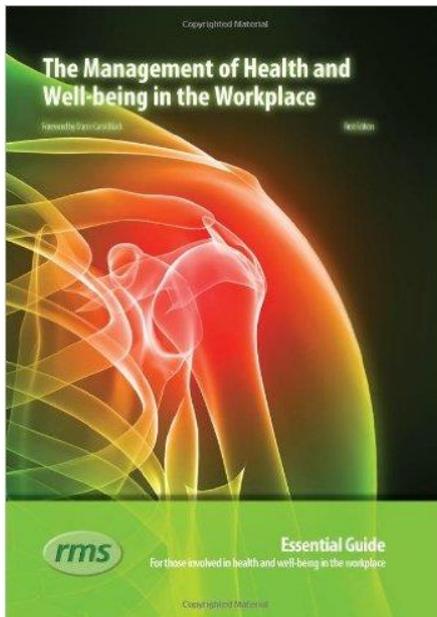


NEBOSH National Certificate in the Management of Health and Well-being at work



A personal reflection
of the qualification
By Chris Bowles



Background to qualification

While many H&S professionals are familiar with NEBOSH General Certificates and even Construction and Fire Certs, this was a new certificate launched in 2010, to redress the balance in H&S.

This qualification is designed to provide the skills and knowledge to tackle health and wellbeing at work; achieving productivity gains, reducing absence and providing a better place to work.

The syllabus emphasises practical management solutions to workplace health with reference made to clinical issues to enable managers to understand how these contribute to the prevention of ill-health and promote rehabilitation.

It was aimed at Managers, Supervisors, HR & Safety professionals.

Background to me doing it

I had successfully completed NGC and Fire Cert.

I was just recovering from a period of ill-health (Work related stress and depression) which was partly work-related, during which I was often concerned by lack of awareness by employers to such issues and what was the best practice available, that could help others suffering such problems.

So as part of my recovery I decided to study H&Wb Cert to learn more and to encourage my employer to be more aware and manage such issues better.

The Benefits for employers

Healthy workers can be almost three times more productive than their unhealthy colleagues. People who are unwell either don't perform at their best, or they don't turn up for work at all. On average, every worker in Britain takes over 7 days off annually because of illness. In the public sector the average is almost 10 days per year per employee.

A correctly implemented health and well-being programme will help reduce absenteeism and staff turnover, leading to increased skill retention, and a reduction in training and recruitment costs. Employee physical and mental well-being will be protected and improved, increasing staff morale and leading to increased productivity. The cost savings to the organisation can be significant.

Elements: Topics covered

1. Intro to workplace health
 2. Effects of health on work
 3. Effects of work on health
 4. Management of attendance
 5. Management of mental health at work
 6. Management of MSDs
 7. Workplace health promotion
 8. Workplace health support
- Min 36 hrs tuition and 18 hrs private study.

Assessment

Standard 2 hour exam:

- Section 1: one 20 mark longer question
- Section 2: ten 8 mark shorter questions.

(Pass mark 45%)

Health and Well-being practical application:

H&Wb review of a workplace; complete a proforma, review findings and write a management report.

(Pass mark 60%)

Pass: 105-124, Credit: 125-144, Distinction: 145+

Typical section 1 question

1. A company is planning to introduce a permanent night shift to cope with an increasing demand for their products. A committee of professionals, including safety representatives and human resources personnel, are in a consultation phase relating to the implementation of the night shifts.

- a) Identify FOUR possible health effects to employees from shift work other than fatigue. (4)
- b) Outline the consequences of fatigue on an employee's work performance. (4)
- c) Outline the precautions the employer should take to reduce the health effects to the employees who will be working permanent night shifts. (12)

Typical section 2 questions

6. Mental health disorders are experienced by a significant proportion of the working population.

- a) Identify FOUR types of mental health disorders. (4)
- b) Outline FOUR sources of external support available to employees and employers in relation to mental health. (4)

8. Outline the role of health assessments for a new employee. (8)

9. Identify the possible range of specialists involved in occupational health provision within a large manufacturing company AND outline their specific role within occupational health. (8)

11. A road worker is operating a hand-operated tool to split concrete, subjecting their hand and arms to high levels of vibration. Identify control measures that could be considered to reduce the risk of developing hand-arm vibration. (8)

Practical Proforma

Appendix: Completed proforma question on Health and well-being at work

Student name Christopher Kenneth Bowles Student number 00044740

Place inspected St. John Ambulance, CTD London Region Date of inspection 8th June 2012

Section 1- Organisational Support

1.1 Is your initial impression that the senior management of the organisation are committed to health and well-being at work and it is embedded in the core values of the business?

Yes	No	N/A
✓		

Comments:

Health & safety more prominent in policy than health & well-being. Reference to being committed to equality of employment opportunities and developing policies and practices that support work- life balance on corporate website. Some managers are personally committed as it is in their personal values. Sadly there is little evidence despite the caring nature of the Charity and its work that it is embedded in the core values of the CTD business other than in our "Vision" statement for the parent charity that "Everyone who needs it should receive first aid from those around them. No one should suffer for the lack of trained first aiders". Shows commitment to health and well-being of people in the workplace and community.

1.2 Are there health and well-being at work recommendations featured with targets in the organisations strategy/business plan?

Yes	No	N/A
✓		

Comments:

The HR Manager has targets (Key Performance Indicators) on employee welfare including health & well-being. Some implied in Health & Safety / accident prevention strategy or in management of sickness absence within the business plans.

1.3 Are specific resources identified and made available for health and well-being at work activities?

Yes	No	N/A
	✓	

Comments (please give examples):

None at present for health & well-being as organisation has been concentrating on H&S but genuine interest to look at future resourcing for health and well-being.

1.4 Is there any evidence of manager training in health and well-being at work?

Yes	No	N/A
	✓	

Comments:

Future priority of new HR Manager is line-manager training which will incorporate health and well-being but at the moment other issues are being prioritised.

5.5 Have any of the following health and well-being interventions been undertaken or are planned?

- Well-person clinics
- Immunisation programmes
- Stop smoking groups
- Physical activity or relaxation classes
- Health food and drink provision e.g. fresh fruit, salad, etc
- Screening
- Subsidised gym membership
- Other

Yes	No	N/A
✓		

Comments:

In the past an occupational health physician from NHQ has come in to administer Flu vaccine for staff. Then staff had to attend NHQ for it to be administered but last year staff were advised that if they couldn't get it free from their GP they should go to a pharmacy and pay up to £7 and then claim it back on expenses. Many didn't bother. This does seem regressive for a positive health intervention particularly as flu absence would cost more than £7 on average. SJA does encourage Hepatitis B vaccination and will pay if not able to get free from your primary health care provider.

Some members, who were in the old health insurance scheme, are able to get subsidised gym membership whereas now staff only have Simply Health cover which doesn't include that benefit. As a national organisation I'm sure NHQ could negotiate a corporate rate for gym membership. This would be popular as many staff do regularly use a gym.

5.6 Do you know if there has been any evaluation of the effectiveness of these interventions?

Yes	No	N/A
	✓	

Comments:

Few interventions and limited data available to effectively evaluate their effectiveness.

5.7 Based on your review do you now feel that overall the organisation is committed to health and well-being at work?

Yes	No	N/A
	✓	

Comments:

My feeling is sadly no and this feeling was shared by those managers interviewed at this moment in time but positively it has highlighted our weaknesses, identified areas for further development particularly in being more proactive and having better policies and procedures in health and well-being. I feel that the managers I spoke to are now more personally committed to taking health and well-being issues and initiatives forward if resources allow and hopefully get the organisation more committed such that it does become embedded in its core values.

Management report

Private and Confidential
Management Report on
Health and Well-being at Work



Conducted on behalf of:
St. John Ambulance,
Commercial Training Division (CTD)
London Region

At their premises:
63 York Street and 29 Crawford Street,
Marylebone, London. W1H 1LN.

Review conducted by:
Christopher Bowles

Date of review:
8th June 2012

Please note:
 This forms the practical assessment for:
 NEBOSH Certificate in Management of Health and Well-being at Work
 UNIT NHC2 – HEALTH AND WELL-BEING PRACTICAL APPLICATION
 Course Provider: ACT Associates Ltd. Student number 00044740

CTD Health and Well-being Management Report:

Contents:

- 1.0 Introduction page 1
- 2.0 Review summary page 2
- 3.0 Main Findings page 3
- 3.1 Organisational support page 3
- 3.2 Communication and employee involvement page 4
- 3.3 Policies and procedure page 4
- 3.4 Management of ill-health and absence page 5
- 3.5 Competence and interventions page 6
- 4.0 Conclusions page 7
- 5.0 Recommendations table
- Appendix: Completed proforma questions

5.0 Recommendations:

Recommendation	Likely resource implications	Priority	Review date
Conduct an occupational health needs analysis for CTD	Professional services of occupational health service provider (two days /£1,000) and support from management (2x ½ day) Total: 1 person days (PDs)	High	Within 2 months then review for changes annually or if circumstances change.
Conduct a health & well-being survey	Human resources time (2 day) then review with senior management and consultation with staff reps Total of 3 PDs	High	1 month Review three months after introduction
Recruit and train volunteers	Volunteers (x2), train (1 day) and on time to perform role. Total of 8 PDs	High	1 month review annually. Consider further training after 1 year
Recruit and train first aiders	Recruit and train first aiders (x2) £200 each (2 days)	Medium	3 months Review three months after introduction
Organise an annual event	Organise an annual event (e.g. first aiders)	Low	6 months Consider as an annual event
Conduct surveys	Conduct surveys one to three times per year. 1hr analysis results per survey. Total of 12 PDs	Medium	3 months Review annually
Recruit and train staff	Recruit and train staff, for 56 staff.	Medium	3 months Review annually
Develop communication protocols	Develop communication protocols with all staff (could be on paper or electronic) and draft communication protocols.	High	1 month Review three months after introduction
Review HR costs	Review HR costs to speak to HR NHQ and identify an annual cost person who makes (£1000)	Low	Six months
Make workspace available	Make workspace available, some space made available, some desks/lighting and small CD player (£300)	Low	3 months Review quarterly
Use non-monetary incentives	Use non-monetary incentives or in works time initially and catalysed by Champions.	Low	3 months Review quarterly
Train staff	1 day initially, then 1hr / month to maintain page and boards. Total of 3 PDs	Medium	3 months Review three months after introduction
Human resources time	Human resources time (2 days) then review with senior management and consultation with staff reps Total of 3 PDs	Medium	3 months Review three months after introduction

What did I get from it?

Although I felt I was already quite aware, both from previous H&S studies and generally, it improved my awareness of the key issues causing ill-health and how they could be better managed, for the benefit of both employees and employers.

It built on previous H&S training but It focused the attention back to “Health” rather than “Safety” as the big issue, more deaths and lost time!

I became aware of “presentism” as an issue and how mental health conditions can sometimes be a benefit!

Personally, it helped me to rationalise how my own health and Well-being had been managed or not.

I would whole-heartedly recommend this course to both Health and Safety professionals and H&W Champions.

We all need to be more “pro-active” on H&Wb.



nebosh

NEBOSH National Certificate in the Management of Health and Well-being at Work

This is to certify that

Christopher Kenneth Bowles

was awarded this qualification on

14 August 2012

with Distinction

Sir Bill Callaghan
Chair

Teresa Budworth
Chief Executive

Master log certificate No: 00044740/410628

SQA Ref: R203 04



Accreditation

The National Examination
Board in Occupational
Safety and Health
Registered in
England & Wales No. 2698100
A Charitable Company
Charity No. 1010444

Hard work but worth it! my thanks also to my tutor at ACT

The following slides give more information on:

NEBOSH and their qualifications including H&W Cert.

ACT Associates; who provided me with excellent training.
They run open courses and can provide in company courses.
Please contact:

Emma.Griffiths@actassociates.co.uk

NEBOSH are continually reviewing their qualifications and would like to get feedback on this offering and how to make it more relevant and meet current needs in our profession and industry. Please contact:

Matthew.Powell-Howard@nebosh.org.uk



Who we are

- NEBOSH (The National Examination Board in Occupational Safety and Health) was formed in 1979 as an awarding body with charitable status
- We offer 18 qualifications in environmental and health and safety management (EHS)
- **In our sector, NEBOSH qualifications in EHS management are the most respected and prominent in the marketplace**



Our Qualifications

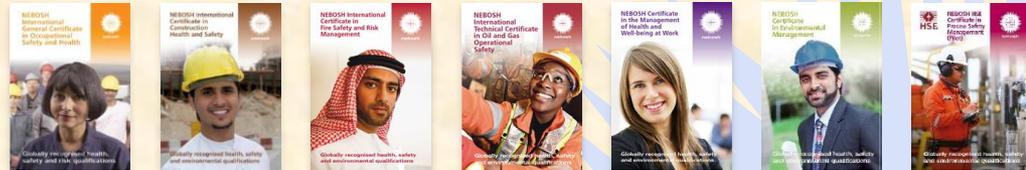
Masters MRes (2013) / MSc (2015)

Diploma in Regulatory Occupational Health and Safety
(Level 7/11)

Diploma
(Level 6/10)



Certificate
(Level 3/6)



Award
(Level 2/5)



Accepted by professional bodies for membership – IOSH, IIRSM, IEMA



National Certificate in the Management of Health and Well-being at Work

Key topics

- Identifying risks to health at work
- Learning how to manage sickness absence and implement a return to work programme
- Prevention and management of work related stress
- Workplace health promotion
- Disability discrimination and protecting health at work
- Dealing with mental health at work
- Working effectively with health professionals.



National Certificate in the Management of Health and Well-being at Work

Who is it designed for?

- General Managers
- Supervisors
- HR Managers
- Safety Professionals (rather than Occupational Health Practitioners)



Unit NHC1: Managing Health and Well-being in the Workplace

Element No.	Element Title
1	Introduction to workplace health
2	Effects of health on work
3	Effects of work on health
4	Management of attendance
5	Management of mental health at work
6	Management of people with musculoskeletal disorders
7	Workplace health promotion
8	Workplace health support



Unit NHC1: Managing Health and Well-being in the Workplace

Assessed by:

- One two-hour written examination consisting of ten 'short-answer' questions (8 marks each) and one 'long-answer' question (20 marks)
- One practical examination, based on identification of workplace health and well-being issues in the candidate's own workplace.

Audit Consultancy Training

Audit

- Legal compliance
- Management systems: ISO 45001/OHSAS 18001, ISO 9001, ISO 14001

Consultancy

- Management systems, Independent review, Gap analysis, incident investigation, Competent person

Training

- Classroom, E-learning, Blended learning, In-house

NEBOSH Health and Well-being Certificate Course

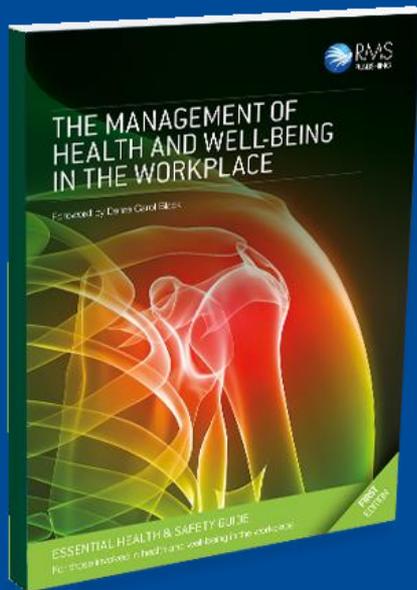
Public Courses

- Available throughout the year at our Walsall venue

In-house option also available



NEBOSH Health and Well-being Study Guide



- Meets the current NEBOSH syllabus
- Presented in full colour with illustrations and photographs
- Sample practical assessment

Forward from Dame Carol Black

Thanks to ACT for giving us five copies of this book, for the book draw at our Conference.