

Allow about 1 hour for the entire assessment process.

Topics Covered:

- Section 1: Working Time Directive
- Section 2: Equal Treatment in Employment and Occupation
- Section 3: Health and Safety at Work
- Section 4: Rights and Obligations
- Section 5: Legal Framework
- Section 6: Occupational Violence
- Section 7: Risk Assessment and Hazards in the Workplace
- Section 8: Emergencies
- Section 9: First Aid
- Section 10: Communication in the Workplace
- Section 11: Psychological Safety
- Section 12: Ergonomics

Assessment Instructions:

Begin with role-plays and discussions to engage participants. Use scenario-based questions to assess understanding of key concepts. Provide clear instructions and examples to ensure participants understand what is expected.

It is recommended that the participants are given short quizzes after each module. Use 5-10 multiple choice questions, aiming for approximately 3-minute tests. Alternatively, it's possible to test at the end of the module; aim for a maximum 30-minute test in such a case.

After the Assessment:

Review the results with participants, focusing on any areas of uncertainty. Discuss practical applications of health and safety principles in their daily work.

Learning Outcomes	Suggested assessment	Description	Criteria (Rubrics)	Duration:
LO2.1 Explain the rights and schedules at work, following the working time rules, to help balance work and rest.	Role Play: Negotiating Break Times	Participants role-play a negotiation between an employee and a manager regarding break times.	Clarity of communication, understanding of working time rules, negotiation skills	5 minutes
LO2.2 Explain worker's rights and responsibilities under equal treatment in employment and occupation, focusing on fair treatment regardless of gender, religion, nationality, or racial background.	Role-Play: Addressing Inequality	Participants act out scenarios depicting unequal treatment and provide solutions.	Identification of inequality, proposed solutions, empathy	5 minutes
LO2.3 Describe worker's rights and duties concerning health and safety in the workplace.	Scenario-Based Discussion	Discuss responses to various workplace safety scenarios.	Understanding of safety protocols, appropriate responses, teamwork	5 minutes
LO2.4 Explain fundamental rights and duties regarding wages, contracts, and the role of work unions.	Role-Playing: Contract Negotiations	Role-play a negotiation between employees, employers, and trade union representatives.	Negotiation skills, understanding of rights and duties, clarity of communication	5 minutes
LO2.5 Describe workers' legal framework related to workplace health and safety, their rights and duties, and	Information Search	Find specific legal information using the provided resources.	Accuracy of information, resourcefulness, understanding of legal framework	5 minutes



how to access further information				
LO2.6 Explain various forms of violence, bullying, and harassment in the workplace and preventive measures against such behaviors.	Role-Playing Scenarios	Act out responses to different forms of workplace violence.	Appropriateness of response, understanding of preventive measures, empathy	5 minutes
LO2.7 Describe potential hazards in the workplace, assess associated risks, and propose ways to mitigate them.	Hazard Identification Workshop	Identify and discuss potential hazards from images or videos.	Hazard identification, risk assessment, proposed mitigations	5 minutes
LO2.8 Explain how to prepare for and respond to emergencies in the workplace.	Incident Response Simulation	Simulate an emergency response scenario.	Quick assessment, appropriate response, communication skills	5 minutes
LO2.9 Apply first aid to address workplace accidents and emergencies.	First Aid Scenario Role-Play	Perform first aid in a simulated emergency.	Correct application of first aid, understanding of first aid principles, teamwork	5 minutes





<p>LO2.10 Explain healthy communication and its importance in the workplace.</p>	<p>Role-Playing Communication Scenarios</p>	<p>Role-play common workplace communication scenarios.</p>	<p>Communication clarity, use of active listening, respectful interaction</p>	<p>5 minutes</p>
<p>LO2.11 Explain psychological safety in the workplace and why it is crucial.</p>	<p>Problem-Solving Group Discussion</p>	<p>Discuss and propose solutions to improve psychological safety based on case studies.</p>	<p>Problem identification, proposed solutions, teamwork</p>	<p>5 minutes</p>
<p>LO2.12 Explain the principles of ergonomics and the importance of proper work posture.</p>	<p>Ergonomic Risk Assessment</p>	<p>Evaluate and suggest improvements to a workspace setup.</p>	<p>Identification of ergonomic issues, proposed solutions, and understanding of ergonomic principles</p>	<p>5 minutes</p>

Assessment – knowledge quiz:

Each learning unit contains a quiz of 20 questions. At the end of each unit, the instructor will be able to select 5-10 random questions for each participant, which should take around 5 minutes.

The questions are of low difficulty and offer three possible options each. The correct answer is marked in this document.

If all participants can access a computer, the instructor should set the quizzes up online. However, it is also possible to print the quizzes on paper.

Learning Unit 2.1 – Working Time Directive (2003/88/EC)

1. According to the Working Time Directive, what is the average weekly working time?

- A. 40 hours
- B. 48 hours
- C. 56 hours

Correct Answer: B

2. How long should the minimum rest period be within 24 hours?

- A. 8 hours
- B. 9 hours
- C. 11 hours

Correct Answer: C

3. How many consecutive hours must an employee rest in a week?

- A. 24 hours
- B. 36 hours
- C. 48 hours

Correct Answer: A

4. **What is an employee entitled to if they work more than 6 hours a day?**

- A. A rest break
- B. Extra pay
- C. Time off the next day

Correct Answer: A

5. **How many weeks of paid holidays per year are employees entitled to under the directive?**

- A. 2 weeks
- B. 3 weeks
- C. 4 weeks

Correct Answer: C

6. **What should employees do if they have doubts about their working hours or rest time?**

- A. Ignore it
- B. Discuss with their manager
- C. Contact a workplace advisor or union representative

Correct Answer: C

7. **What is the purpose of the Working Time Directive?**

- A. To increase productivity
- B. To ensure workers' health and safety
- C. To provide flexibility to employers

Correct Answer: B

8. **What is an Opt-Out Agreement?**

- A. An agreement that allows workers to choose to work less than 48 hours a week
- B. An agreement that allows workers to choose to work more than 48 hours a week
- C. An agreement that allows employers to reduce break times

Correct Answer: B

9. **What is a common violation of the Working Time Directive?**

- A. Not providing sufficient breaks
- B. Offering too many holidays
- C. Working less than the maximum hours

Correct Answer: A

10. **According to the directive, why is balancing work and personal life important?**

- A. To increase profits
- B. To reduce burnout and increase productivity
- C. To ensure longer working hours

Correct Answer: B

11. **What should an employer do if employees work more than the allowed hours?**

- A. Ignore it
- B. Discuss reducing the hours
- C. Report the employee

Correct Answer: B

12. **Who can help employees with questions about work hours?**

- A. Their colleagues
- B. Human Resources, management or a union representative

C. Customers

Correct Answer: B

13. **What should be included in the Working Time Directive training?**

- A. How to maximize working hours
- B. Importance of regular rest periods
- C. Ways to avoid taking breaks

Correct Answer: B

14. **What is the benefit of regular rest periods?**

- A. Increased fatigue
- B. Prevention of health issues and workplace accidents
- C. Reduced productivity

Correct Answer: B

15. **What is the consequence of not respecting maximum working hours?**

- A. Legal penalties and employee health risks
- B. Increased profits
- C. Higher employee turnover

Correct Answer: A

16. **What should an employee do if they need to work beyond the maximum hours occasionally?**

- A. Sign an Opt-Out Agreement
- B. Not take breaks
- C. Work without informing the employer

Correct Answer: A

Learning Unit 2.2 – Equal Treatment in Employment and Occupation
(2006/54/EC)

1. What is the primary purpose of the Equal Treatment Directive (2006/54/EC)?

- A. To regulate working hours
- B. To ensure equal treatment of employees regardless of gender, religion, nationality, or racial background
- C. To increase company profits

Correct Answer: B

2. What does fair pay mean under the Equal Treatment Directive?

- A. Paying employees based on their needs
- B. Ensuring all workers receive equal pay for equal work or work of equal value
- C. Giving bonuses only to managers

Correct Answer: B

3. Which of the following is a fundamental right under the Equal Treatment Directive?

- A. The right to work overtime
- B. The right to equal opportunities for training and advancement
- C. The right to take extended breaks

Correct Answer: B

4. What should employees do if they experience unequal treatment at work?

- A. Ignore it
- B. Address it with their manager or a union representative
- C. Take more breaks

Correct Answer: B

5. **Which principle is NOT included in the Equal Treatment Directive?**

- A. Fair working conditions
- B. Equal opportunities for training
- C. Unequal pay for different genders

Correct Answer: C

6. **What can result from not following equal treatment principles in the workplace?**

- A. Legal and financial repercussions
- B. Increased productivity
- C. Better employee relations

Correct Answer: A

7. **What is an example of unequal treatment?**

- A. Offering training to all employees
- B. Promoting employees based on their performance
- C. Paying different wages to employees doing the same job based on their gender

Correct Answer: C

8. **What is the benefit of treating all customers respectfully and fairly?**

- A. Increased customer complaints
- B. Improved customer satisfaction and loyalty
- C. Higher operational costs

Correct Answer: B

9. **What action should be taken to promote an inclusive service environment?**

- A. Ignoring customer complaints

B. Ensuring all employees understand and follow equal treatment policies

C. Favouring certain customers

Correct Answer: B

10. How does equal treatment of employees impact customer service?

A. It has no impact

B. It usually leads to better customer service

C. It increases employee dissatisfaction

Correct Answer: B

11. What is non-discrimination?

A. Allowing discrimination based on performance

B. Prohibiting unjust treatment based on characteristics like race, age, or sex

C. Promoting discrimination in hiring practices

Correct Answer: B

12. Who benefits from equal treatment in the workplace?

A. Only managers

B. All employees and the company

C. Only customers

Correct Answer: B

13. What does respect in the workplace help to create?

A. A hostile environment

B. A positive and productive work atmosphere

C. An increase in workplace conflicts

Correct Answer: B

14. **Why is it essential to have clear policies on equal treatment?**

- A. To confuse employees
- B. To provide a guideline for fair treatment and prevent discrimination
- C. To favor certain groups

Correct Answer: B

15. **How can companies support equal treatment?**

- A. By promoting based on favoritism
- B. By implementing and enforcing clear equal treatment policies
- C. By ignoring discrimination issues

Correct Answer: B

16. **What should be done to address situations where unequal treatment might occur?**

- A. Avoid discussing them
- B. Address and rectify them promptly
- C. Allow them to continue

Correct Answer: B

17. **What does the Equal Treatment Directive aim to promote?**

- A. Gender inequality
- B. Discrimination based on nationality
- C. Respect and equal opportunities in the workplace

Correct Answer: C

18. **What should employers do to ensure equal treatment?**

- A. Discriminate based on personal preferences
- B. Provide equal opportunities and treat all employees fairly

C. Only focus on profits

Correct Answer: B

Learning Unit 2.3 – Health and Safety at Work Framework Directive (89/391/EEC)

1. According to the directive, Who is responsible for maintaining a safe working environment?

A. Only employees

B. Only employers

C. Both employers and employees

Correct Answer: C

2. What must employers do to prevent workplace risks?

A. Ignore potential hazards

B. Conduct risk assessments and implement safety measures

C. Rely on employees to manage risks

Correct Answer: B

3. What are employees' rights concerning workplace safety?

A. To work without any breaks

B. To be informed about risks and receive safety training

C. To ignore safety protocols

Correct Answer: B

4. What should employees do if they encounter a safety hazard?

A. Ignore it

B. Report it to their supervisor or safety representative

C. Continue working without any changes

Correct Answer: B

5. What is a risk assessment?

A. A document listing employees' salaries

B. A process of identifying and evaluating workplace hazards

C. A plan for employee vacations

Correct Answer: B

6. What is the purpose of safety measures in the workplace?

A. To reduce the number of work hours

B. To prevent accidents and injuries

C. To increase the number of employees

Correct Answer: B

7. How should workers respond to emergencies at work?

A. Panic and leave immediately

B. Follow emergency procedures and report the incident

C. Ignore the situation

Correct Answer: B

8. Why is it essential for employers to provide proper equipment use training?

A. To increase the company's expenses

B. To ensure employees use equipment safely and prevent accidents

C. To reduce the number of employees

Correct Answer: B

9. What should an employer do if a new hazard is identified in the workplace?

- A. Ignore it
- B. Update the risk assessment and implement new safety measures
- C. Wait until an accident occurs

Correct Answer: B

10. **What is one of the employees' duties regarding workplace safety?**

- A. To disregard safety rules
- B. To comply with safety protocols and report hazards
- C. To work without safety equipment

Correct Answer: B

11. **How often should risk assessments be updated?**

- A. Only when an accident occurs
- B. Regularly, or when there are significant changes in the work environment
- C. Never

Correct Answer: B

12. **What role do safety committees play in the workplace?**

- A. To increase work hours
- B. To ensure workers have a voice in safety management
- C. To manage company finances

Correct Answer: B

13. **Why is it essential to have emergency drills in place?**

- A. To increase the workload
- B. To ensure a quick and effective response to emergencies
- C. To reduce employees' rest periods

Correct Answer: B

14. **What should employees do if they need clarification about safety procedures?**

- A. Ignore their concerns
- B. Ask their supervisor or safety representative for clarification
- C. Make up their procedures

Correct Answer: B

15. **What can result from failing to follow health and safety regulations?**

- A. Improved employee morale
- B. Legal penalties and increased workplace accidents
- C. Higher productivity

Correct Answer: B

16. **What is the employer's responsibility regarding safety equipment?**

- A. To provide it and ensure it is used correctly
- B. To keep it locked away
- C. To let employees buy their equipment

Correct Answer: A

17. **What is one fundamental principle of the Health and Safety at Work Framework Directive?**

- A. Maximizing profits
- B. Informing and consulting workers about safety
- C. Reducing the number of employees

Correct Answer: B

18. **What should be the first step in responding to a workplace accident?**

- A. Finish the task at hand

B. Assess the situation and ensure it is safe to help

C. Leave the workplace immediately

Correct Answer: B

Learning Unit 2.4 – Rights and Obligations

1. What is one of the fundamental rights of employees regarding wages?

A. To be paid less than minimum wage

B. To receive fair pay for their work

C. To work without a contract

Correct Answer: B

2. What is the role of trade unions in the workplace?

A. To represent and safeguard worker rights

B. To hire and fire employees

C. To manage company finances

Correct Answer: A

3. What should an employment contract include?

A. Only the employee's name

B. Details on wages, working hours, and job responsibilities

C. The company's profits

Correct Answer: B

4. How can employees engage with trade unions?

A. By ignoring union activities

B. By becoming members and participating in union-led activities

C. By avoiding all workplace issues

Correct Answer: B

5. What is one obligation of employers towards their employees?

- A. To provide unfair working conditions
- B. To ensure safe and healthy working conditions
- C. To withhold important job information

Correct Answer: B

6. How do trade unions assist employees?

- A. By ignoring their concerns
- B. By advocating for better working conditions and representing them in negotiations
- C. By increasing their work hours

Correct Answer: B

7. What is a crucial element of a fair employment contract?

- A. Vague job descriptions
- B. Clear terms and conditions understandable to the employee
- C. Hidden clauses

Correct Answer: B

8. What should employees do if they have issues with their working conditions?

- A. Ignore them
- B. Seek assistance from trade unions
- C. Continue working without raising concerns

Correct Answer: B

9. What should be included in an employee's job description?

- A. Vague responsibilities
- B. Clear and detailed duties

C. The company's financial goals

Correct Answer: B

10. How do trade unions help with workplace disputes?

A. By avoiding conflicts

B. By providing support and representing employees in discussions

C. By siding with employers

Correct Answer: B

11. What is one responsibility of employees under their contract?

A. To ignore company policies

B. To comply with job duties and follow safety protocols

C. To work without any breaks

Correct Answer: B

12. Why should employees know their rights and obligations?

A. To disregard them

B. To ensure they are treated fairly and work safely

C. To increase their work hours

Correct Answer: B

13. What should employees do if their employer fails to upfill contract terms?

A. Accept the situation

B. Report to their trade union or relevant authorities

C. Work without raising the issue

Correct Answer: B

Learning Unit 2.5 – Legal Framework

1. What is the primary purpose of the Workplace Safety and Health Act (46/1980)?

- A. To increase employee working hours
- B. To protect workers' safety and health
- C. To reduce employer responsibilities

Correct Answer: B

2. Who is responsible for maintaining workplace safety according to the law?

- A. Only employees
- B. Only employers
- C. Both employers and employees

Correct Answer: C

3. What is a crucial duty of employers under the Workplace Safety and Health Act?

- A. To ignore workplace hazards
- B. To conduct risk assessments and provide safety training
- C. To increase workload without notice

Correct Answer: B

4. What rights do employees have under workplace safety laws?

- A. To work without breaks
- B. To be informed about risks and participate in safety discussions
- C. To ignore safety protocols

Correct Answer: B

5. What should an employee do if they find unsafe conditions at work?

- A. Ignore them
- B. Report to their supervisor or safety representative
- C. Continue working without changes

Correct Answer: B

6. What does the term “risk assessment” mean in the context of workplace safety?

- A. Evaluating employees’ salaries
- B. Identifying and evaluating potential hazards in the workplace
- C. Planning company events

Correct Answer: B

7. What should be included in a risk assessment?

- A. Employee personal information
- B. Identification of hazards and measures to prevent accidents
- C. Company profit margins

Correct Answer: B

8. How can employees access information about workplace safety?

- A. By asking customers
- B. Through company-provided resources and safety representatives
- C. By guessing based on experience

Correct Answer: B

9. What is a fundamental principle of workplace safety laws?

- A. Maximizing profits
- B. Preventing occupational risks and protecting health

C. Reducing employee benefits

Correct Answer: B

10. What should employers do when new safety regulations are introduced?

A. Ignore them

B. Update their safety procedures and inform employees

C. Delay implementation

Correct Answer: B

11. Who monitors compliance with workplace safety regulations?

A. Only the employees

B. Relevant national authorities

C. Company clients

Correct Answer: B

12. What can happen if an employer does not follow safety laws?

A. Increased employee satisfaction

B. Legal penalties and workplace accidents

C. Higher productivity

Correct Answer: B

13. What is the role of employees in maintaining workplace safety?

A. Ignoring safety measures

B. Following safety protocols and reporting hazards

C. Only doing what they are told

Correct Answer: B

14. What should an employer provide to ensure workplace safety?

- A. Outdated safety equipment
- B. Proper training and safety equipment
- C. Personal items for employees

Correct Answer: B

15. How often should risk assessments be reviewed?

- A. Never
- B. Regularly, especially when there are changes in the work environment
- C. Only after an accident occurs

Correct Answer: B

16. What should be done when new hazards are identified in the workplace?

- A. Continue working without change
- B. Update the risk assessment and implement new safety measures
- C. Wait for an accident to happen

Correct Answer: B

17. How can workers participate in workplace safety?

- A. By ignoring safety measures
- B. By joining safety committees and participating in safety discussions
- C. By avoiding any involvement in safety protocols

Correct Answer: B

Learning Unit 2.6 – Occupational Violence

1. What is workplace violence?

- A. Excessive workload

B. Any action, incident, or behavior that threatens, harms, or injures someone at work

C. Unscheduled breaks

Correct Answer: B

2. What is bullying in the workplace?

A. Friendly teasing among colleagues

B. Repeated and unwanted behavior that can humiliate or degrade an individual

C. Constructive feedback from a manager

Correct Answer: B

3. What is harassment in the workplace?

A. Complimenting a colleague

B. Unwanted conduct affecting the dignity of individuals at work

C. Providing extra training sessions

Correct Answer: B

4. What should an employee do if they experience workplace violence?

A. Ignore it

B. Report it to their supervisor or HR department

C. Respond with violence

Correct Answer: B

5. What is a sign of workplace bullying?

A. Regular team meetings

B. Persistent negative behavior towards an individual

C. Assigning tasks based on skill sets

Correct Answer: B

6. What can be a consequence of workplace bullying?

- A. Increased job satisfaction
- B. Emotional distress and reduced productivity
- C. Better team collaboration

Correct Answer: B

7. How can workplace bullying be prevented?

- A. By ignoring employee complaints
- B. By implementing clear policies and providing training
- C. By avoiding safety audits

Correct Answer: B

8. What is an example of psychological violence?

- A. Physical assault
- B. Intimidation and coercion
- C. Providing constructive feedback

Correct Answer: B

9. What role do employees have in creating a safe workplace?

- A. Only managers are responsible
- B. Everyone has a role in maintaining a respectful and safe environment
- C. Only senior staff need to be involved

Correct Answer: B

10. How should an employee support a colleague facing workplace harassment?

- A. By ignoring their concerns

B. By expressing support and encouraging them to report the incident

C. By joining in on the harassment

Correct Answer: B

11. What is the purpose of having a workplace violence prevention policy?

A. To reduce company profits

B. To establish guidelines for preventing and responding to violence

C. To increase working hours

Correct Answer: B

12. How can managers help prevent workplace violence?

A. By ignoring employee reports

B. By enforcing a zero-tolerance policy and providing training

C. By reducing safety measures

Correct Answer: B

13. What should be included in a workplace violence prevention plan?

A. Guidelines for scheduling breaks

B. Strategies to prevent, respond to, and report violence

C. Information on company profits

Correct Answer: B

14. What is cyberbullying in the workplace?

A. Friendly online interactions

B. Bullying that takes place over digital devices

C. Encouraging team collaboration online

Correct Answer: B

15. Why is it essential to address workplace violence promptly?

- A. To increase workload*
- B. To maintain a safe and healthy work environment*
- C. To ignore safety protocols*

Correct Answer: B

16. What is a preventive measure against workplace violence?

- A. Avoiding discussions about safety*
- B. Regular safety audits and employee training*
- C. Ignoring employee concerns*

Correct Answer: B

17. What should be done if a colleague is showing signs of being bullied?

- A. Ignore the signs*
- B. Offer support and encourage them to seek help*
- C. Join in on the bullying*

Correct Answer: B

18. What is the role of a workplace safety committee in preventing violence?

- A. Ignoring employee feedback*
- B. Reviewing and recommending safety policies and procedures*
- C. Increasing work hours*

Correct Answer: B

19. How should the company respond to a reported workplace violence incident?

- A. Dismiss the report*
- B. Investigate the incident and take appropriate action*

C. Ignore the report

Correct Answer: B

Learning Unit 2.7 – Risk Assessment and Hazards in the Workplace

1. What is a workplace hazard?

- A. A situation where employees have too many breaks*
- B. A potential source of harm or adverse health effect*
- C. A suggestion box in the workplace*

Correct Answer: B

2. What is the purpose of a risk assessment?

- A. To determine employee salaries*
- B. To identify and evaluate risks to health and safety*
- C. To schedule employee vacations*

Correct Answer: B

3. Who is responsible for conducting risk assessments in the workplace?

- A. Only employees*
- B. Only managers*
- C. Both employers and employees*

Correct Answer: C

4. What should be the first step in a risk assessment?

- A. Ignoring potential hazards*
- B. Identifying potential hazards*
- C. Increasing work hours*

Correct Answer: B

5. What is a physical hazard?

- A. A broken coffee machine
- B. Machinery or equipment that could cause injury
- C. A friendly conversation among employees

Correct Answer: B

6. What is an example of a chemical hazard?

- A. Loud noise in the workplace
- B. Exposure to harmful substances like cleaning agents
- C. Office furniture

Correct Answer: B

7. What should be done after identifying a hazard?

- A. Continue working as usual
- B. Assess the risks and implement control measures
- C. Ignore the hazard

Correct Answer: B

8. What is situational awareness?

- A. Awareness of the company's financial status
- B. Recognizing potential hazards and understanding environmental changes
- C. Being aware of employees' issues

Correct Answer: B

9. What is the purpose of preventive measures in the workplace?

- A. To increase profits
- B. To reduce or eliminate risks before they cause harm

C. To reduce employee benefits

Correct Answer: B

10. What is an ergonomic hazard?

A. A comfortable chair

B. Poor workstation design that causes strain

C. A clean desk

Correct Answer: B

11. What should employees do if they notice a hazard?

A. Ignore it

B. Report it to their supervisor or safety representative

C. Discuss it with colleagues only

Correct Answer: B

12. What is the role of safety equipment in the workplace?

A. To decorate the office

B. To protect employees from potential hazards

C. To increase employee workload

Correct Answer: B

13. What is a biological hazard?

A. Noise from machinery

B. Exposure to bacteria, viruses, or other biological agents

C. Poor lighting

Correct Answer: B

14. How often should risk assessments be updated?

- A. Never
- B. Regularly and whenever there are changes in the work environment
- C. Only after an accident occurs

Correct Answer: B

15. What is the importance of training employees about workplace hazards?

- A. To increase their workload
- B. To ensure they know how to identify and respond to hazards
- C. To reduce their salaries

Correct Answer: B

16. What is a psychosocial hazard?

- A. Exposure to toxic chemicals
- B. Stress or violence in the workplace
- C. A comfortable workspace

Correct Answer: B

17. What should be included in a risk assessment report?

- A. Employee personal information
- B. Identified hazards, risk evaluations, and control measures
- C. Company financial data

Correct Answer: B

18. What is the role of personal protective equipment (PPE)?

- A. To enhance employee appearance
- B. To protect employees from specific hazards
- C. To increase productivity

Correct Answer: B

19. How can workplace hazards be mitigated?

- A. By ignoring them
- B. By implementing practical measures such as safety equipment and procedures
- C. By working longer hours

Correct Answer: B

Learning Unit 2.8 – Emergencies

1. What is the first step in emergency preparedness at work?

- A. Ignore potential emergencies
- B. Develop an emergency action plan
- C. Increase working hours

Correct Answer: B

2. What should an emergency action plan include?

- A. Employee salaries
- B. Procedures for evacuation and emergency contacts
- C. Daily work schedules

Correct Answer: B

3. What is the emergency number to call in Europe?

- A. 911
- B. 112
- C. 999

Correct Answer: B

4. What should employees do immediately after an incident occurs?

- A. Panic and leave
- B. Assess the situation and follow emergency procedures
- C. Continue working as usual

Correct Answer: B

5. Why is it essential to have evacuation procedures in place?

- A. To increase company profits
- B. To ensure safe and orderly evacuation during emergencies
- C. To reduce employee benefits

Correct Answer: B

6. What information should be provided to emergency services when calling 112?

- A. Personal opinions
- B. Exact location, nature of the emergency, and number of people involved
- C. Employee work hours

Correct Answer: B

7. What should be done if you encounter a fire at work?

- A. Ignore it
- B. Follow the evacuation plan and use fire extinguishers if trained
- C. Wait for someone else to handle it

Correct Answer: B

8. What is the role of an emergency action plan?

- A. To schedule employee vacations
- B. To organize actions during workplace emergencies

C. To manage company finances

Correct Answer: B

9. Who should be familiar with the emergency action plan?

A. Only managers

B. All employees

C. Only new hires

Correct Answer: B

10. What is situational assessment?

A. Evaluating employee performance

B. Quickly evaluating the extent of an emergency and immediate actions needed

C. Scheduling work tasks

Correct Answer: B

11. What should you do if a colleague is injured during an emergency?

A. Ignore them

B. Provide first aid if trained and safe to do so, and call for help

C. Leave them behind

Correct Answer: B

12. Why is clear communication important during an emergency?

A. To confuse employees

B. To provide accurate information and instructions

C. To reduce employee workload

Correct Answer: B

13. What should be practiced regularly to ensure adequate emergency response?

- A. Coffee breaks
- B. Emergency drills and evacuation procedures
- C. Daily meetings

Correct Answer: B

14. What is the purpose of having designated assembly areas?

- A. To have a place to relax
- B. To ensure everyone is accounted for after an evacuation
- C. To increase productivity

Correct Answer: B

15. What should employees do if they need clarification on emergency procedures?

- A. Ignore their concerns
- B. Ask their supervisor or safety representative for clarification
- C. Make up their procedures

Correct Answer: B

16. What should be done if you smell gas in the workplace?

- A. Light a match to see better
- B. Evacuate immediately and report to emergency services
- C. Ignore it and continue working

Correct Answer: B

17. What is a critical part of emergency communication?

- A. Providing vague instructions
- B. Conveying clear and concise information to emergency responders
- C. Discussing unrelated topics

Correct Answer: B

Learning Unit 2.9 – First Aid

1. What is the primary purpose of first aid in the workplace?

- A. To delay medical care
- B. To provide immediate assistance to an injured or ill person
- C. To reduce working hours

Correct Answer: B

2. What should be included in a first aid kit?

- A. Office supplies
- B. Bandages, antiseptics, and gloves
- C. Company financial reports

Correct Answer: B

3. What first step should you take when encountering someone injured?

- A. Ignore them
- B. Assess the situation for safety
- C. Move them immediately

Correct Answer: B

4. What should you do if someone is bleeding heavily?

- A. Apply pressure to the wound and seek medical help
- B. Ignore it
- C. Give them water to drink

Correct Answer: A

5. How should you treat a burn at work?

- A. Apply ice directly on the burn
- B. Cool the burn under running water and cover it with a sterile bandage
- C. Ignore it

Correct Answer: B

6. What is the purpose of CPR?

- A. To help someone who is choking
- B. To keep blood and oxygen circulating in someone unconscious and not breathing
- C. To treat a minor cut

Correct Answer: B

7. What should you do if someone is unconscious but breathing?

- A. Place them in the recovery position and call for help
- B. Give them food
- C. Leave them lying flat on their back

Correct Answer: A

8. What is an important consideration when providing first aid?

- A. Personal safety
- B. Finishing your tasks first
- C. Ignoring the injured person

Correct Answer: A

9. Where should first aid kits be located?

- A. In a locked cabinet
- B. Easily accessible and known to all employees
- C. Only in the manager's office

Correct Answer: B

10. How should you respond to someone who has ingested a harmful substance?

- A. Give them food
- B. Call emergency services and provide information about the substance
- C. Make them vomit immediately

Correct Answer: B

11. What is the critical action to take if someone is choking?

- A. Give them water to drink
- B. Perform the Heimlich maneuver if trained
- C. Lay them down flat

Correct Answer: B

12. What is a common workplace injury that requires first aid?

- A. Broken office equipment
- B. Cuts and abrasions
- C. Lost personal items

Correct Answer: B

13. How should you respond to a suspected fracture?

- A. Move the person immediately
- B. Immobilize the affected area and seek medical help
- C. Ignore it

Correct Answer: B

14. What should you do if someone is experiencing a severe allergic reaction?

- A. Give them food

B. Use an epinephrine auto-injector if available and call for emergency help

C. Wait for it to pass

Correct Answer: B

15. What is the correct way to treat a minor cut?

A. Clean with water, apply antiseptic, and cover with a bandage

B. Leave it open to air

C. Apply a tight bandage immediately

Correct Answer: A

16. How often should first aid kits be checked and restocked?

A. Once a year

B. Regularly, to ensure all items are available and in good condition

C. Never

Correct Answer: B

17. What should you do if you need help providing first aid?

A. Ignore the situation

B. Call for emergency medical assistance

C. Guess and try anything

Correct Answer: B

18. What is the importance of first aid training in the workplace?

A. To reduce the number of breaks

B. To ensure employees can provide immediate care and prevent further injury

C. To increase work hours

Correct Answer: B

Learning Unit 2.10 – Communication in the Workplace

1. What is healthy communication in the workplace?

- A. Ignoring colleagues
- B. Interaction that is transparent, respectful, and ensures mutual understanding
- C. Talking only to managers

Correct Answer: B

2. What is active listening?

- A. Interrupting the speaker frequently
- B. Listening attentively without interruption and responding thoughtfully
- C. Ignoring the speaker's words

Correct Answer: B

3. Why is positive communication important in the workplace?

- A. To increase misunderstandings
- B. To enhance teamwork and create a positive work culture
- C. To reduce productivity

Correct Answer: B

4. What is a common barrier to effective communication?

- A. Clear speaking
- B. Language differences
- C. Active listening

Correct Answer: B

5. How can language barriers be overcome in the workplace?

- A. By ignoring them
- B. Through language training and cultural sensitivity training
- C. By only speaking in the native language

Correct Answer: B

6. What is non-verbal communication?

- A. Communicating through spoken words only
- B. Communicating through body language, facial expressions, and gestures
- C. Ignoring body language

Correct Answer: B

7. What is cultural sensitivity?

- A. Ignoring cultural differences
- B. Awareness and consideration of cultural differences in communication and behavior
- C. Enforcing the same culture on everyone

Correct Answer: B

8. Why is clear speaking essential in the workplace?

- A. To confuse colleagues
- B. To ensure that everyone understands messages
- C. To dominate conversations

Correct Answer: B

9. What is constructive feedback?

- A. Criticizing colleagues harshly
- B. Feedback is given in a supportive manner to encourage improvement

C. Avoiding feedback altogether

Correct Answer: B

10. How should feedback be given to ensure it is effective?

A. In a public setting

B. Privately and respectfully

C. Without any consideration of the recipient's feelings

Correct Answer: B

11. What is the benefit of effective communication in the workplace?

A. Increased conflicts

B. Better teamwork and job satisfaction

C. Decreased morale

Correct Answer: B

12. How can misunderstandings in communication be reduced?

A. By avoiding communication

B. By practicing active listening and clear speaking

C. By only using written communication

Correct Answer: B

13. What is the role of empathy in workplace communication?

A. To ignore colleagues' feelings

B. To understand and share the feelings of others, promoting a supportive environment

C. To criticize others' emotions

Correct Answer: B

14. What should you do if you do not understand something in a conversation?

- A. Pretend you understand
- B. Ask for clarification
- C. Change the subject

Correct Answer: B

15. How can non-verbal communication support verbal communication?

- A. By contradicting the spoken words
- B. By reinforcing the message through body language and facial expressions
- C. By ignoring body language

Correct Answer: B

16. What is a sign of ineffective communication?

- A. Clear and respectful conversations
- B. Frequent misunderstandings and conflicts
- C. Productive meetings

Correct Answer: B

17. Why is it important to give and receive feedback constructively?

- A. To demoralize colleagues
- B. To encourage continuous improvement and foster positive relationships
- C. To avoid addressing issues

Correct Answer: B

18. How can communication skills be applied in typical workplace scenarios?

- A. By ignoring colleagues' inputs
- B. By using empathy, respect, and straightforward communication techniques
- C. By speaking only when spoken to

Correct Answer: B

19. What should you do if you receive negative feedback?

- A. Ignore it
- B. Reflect on it and use it as an opportunity to improve
- C. Respond with negative feedback

Correct Answer: B

Learning Unit 2.11 – Psychological Safety

1. What is psychological safety in the workplace?

- A. Physical protection from harm
- B. A work environment where employees feel safe to express ideas and concerns without fear of negative consequences
- C. A focus on company profits

Correct Answer: B

2. Why is psychological safety important for team performance?

- A. It increases competition among employees
- B. It encourages open communication and collaboration
- C. It reduces the need for teamwork

Correct Answer: B

3. What is a sign of a psychologically unsafe workplace?

- A. Fear of speaking up
- B. Open and honest communication
- C. High levels of team engagement

Correct Answer: A

4. How does psychological unsafety affect employees?

- A. Increases job satisfaction
- B. Decreases morale and increases stress
- C. Enhances productivity

Correct Answer: B

5. What is a crucial strategy for contributing to a psychologically safe workplace?

- A. Ignoring colleagues' concerns
- B. Practicing active listening and inclusive communication
- C. Criticizing others' ideas harshly

Correct Answer: B

6. How can managers foster psychological safety in their teams?

- A. By disregarding employees' opinions
- B. By modeling appropriate behavior and encouraging open communication
- C. By focusing only on results

Correct Answer: B

7. What is the difference between psychological safety and physical safety?

- A. There is no difference
- B. Psychological safety involves emotional well-being, while physical safety involves protection from physical harm
- C. Physical safety is less important than psychological safety

Correct Answer: B

8. What should you do if you notice signs of psychological unsafety in the workplace?

- A. Ignore them

B. Address the issues and seek to improve the environment

C. Accept it as normal

Correct Answer: B

9. Why is it essential for employees to feel safe expressing concerns?

A. It leads to decreased productivity

B. It fosters a culture of trust and continuous improvement

C. It increases conflict

Correct Answer: B

10. What is one way to encourage psychological safety among team members?

A. Discouraging feedback

B. Encouraging empathy and support for one another

C. Promoting secrecy

Correct Answer: B

11. How can psychological safety improve employee well-being?

A. By increasing stress levels

B. By reducing fear and promoting a supportive environment

C. By isolating employees

Correct Answer: B

12. What is the impact of psychological safety on innovation?

A. It stifles creativity

B. It encourages employees to share new ideas without fear

C. It reduces the number of new ideas

Correct Answer: B

13. What should managers do to address psychological safety issues?

- A. Ignore them
- B. Take proactive steps to create a supportive environment
- C. Blame employees for the issues

Correct Answer: B

14. How can employees contribute to a psychologically safe environment?

- A. By avoiding communication
- B. By practicing inclusive communication and expressing empathy
- C. By focusing only on their tasks

Correct Answer: B

15. What is an essential element of psychological safety?

- A. Fear of making mistakes
- B. Freedom to speak up without fear of negative consequences
- C. Focus on individual success only

Correct Answer: B

16. How should concerns about psychological safety be addressed?

- A. By ignoring them
- B. By discussing them openly and finding solutions
- C. By avoiding the topic

Correct Answer: B

Learning Unit 2.12 – Ergonomics

1. What is ergonomics?

- A. The study of company profits

B. The science of fitting the job to the worker to enhance efficiency and reduce discomfort

C. A method to increase work hours

Correct Answer: B

2. Why is proper work posture important?

A. It helps reduce back pain and improves overall health and productivity

B. It increases fatigue

C. It is irrelevant to workplace safety

Correct Answer: A

3. What is a common effect of poor posture?

A. Increased energy levels

B. Chronic pain and fatigue

C. Better focus

Correct Answer: B

4. What should you do to maintain good posture while sitting?

A. Slouch in the chair

B. Keep your feet flat on the floor and your back straight

C. Sit on the edge of the chair

Correct Answer: B

5. How can ergonomic principles be applied to the workplace?

A. By ignoring the workstation setup

B. By arranging workspaces to support healthy posture and using ergonomic tools

C. By using old, uncomfortable furniture

Correct Answer: B

6. What is the benefit of using ergonomic tools and equipment?

- A. They increase workplace hazards
- B. They help minimize strain and prevent injuries
- C. They reduce productivity

Correct Answer: B

7. What are some signs of strain due to poor ergonomic practices?

- A. Increased job satisfaction
- B. Headaches and decreased focus
- C. Higher energy levels

Correct Answer: B

8. What should you do if you experience discomfort while working?

- A. Ignore it
- B. Adjust your posture and workstation, and take regular breaks
- C. Continue working without changes

Correct Answer: B

9. How often should you take breaks to maintain good ergonomics?

- A. Every 2-3 hours
- B. Once a day
- C. Every 20-30 minutes

Correct Answer: C

10. What is the correct way to lift heavy objects to avoid injury?

- A. Bend your back and keep your legs straight

B. Keep your back straight and bend your knees

C. Use only your arm muscles

Correct Answer: B

11. Why is it important to adjust your computer monitor's height?

A. To match the decor of the office

B. To ensure it is at eye level, reducing neck and eye strain

C. To make it harder to see

Correct Answer: B

12. What is a simple exercise to help maintain good posture?

A. Jumping jacks

B. Shoulder rolls and stretches

C. Running in place

Correct Answer: B

13. How can you improve your posture while standing?

A. Slouch forward

B. Stand with feet shoulder-width apart and weight evenly distributed

C. Lean to one side

Correct Answer: B

14. What is the importance of ergonomics in the workplace?

A. To increase profits

B. To improve employee health, comfort, and productivity

C. To reduce the number of employees

Correct Answer: B

15. What is an ergonomic risk assessment?

- A. An evaluation of company profits
- B. A process of identifying and mitigating risks related to workplace ergonomics
- C. A survey of employee opinions

Correct Answer: B

16. What should you do to maintain good posture while typing?

- A. Rest your wrists on the keyboard
- B. Keep your wrists straight and your forearms parallel to the floor
- C. Type with only one hand

Correct Answer: B

17. How can simple stretches help with ergonomics?

- A. They increase fatigue
- B. They strengthen muscles important for good posture
- C. They reduce productivity

Correct Answer: B

18. What is one way to prevent ergonomic injuries?

- A. By working without breaks
- B. By maintaining proper posture and using ergonomic tools
- C. By ignoring discomfort

Correct Answer: B