

NATIONAL OCCUPATIONAL STANDARD FOR SAFETY OFFICER



**NOS.SO.01
FIRST EDITION**

APPROVING AUTHORITY

This National Occupational Standard (NOS) has been prepared and published under the authority of the Zambia Qualifications Authority Board on 16th May, 2024.

ZAMBIA QUALIFICATIONS AUTHORITY

The Zambia Qualifications Authority (ZAQA) Act No. 13 of 2011 was enacted by the Government of the Republic of Zambia to ***“provide for the development and implementation of a national qualifications framework; establish the Zambia Qualifications Authority; provide for the registration and accreditation of qualifications; provide measures to ensure that standards and registered qualifications are internationally comparable; and provide for matters connected with, or incidental to the foregoing”***. Among other functions, ZAQA is responsible for ***determining national standards for any occupation***, through the various sector specific National Occupational Standards Development Teams (NOSDTs).

REVISION OF NATIONAL OCCUPATIONAL STANDARDS

National Occupational Standards (NOS) shall be revised every 5 years, or whenever it is deemed necessary, by the issuance of either amendments or revised editions. It is important that users of the NOS ascertain that they are in possession of the latest amendments or editions.

NOS DEVELOPMENT TEAM RESPONSIBLE

This National Occupational Standard was prepared by the Transport NOSDT, upon which the following organisations were represented:

1. Compass Logistics Zambia (CLZ)
2. Driving Schools Association of Zambia (DSAZ)
3. National Airports Corporation Limited (NACL)
4. Road Transport and Safety Agency (RTSA)
5. University of Africa (UoA)
6. Zambia Air Services Training Institute (ZASTI)
7. Zambia Chartered Institute for Logistics and Transport (ZCILT)
8. Bus and Taxis Owners Association of Zambia (BTOAZ)
9. Zambia School of Driving (ZSD)

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FOREWORD

The Zambia Qualifications Authority (ZAQA) is a statutory body under the Ministry of Education established by ZAQA Act No. 13 of 2011 to ***“provide for the development and implementation of a national qualifications framework; provide measures to ensure that standards and registered qualifications are internationally comparable; and provide for matters connected with, or incidental to the foregoing”***.

Among other functions, ZAQA is responsible for ***“determining national standards for any occupation”***, through the various sector specific National Occupational Standards Development Teams (NOSDTs) with experts composed of representation from the appropriate authorities, government departments, consumer associations, regulators, industry, academia, and non-governmental organisations, etc.

This National Occupational Standard (NOS) has been developed by the Transport National Occupational Standards Development Team in accordance with the laid down procedures and guidelines of ZAQA. All users should ensure that they have the latest edition of this publication as the NOS are revised from time to time.

This NOS shall be used by, among others, industry, employers, quality assurance bodies, awarding and professional bodies, and education and training institutions, as a benchmark to identify training needs, develop job profiles/descriptions, develop curricula, and learning programmes in various sectors where the occupation exists. In the Transport sector, demonstration of competence against this NOS may be required in order to run a business or practice a craft or profession.

JUSTIFICATION

A Safety Officer is a key professional in the work environment, who provides safety management, advice, monitoring, reporting in the workplace, and engage staff in programmes that ensure safety practices in the workplace. A Safety Officer’s primary goal is to establish a safe work environment according to legal standards, and foster a culture of attention to health and safety.

This NOS highlights the core knowledge, skills, competences, and personal attributes that Safety Officers must possess to be successful in their jobs.

ACRONYMS AND ABBREVIATIONS

CS	Core Skills
EAP	Emergency Action Plan
K	Knowledge and Understanding
NOS	National Occupational Standard
NOSDT	National Occupational Standards Development Team
OHS	Occupational Health and Safety
OK	Organisational Knowledge
PC	Performance Criteria
PPE	Personal Protective Equipment
PS	Professional Skills
RK	Regulatory Knowledge
RPL	Recognition of Prior Learning
SO	Safety Officer
SOP	Standard Operation Procedure
TK	Technical Knowledge
ZAQA	Zambia Qualifications Authority
ZQF	Zambia Qualifications Framework

GLOSSARY OF TERMS

For the purposes of this NOS, the following terms and definitions shall apply:

Core Skills/Generic Skills: are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.

Disability: is the physical or mental impairment that substantially limits one or more major life activities.

Function: is an activity necessary for achieving the key purpose of the sector, occupation or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of the NOS.

Job Title: defines a unique set of functions that together form a unique employment opportunity in an organisation.

Knowledge and Understanding: are statements, which together specify the technical, generic, professional, and organisational specific knowledge that an individual needs in order to perform to the required standard.

National Occupational Standards (NOS): are statements of the standards of performance individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding. They are precise descriptions of what an individual is expected to be able to do in his/her work role.

National Occupational Standards (NOS) Code: is a unique reference code that identifies a NOS.

National Occupational Standards Development Team (NOSDT): means an established group of national stakeholders/experts responsible for the development of National Occupational Standards within a specific economic sector or occupation.

Occupation: is a set of job roles, which perform similar/related set of functions in an industry.

Organisational Context: includes the way the organisation is structured and how it operates, including the extent of operative knowledge that managers have in their relevant areas of responsibility.

Performance Criteria: are statements that together specify the standard of performance required when carrying out a task.

Scope: is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.

Sector: is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy, whose components share similar characteristics and interests.

Sub Sector: is derived from a further breakdown based on the characteristics and interests of its components.

Technical Knowledge: is the specific knowledge needed to accomplish specific designated responsibilities.

Unit Title: gives a clear overall statement about what the incumbent should be able to do.

Elements: set out competences the incumbent should possess to carry out the day-to-day activities.

1. OVERVIEW

This is an introductory section providing a summary and specific information or commentary about the content of the NOS, the targeted sector and occupation to help the user judge whether it is relevant to them.

NOS Code	NOS.SO.01
Occupation	Safety and Security
Job Title	Safety Officer
Job Description	A Safety Officer is responsible for planning, implementing, and overseeing the employees' safety in the workplace. His/her main duty is to ensure the company is in compliance with, and adheres to, all safety guidelines.
Job Purpose	A Safety Officer in the field of transport typically has the responsibility of ensuring safety of personnel, vehicles, and operations within a transportation organisation.
ZQF Level	6
Sector	Transport
Sub sectors	Air, Road, Rail, Marine Transport
Other Economic Sector(s) in which the Occupation is Practiced	Mining, Energy, Agriculture, Construction, Defence.
Other Similar Jobs that can be Performed in the Occupation	Occupational Health, Safety and Environment Officer
Minimum Educational Job Entry Qualification(s)	Diploma
Practicing License Requirements (if any)	Not Applicable
Training/RPL	First Aid Training
Minimum Job Entry Age	20 Years
Prior Experience (Suggested)	Not Applicable
Performance Criteria	As described in the Units under Section 4

2. SCOPE

This NOS specifies the fundamental knowledge and understanding, skills and competences, and personal attributes that Safety Officers must possess to be successful in their jobs.

3. PERSONAL ATTRIBUTES (VALUES, ETHICS AND ATTITUDES)

Safety Officers in the transport industry are required to possess a combination of professional and personal attributes for them to effectively fulfil their roles. Some key attributes include:

- Being observant;
- Having good communication skills;
- Having problem-solving skills;
- Having leadership skills;
- Having organisational skills;
- Adaptability;
- Being team players;
- Having time management skills;
- Continuous learning.

4. UNITS AND ELEMENTS

This National Occupational Standard is divided into 7 Units, representing the tasks that a jobholder should undertake in his/her day-to-day work. Each unit is further broken down into elements depicting the number of activities to be carried out for the successful execution of a particular task.

UNIT 1 [This Unit covers the skills and knowledge required by a Safety Officer in conducting safety inspections]

Unit No.	01
Unit Title	Conducting Safety Inspections
Description	This Unit describes the role of a safety Officer in relation to safety inspections in the workplace.
Scope	<p>This Unit covers the following:</p> <ul style="list-style-type: none"> • Identifying and recording potential safety hazards. • Conducting risk assessments. • Ensuring equipment safety and functioning. • Observing the effectiveness of workplace practices.
Performance Criteria (PC) with respect to the Scope	
Element	Performance Criteria (PC)
Identifying and Recording Potential Safety Hazards	<p>To be competent, the individual must be able to:</p> <p>PC1. Conduct regular workplace inspections for safety hazards.</p> <p>PC2. Assess severity of each identified hazard.</p> <p>PC3. Record all identified hazards.</p> <p>PC4. Categorise hazards by type (e.g. physical, chemical, ergonomic, psychosocial) to help with analysis and mitigation planning.</p>
Conducting Risk Assessments	<p>To be competent, the individual must be able to:</p> <p>PC5. Identify potential hazards or risks.</p> <p>PC6. Assess the severity and likelihood of each identified hazard and who might be harmed.</p> <p>PC7. Evaluate and implement corrective and mitigative measures and record findings.</p> <p>PC8. Inform employees about the risks and how to protect themselves.</p> <p>PC9. Monitor and review the effectiveness of risk control measures</p>
Ensuring Equipment Safety and Functioning	<p>To be competent, the individual must be able to:</p> <p>PC10. Conduct routine inspections of equipment to identify wear and tear, damage or malfunctioning parts.</p> <p>PC11. Create a checklist to ensure that all aspects of the equipment are examined.</p> <p>PC12. Establish and adhere to regular maintenance schedules of equipment.</p> <p>PC13. Provide proper training to employees on how to safely operate the equipment.</p> <p>PC14. Enforce safety procedures and guidelines for equipment operation.</p> <p>PC15. Maintain comprehensive records of equipment, including purchase dates, maintenance history, and inspection reports.</p>

Observing the Effectiveness of Workplace Practices	<p>To be competent, the individual must be able to:</p> <p>PC16. Collate feedback from employees, and measure employee satisfaction.</p> <p>PC17. Assess safety compliance levels.</p> <p>PC18. Observe daily operations and workflows.</p>
Knowledge and Understanding (K)	
A. Organisational Context (knowledge of the company/ organisation and its processes)	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. Company policies and procedures.</p> <p>OK2. Emergency communication.</p> <p>OK3. Operational tactics and manoeuvres.</p> <p>OK4. Environmental management.</p> <p>OK5. Company occupational health and safety.</p> <p>OK6. Incident command management.</p>
B. Technical Knowledge	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Hazard identification.</p> <p>TK2. Risk assessment knowledge.</p> <p>TK3. Spillage management.</p> <p>TK4. Toxicity due to exposure to hazardous substances.</p> <p>TK5. Inspection and investigation procedures.</p> <p>TK6. Fire safety skills.</p> <p>TK7. Handling of vehicles, vessels, and other equipment.</p>
C. Regulatory Context (knowledge of rules and regulations)	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Factory Act.</p> <p>RK2. Railway Act.</p> <p>RK3. Road Traffic Act.</p> <p>RK4. Aviation Act.</p> <p>RK5. Maritime Act.</p> <p>RK6. Occupational and Safety Act.</p> <p>RK7. Any other relevant regulation.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The individual on the job must be able to:</p> <p>CS1. Write in English and have the means to give simple instructions in the local language used at the site.</p> <p>CS2. Note down observations.</p> <p>CS3. Report writing.</p> <p>CS4. Fill appropriate technical forms, process charts, activity logs, as per organisational format in English and/or local language; communicate effectively in writing.</p>
	Reading Skills
<p>The individual on the job must be able to:</p> <p>CS5. Keep abreast by reading about new policies at an organisation level.</p>	

B. Professional Skills	CS6. Read and interpret sketches, drawings or instructions provided for the required work.
	Oral Communication (Listening and Speaking skills)
	The individual on the job must be able to:
	CS7. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.
	CS8. Convey information clearly and concisely to co-workers
	Decision-Making
	The individual on the job must be able to:
	PS1. Determine and report to the superior whether to respond or not to the emergency call.
	PS2. Make correct decisions in a timely manner whilst considering safety implications.
	PS3. Effectively use decision-making methodology to handle emergencies.
	Plan and Organise
	The individual on the job should be able to:
	PS4. Plan and organise emergency meetings and exercises with internal/external emergency stakeholders.
	PS5. Plan and organise maintenance schedules for fire equipment installations.
PS6. Carry out material requirement plan.	
PS7. Plan and organise manpower requirements.	
PS8. Plan for process monitoring and control.	
PS9. Plan for equipment and media life cycle.	
Customer Centricity	
The individual on the job should be able to:	
PS10. Manage relationships with customers with intent to satisfying their project requirements.	
Problem Solving	
The individual on the job should be able to:	
PS11. Resolve any conflicts within the team.	
PS12. Effectively use problem-solving methodology to handle issues.	
Analytical Thinking	
The individual on the job should be able to:	
PS13. Analyse and convey to the superior and carry out remedial action.	
Critical Thinking	
The individual on the job should be able to:	
PS14. Identify and deal with or report violation of any safety norms which may lead to accidents.	

UNIT 2 [This Unit covers the skills and knowledge required by a Safety Officer in following safety procedures]

Unit No.	02
Unit Title	Following Safety Procedures
Description	This Unit describes the skills and knowledge required for a Safety Officer to follow safety procedures as defined by organisational policies and regulatory guidelines.
Scope	This Unit covers the following: <ul style="list-style-type: none"> • Comprehending safety and security procedures for conducting operations.
Performance Criteria (PC) with respect to the Scope	
Element	Performance Criteria (PC)
Comprehending Safety Policies and Procedures for Conducting Operations	To be competent, the individual must be able to: <p>PC1. Comply with the organisation’s safety policies and procedures.</p> <p>PC2. Report any identified violations to safety policies and procedures to the designated person(s).</p> <p>PC3. Coordinate with other departments within the workplace to achieve safe and secure environments.</p> <p>PC4. Identify and mitigate any safety hazards.</p> <p>PC5. Report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and regulatory guidelines.</p> <p>PC6. Follow organisation’s emergency procedures for accidents, fires or acts of unlawful interference.</p> <p>PC7. Identify and recommend opportunities for improving safety to the designated person.</p> <p>PC8. Ensure all safety records are updated and procedures are well defined.</p>
Knowledge and Understanding (K)	
A. Organisational Context (knowledge of the company/ organisation and its processes)	The individual on the job must demonstrate knowledge and understanding of: <p>OK1. Hazard identification and risk management as defined within the organisational policies and procedures.</p> <p>OK2. Legislative requirements and organisational procedures for maintenance of safety standards and individual roles and responsibilities in relation to the function.</p> <p>OK3. How and when to report hazards.</p> <p>OK4. Limits of responsibility for dealing with hazards.</p> <p>OK5. Organisation’s emergency procedures for different emergency situations and their importance.</p> <p>OK6. Importance of maintaining high standards of safety and security.</p> <p>OK7. Implications for non-compliance with safety and security on individuals and the organisation.</p>

<p>B. Technical Knowledge</p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Different types of violations of safety; how and when to report them.</p> <p>TK2. Evacuation procedures for workers and passengers.</p> <p>TK3. Administering First Aid.</p> <p>TK4. Summoning medical assistance and emergency services when necessary.</p> <p>TK5. Health, safety, and accident reporting procedures.</p> <p>TK6. Regulatory guidelines on dealing with safety emergencies.</p> <p>TK7. Safe driving procedures.</p> <p>TK8. Interpretation of safety signage.</p> <p>TK9. Understanding SOPs for handling hazardous substances.</p>
<p>C. Regulatory Context (Knowledge of rules and regulations)</p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Factory Act.</p> <p>RK2. Railway Act.</p> <p>RK3. Road Traffic Act.</p> <p>RK4. Aviation Act.</p> <p>RK5. Maritime Act.</p> <p>RK6. Occupational and Safety Act.</p> <p>RK7. Any other relevant regulation.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The individual on the job must be able to:</p> <p>CS1. Write in English and have the means to give simple instructions in the local language used at the site.</p> <p>CS2. Note down observations.</p> <p>CS3. Report writing.</p> <p>CS4. Fill appropriate technical forms, process charts, activity logs, as per organisational format in English and/or local language; communicate effectively in writing.</p>
	<p>Reading Skills</p>
	<p>The individual on the job must be able to:</p> <p>CS5. Keep abreast by reading about new policies at an organisation level.</p> <p>CS6. Read and interpret sketches, drawings or instructions provided for the required work.</p>
<p>Oral Communication (Listening and Speaking skills)</p>	
<p>The individual on the job must be able to:</p> <p>CS7. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.</p> <p>CS8. Convey information clearly and concisely to co-workers</p>	

B. Professional Skills	Decision-Making
	The individual on the job must be able to: PS1. Determine and report to the superior whether the working space is safe for operating.
	Plan and Organise
	The individual on the job should be able to: PS2. Plan and organise emergency meetings and exercises with internal/external emergency stakeholders. PS3. Plan and organise maintenance schedules for fire equipment. PS4. Carry out material requirement plan. PS5. Plan and organise manpower requirements. PS6. Plan for process monitoring and control. PS7. Plan for equipment and media life cycle.
	Customer Centricity
	The individual on the job should be able to: PS8. Manage relationships with customers with intent to satisfying their project requirements
	Problem Solving
	The individual on the job should be able to: PS9. Resolve any conflicts within the team.
	Analytical Thinking
	The individual on the job should be able to: PS10. Analyse and convey to the superior and carry out remedial action.
	Critical Thinking
The individual on the job should be able to: PS11. Identify and deal with or report violation of any safety norms which may lead to accidents.	

UNIT 3 [This Unit covers the skills and knowledge required by a Safety Officer in monitoring workplace safety operations]

Unit No.	03
Unit Title	Monitor Safety Workplace Operations
Description	This Unit describes the skills and knowledge required by a Safety Officer for the activities undertaken in monitoring workplace safety operations.
Scope	This Unit covers: <ul style="list-style-type: none"> Monitoring workplace safety operations.
Performance Criteria (PC) with respect to the Scope	
Element	Performance Criteria (PC)
Monitoring Workplace Safety Operations	<p>To be competent, the individual must be able to:</p> <p>PC1. Monitor safe and secure operations of the work environment in accordance with relevant regulations.</p> <p>PC2. Report on safety issues in the workplace in accordance with safety regulations.</p> <p>PC3. Provide support regarding safety violations and initiate appropriate actions.</p> <p>PC4. Monitor the maintenance of all relevant SOPs, plans, manuals, procedures, and guidelines.</p> <p>PC5. Ensure effective workplace operations are maintained, including PPE compliance and incident reporting.</p> <p>PC6. Participate actively in the workplace emergency drills.</p> <p>PC7. Inform management on the effectiveness of safety programmes and recommend improvements where necessary.</p> <p>PC8. Respond to day-to-day operational issues raised by various reporting teams.</p> <p>PC9. Monitor workplace tenants and stakeholder activities to ensure they are maintained within regulatory standards, and assisting with direction as required.</p>
Knowledge and Understanding (K)	
A. Organisational Context (knowledge of the company/ organisation and its processes)	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. Hazard identification and risk management as defined within the organisational policies and procedures.</p> <p>OK2. Legislative requirements and organisation's procedures for maintenance of safety standards and individual roles and responsibilities in relation to hazard.</p> <p>OK3. How and when to report hazards.</p> <p>OK4. Limits of responsibility for dealing with hazards.</p> <p>OK5. Organisation's emergency procedures for different emergency situations, and the importance of following them.</p> <p>OK6. The importance of maintaining high standards of safety and security.</p>

	OK7. Implications that non-compliance with safety and security may have on individuals and the organisation.
B. Technical Knowledge	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Different types of violations of safety, how to and when to report them.</p> <p>TK2. Required PPE for various tasks.</p> <p>TK3. Evacuation procedures for workers and passengers.</p> <p>TK4. How to summon medical assistance and emergency services, where necessary.</p> <p>TK5. How to use the health, safety, and accident reporting procedures and their importance.</p> <p>TK6. Regulatory guidelines on dealing with safety emergencies.</p>
C. Regulatory Context (Knowledge of rules and regulations)	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Factory Act.</p> <p>RK2. Railway Act.</p> <p>RK3. Road Traffic Act.</p> <p>RK4. Aviation Act.</p> <p>RK5. Maritime Act.</p> <p>RK6. Occupational and Safety Act.</p> <p>RK7. Any other relevant regulation.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The individual on the job must be able to:</p> <p>CS1. Write in English and have the means to give simple instructions in the local language used at the site.</p> <p>CS2. Note down observations.</p> <p>CS3. Report writing.</p> <p>CS4. Fill up appropriate technical forms, process charts, activity logs, as per organisational format in English and/or local language.</p> <p>CS5. Communicate effectively in writing.</p>
	Reading Skills
	<p>The individual on the job must be able to:</p> <p>CS6. Keep abreast by reading about new policies at an organisation level.</p> <p>CS7. Read and interpret sketches, drawings or instructions provided for the required work.</p>
	Oral Communication (Listening and Speaking skills)
<p>The individual on the job must be able to:</p> <p>CS8. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.</p> <p>CS9. Convey information clearly and concisely to co-workers</p>	

B. Professional Skills	Decision-Making
	The individual on the job must be able to:
	PS1. Determine and report to the superior whether to respond or not to the emergency call.
	PS2. Make correct decisions in a timely manner whilst considering safety implications.
	PS3. Effectively use decision-making methodology to handle emergencies.
	Plan and Organise
	The individual on the job should be able to:
	PS4. Plan and organise emergency meetings and exercises with internal/external emergency stakeholders.
	PS5. Plan and organise maintenance schedules for fire equipment installations.
	PS6. Carry out material requirement plan.
	PS7. Plan and organise manpower requirements.
	PS8. Plan for process monitoring and control.
	PS9. Plan for equipment and media life cycle.
	Customer Centricity
The individual on the job should be able to:	
PS10. Manage relationships with customers with intent to satisfying their project requirements.	
Problem Solving	
The individual on the job should be able to:	
PS11. Resolve any conflicts within the team.	
PS12. Effectively use problem-solving methodology to handle issues.	
Analytical Thinking	
The individual on the job should be able to:	
PS13. Analyse and carry out remedial action.	
Critical Thinking	
The individual on the job should be able to:	
PS14. Identify and deal with or report violations of any safety norms which may lead to accidents.	

UNIT 4 [This Unit covers the skills and knowledge required by a Safety Officer in being an effective team player]

Unit No.	04
Unit Title	Work Effectively as a Team Player
Description	This Unit describes the skills and knowledge required by a Safety Officer to work effectively within and with teams.
Scope	This Unit covers the following: <ul style="list-style-type: none"> • Supporting the work team. • Maintaining personal presentation. • Developing effective work habits.
Performance Criteria (PC) with respect to the Scope	
Element	Performance Criteria (PC)
Supporting the Work Team	To be competent, the individual must be able to: <p>PC1. Display courteous and helpful behaviour.</p> <p>PC2. Meet all reasonable requests for assistance within acceptable workplace timeframes.</p> <p>PC3. Complete allocated tasks as required.</p> <p>PC4. Seek assistance when difficulties arise.</p> <p>PC5. Identify and display non-discriminatory attitude in all contacts with customers and other staff members.</p>
Maintaining Personal Presentation	To be competent, the individual must be able to: <p>PC6. Observe appropriate dress code and presentation as required by the workplace, job role, and level of customer contact.</p> <p>PC7. Follow personal hygiene procedures according to organisational policy and relevant legislation.</p>
Developing Effective Work Habits	To be competent, the individual must be able to: <p>PC8. Interpret, confirm, and act on workplace information, instructions, and procedures relevant to the task.</p> <p>PC9. Ask questions to seek and clarify information.</p> <p>PC10. Plan and organise daily work routines within the scope of the job role.</p> <p>PC11. Complete and prioritise tasks according to required timeframes.</p> <p>PC12. Identify work and personal priorities, and achieve a balance between competing priorities.</p>
Knowledge and Understanding (K)	
A. Organisational Context (knowledge of the company/ organisation and its processes)	The individual on the job must demonstrate knowledge and understanding of: <p>OK1. Local Transport codes and mandatory standards.</p> <p>OK2. Hazard identification and risk management as defined within the organisational policies and procedures.</p> <p>OK3. Legislative requirements and organisation's procedures for maintenance of safety standards and individual roles and responsibilities in relation to hazards.</p>

	<p>OK4. How and when to report hazards. OK5. Limits of responsibility for dealing with hazards. OK6. Organisation’s emergency procedures for different emergency situations, and the importance of following them. OK7. Implications that non-compliance with safety and security may have on individuals and the organisation.</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Local Transport codes and mandatory standards. TK2. Different types of violations of safety, how to and when to report them. TK3. Importance of maintaining high standards of safety. TK4. Evacuation procedures for workers and passengers. TK5. How to summon medical assistance and emergency services, where necessary. TK6. How to use the health, safety, and accident reporting procedures and their importance. TK7. Regulatory guidelines dealing with safety emergencies. TK8. Use of equipment.</p>
<p>C. Regulatory Context (knowledge of rules and regulations)</p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Factory Act. RK2. Railway Act. RK3. Road Traffic Act. RK4. Aviation Act. RK5. Maritime Act. RK6. Occupational and Safety Act. RK7. Any other relevant regulation.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The individual on the job must be able to:</p> <p>CS1. Write in English and have the means to give simple instructions in the local language used at the site. CS2. Note down observations. CS3. Report writing. CS4. Fill up appropriate technical forms, process charts, activity logs, as per organisational format in English and/or local language. CS5. Communicate effectively in writing.</p> <p>Reading Skills</p> <p>The individual on the job must be able to:</p> <p>CS6. Keep abreast by reading about new policies at an organisation level. CS7. Read and interpret sketches, drawings or instructions provided for the required work.</p>

	<p>Oral Communication (Listening and Speaking skills)</p> <p>The individual on the job must be able to:</p> <p>CS8. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.</p> <p>CS9. Convey information clearly and concisely to co-workers</p>
<p>B. Professional Skills</p>	<p>Decision-Making</p> <p>The individual on the job must be able to:</p> <p>PS1. Determine and report to the superior whether to respond or not to the emergency call.</p> <p>PS2. Make correct decisions in a timely manner whilst considering safety implications.</p> <p>PS3. Effectively use decision-making methodology to handle emergencies.</p>
	<p>Plan and Organise</p> <p>The individual on the job should be able to:</p> <p>PS4. Plan and organise emergency meetings and exercises with internal/external emergency stakeholders.</p> <p>PS5. Plan and organise maintenance schedules for fire equipment installations.</p> <p>PS6. Carry out material requirement plan.</p> <p>PS7. Plan and organise manpower requirements.</p> <p>PS8. Plan for process monitoring and control.</p> <p>PS9. Plan for equipment and media life cycle.</p>
	<p>Customer Centricity</p> <p>The individual on the job should be able to:</p> <p>PS10. Manage relationships with customers with intent to satisfying their project requirements.</p>
	<p>Problem Solving</p> <p>The individual on the job should be able to:</p> <p>PS11. Resolve any conflicts within the team.</p> <p>PS12. Effectively use problem-solving methodology to handle issues.</p>
	<p>Analytical Thinking</p> <p>The individual on the job should be able to:</p> <p>PS13. Analyse and convey to the superior and carry out remedial action.</p>
	<p>Critical Thinking</p> <p>The individual on the job should be able to:</p> <p>PS14. Identify and deal with or report violation of any safety norms which may lead to accidents.</p>

UNIT 5 [This Unit covers the skills and knowledge required by a Safety Officer in preparing the workplace in line with fire safety rules and procedures]

Unit No.	05
Unit Title	Prepare the Workplace in Line with Fire Safety Rules and Procedures
Description	This Unit describes the skills and knowledge required by a Safety Officer in preparing the workplace in line with fire safety rules and procedures.
Scope	This Unit covers the following: <ul style="list-style-type: none"> • Carry out safety procedures as per safety rules. • Manage safety demonstrations. • Reporting.
Performance Criteria (PC) with respect to the Scope	
Element	Performance Criteria (PC)
Carry Out Safety Procedures as Per Safety Rules	To be competent, the individual must be able to: <ul style="list-style-type: none"> PC1. Follow safety standards related to firefighting equipment and appliances in the transport industry. PC2. Define occupational safety policies. PC3. Prepare and maintain checklist to monitor safety regulations. PC4. Ensure proper positioning and accessibility of fire extinguishers and First Aid boxes. PC5. Check for proper signs related to safety, emergency pathway, and exit accessibility. PC6. Maintain fire safety equipment, i.e., fire extinguishers, fire alarms, sprinklers, smoke detectors, fire hose, etc., to ensure readiness during emergency. PC7. Inspect workplace installations and surrounding areas for any hazard to prevent harm to people, property, and environment. PC8. Check for flammable materials and initiate necessary safety measures. PC9. Record near-miss events; take preventive measures.
Manage Safety Demonstrations	To be competent, the individual must be able to: <ul style="list-style-type: none"> PC10. Demonstrate First Aid medical treatment procedures. PC11. Demonstrate actions to be taken in case of fire. PC12. Coordinate with operation and maintenance team for fire safety awareness programmes and conduct safety drills at the workplace.
Reporting	To be competent, the individual must be able to: <ul style="list-style-type: none"> PC13. Prepare and maintain daily/monthly inspection reports and submit them to the appropriate reporting authority. PC14. Report near-misses, accidents, and other incidents promptly.

Knowledge and Understanding (K)	
A. Organisational Context (knowledge of the company/organisation and its processes)	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> OK1. Fire safety management policy. OK2. Impact of violation of safety procedures. OK3. Incident command management. OK4. Work permit systems, like hot work, confined spaced job, work entry, etc. OK5. Company policies and procedures. OK6. Operational tactics and manoeuvres. OK7. Emergency communication. OK8. Occupational health and safety.
B. Technical Knowledge	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> TK1. Local Transport codes and mandatory standards. TK2. Fire safety rules, objectives, and regulations. TK3. Hazards in different work areas. TK4. Importance of working in a clean and safe environment. TK5. Fire signage and indicators. TK6. Safety procedure and standards. TK7. Triangle of fire and triangle of fire extinction. TK8. Use of various fire and other safety equipment. TK9. Importance of documentation and record keeping of fire and safety activities.
C. Regulatory Context (knowledge of rules and regulations)	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> RK1. Factory Act. RK2. Railway Act. RK3. Road Traffic Act. RK4. Aviation Act. RK5. Maritime Act. RK6. Occupational and Safety Act. RK7. Any other relevant regulation.
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> CS1. Write in English and have the means to give simple instructions in the local language used at the site. CS2. Note down observations. CS3. Report writing. CS4. Fill up appropriate technical forms, process charts, activity logs, as per organisational format in English and/or local language.
	Reading Skills
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> CS5. Keep abreast by reading about new policies at an organisation level.

	<p>CS6. Read and interpret sketches, drawings or instructions provided for the required work.</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The individual on the job must be able to:</p>
	<p>CS7. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.</p>
	<p>CS8. Convey information clearly and concisely to co-workers</p>
<p>B. Professional Skills</p>	<p>Decision-Making</p>
	<p>The individual on the job must be able to:</p>
	<p>PS1. Determine and report to the superior whether to respond or not to the emergency call.</p>
	<p>PS2. Make correct decisions in a timely manner whilst considering safety implications.</p>
	<p>PS3. Effectively use decision-making methodology to handle emergencies.</p>
	<p>Plan and Organise</p>
	<p>The individual on the job should be able to:</p>
	<p>PS4. Plan and organise emergency meetings and exercises with internal/external emergency stakeholders.</p>
	<p>PS5. Plan and organise maintenance schedules for fire equipment installations.</p>
	<p>PS6. Carry out material requirement plan.</p>
	<p>PS7. Plan and organise manpower requirements.</p>
	<p>PS8. Plan for process monitoring and control.</p>
	<p>PS9. Plan for equipment and media life cycle.</p>
	<p>Customer Centricity</p>
	<p>The individual on the job should be able to:</p>
	<p>PS10. Manage relationships with customers with intent to satisfying their project requirements.</p>
	<p>Problem Solving</p>
	<p>The individual on the job should be able to:</p>
	<p>PS11. Resolve any conflicts within the team.</p>
	<p>PS12. Effectively use problem-solving methodology to handle issues.</p>
	<p>Analytical Thinking</p>
	<p>The individual on the job should be able to:</p>
	<p>PS13. Analyse and convey to the superior and carry out remedial action.</p>
	<p>Critical Thinking</p>
	<p>The individual on the job should be able to:</p>
	<p>PS14. Identify and deal with or report violation of any safety norms which may lead to accidents.</p>

UNIT 6 [This Unit covers the skills and knowledge required by a Safety Officer in performing fire safety operations at the workplace]

Unit No.	06
Unit Title	Perform Fire Safety Operations
Description	This Unit describes the skills and knowledge required by a Safety Officer in performing various fire safety operations.
Scope	This unit covers the following: <ul style="list-style-type: none"> • Usage of firefighting equipment. • Fire safety measures. • Reporting.
Performance Criteria (PC) with respect to the Scope	
Element	Performance Criteria (PC)
Usage of Firefighting Equipment	To be competent, the individual must be able to: <p>PC1. Identify the ignition source, such as flame, spark, static electricity, heat source, etc.</p> <p>PC2. Classify fire according to standard class of fire, i.e., class A, B, C, D & E.</p> <p>PC3. Select the type of fire extinguishers to be used according to the class of fire.</p> <p>PC4. Use appropriate PPE during firefighting.</p> <p>PC5. Adopt suitable firefighting methods according to class of fire and firefighting equipment.</p> <p>PC6. Operate fire extinguishers using appropriate methods to extinguish fire.</p> <p>PC7. Maintain firefighting equipment as per maintenance check list.</p>
Fire Safety Measures	To be competent, the individual must be able to: <p>PC8. Respond to fire with the appropriate fire extinguishing methods.</p> <p>PC9. Conduct regular emergency drills to ensure emergency preparedness.</p> <p>PC10. Carry out First Aid measures when necessary.</p>
Reporting	To be competent, the individual must be able to: <p>PC11. Report the incident to the reporting authority in case of emergency situations.</p> <p>PC12. Inform the fire brigade in case the situation is out of control.</p>
Knowledge and Understanding (K)	
A. Organisational Context (knowledge of the company/ organisation and its processes)	The individual on the job must demonstrate knowledge and understanding of: <p>OK1. Record keeping system with respect to safety.</p> <p>OK2. Methods of accident prevention plan.</p> <p>OK3. Company safety policies and procedures.</p> <p>OK4. Importance of working in a clean and safe environment.</p>

<p>B. Technical Knowledge</p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Various types of fire extinguishing materials, such as foam, extinguishing media techniques of vapor, vapour/ dispersal suppression, etc.</p> <p>TK2. Fire equipment installation and their methods of operation.</p> <p>TK3. Safety pyramid and hazards.</p> <p>TK4. How to conduct safety inspection.</p> <p>TK5. Fatalities and near-miss events.</p> <p>TK6. Fixing hazardous and potentially hazardous conditions or equipment.</p> <p>TK7. Correct use of safety equipment.</p> <p>TK8. Knowledge of building codes.</p>
<p>C. Regulatory Context (knowledge of rules and regulations)</p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Factory Act.</p> <p>RK2. Railway Act.</p> <p>RK3. Road Traffic Act.</p> <p>RK4. Aviation Act.</p> <p>RK5. Maritime Act.</p> <p>RK6. Occupational and Safety Act.</p> <p>RK7. Any other relevant regulation.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The individual on the job must be able to:</p> <p>CS1. Complete accurate, well written report in English language, detailing the situations of emergency with attention to detail.</p> <p>CS2. Note down observations.</p> <p>CS3. Communicate effectively in writing.</p> <p>CS4. Fill up appropriate technical forms, process charts, activity logs, as per organisational format.</p>
	<p>Reading Skills</p>
	<p>The individual on the job must be able to:</p> <p>CS5. Keep abreast by reading about new policies at an organisation level.</p> <p>CS6. Read instructions, guidelines, procedures, rules, and interpret sketches, drawings or instructions provided for the required work.</p>
<p>Oral Communication (Listening and Speaking skills)</p>	
<p>The individual on the job must be able to:</p> <p>CS7. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.</p> <p>CS8. Convey information clearly and concisely to co-workers</p>	

B. Professional Skills	Decision-Making
	The individual on the job must be able to: PS1. Determine and report to the superior whether to respond or not to the emergency call. PS2. Make correct decisions in a timely manner whilst considering safety implications. PS3. Effectively use decision-making methodology to handle emergencies.
	Plan and Organise
	The individual on the job should be able to: PS4. Plan and organise emergency meetings and exercises with internal/external emergency stakeholders. PS5. Plan and organise maintenance schedules for equipment. PS6. Carry out material requirement plan. PS7. Plan and organise manpower requirements. PS8. Plan for process monitoring and control. PS9. Plan for equipment and media life cycle.
	Customer Centricity
	The individual on the job should be able to: PS10. Manage relationships with customers with intent to satisfying their project requirements
	Problem Solving
	The individual on the job should be able to: PS11. Resolve any conflicts within the team. PS12. Effectively use problem-solving methodology to handle issues.
	Analytical Thinking
	The individual on the job should be able to: PS13. Analyse and convey to the superior and carry out remedial action.
Critical Thinking	
The individual on the job should be able to: PS14. Identify and deal with or report violation of any safety norms which may lead to accidents.	

Unit 7 [This Unit covers the skills and knowledge required by a Safety Officer in ensuring occupational safety and health]

Unit No.	07
Unit Title	Ensuring Occupational Safety and Health
Description	This Unit describes the skills and knowledge required by a Safety Officer to reduce incidences of injuries and accidents on the job.
Scope	<p>This Unit covers the following:</p> <ul style="list-style-type: none"> • Perform safety and health activities to prevent work related injuries and accidents. • Provide guidance on emergency responses. • Ensure physical and mental well-being of employees. • Conduct regular safety training.
Performance Criteria (PC) with respect to the Scope	
Element	Performance Criteria (PC)
Perform Safety and Health Activities to Prevent Work Related Injuries and Accidents	<p>To be competent, the individual must be able to:</p> <p>PC1. Conduct risk assessments to identify hazards and possible mitigation measures.</p> <p>PC2. Conduct vehicle, equipment, and tools pre-use checks.</p> <p>PC3. Ensure adherence to vehicles, tools, and equipment maintenance schedules.</p> <p>PC4. Conduct regular workplace inspections.</p> <p>PC5. Ensure implementation of good housekeeping practices.</p> <p>PC6. Identify and report near-misses.</p>
Provide Guidance on Emergency Responses	<p>To be competent, the individual must be able to:</p> <p>PC7. Adhere to and execute actions as outlined in the company's emergency action plan (EAP).</p> <p>PC8. Plan for and execute regular emergency drills to ensure employees and other occupants are familiar with evacuation routes, and can evacuate the building safely and quickly.</p> <p>PC9. Designate assembly areas where employees should gather after evacuation.</p> <p>PC10. Document and report emergencies.</p>
Ensure Physical and Mental Wellbeing of Employees	<p>To be competent, the individual must be able to:</p> <p>PC11. Ensure driver fatigue management by encouraging drivers to take regular breaks over long distances.</p> <p>PC12. Provide guidance on loading and off-loading safety.</p> <p>PC13. Check, monitor, and mitigate against substance abuse.</p> <p>PC14. Enforce the use of appropriate PPE for various tasks to prevent exposure to potential hazards.</p> <p>PC15. Conduct mental and emotional wellbeing awareness training.</p>

Conduct Regular Safety Training	<p>To be competent, the individual must be able to:</p> <p>PC16. Carry out safety awareness and induction of newly recruited workers to ensure safety norms are communicated and understood.</p> <p>PC17. Plan and organise refresher training courses on safety for existing workers.</p> <p>PC18. Organise periodic meetings to address safety concerns and provide feedback.</p>
Knowledge and Understanding (K)	
A. Organisational Context (knowledge of the company/ organisation and its processes)	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. Relevant safety, health, and wellness standards, policies, and procedures followed in the company.</p> <p>OK2. Organisation safety culture.</p> <p>OK3. Impact of violation of safety procedures.</p> <p>OK4. Incident command management.</p> <p>OK5. Emergency communication.</p>
B. Technical Knowledge	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Hazard identification and monitoring.</p> <p>TK2. Accident prevention.</p> <p>TK3. Risk management.</p> <p>TK4. Preparation of safety reports.</p> <p>TK5. Construction safety standards, including noise levels, pollutants, etc.</p> <p>TK6. Relevant personal protective equipment.</p> <p>TK7. Vehicles, tools, and equipment pre-use checks and inspections.</p> <p>TK8. Safety signage.</p>
C. Regulatory Context (knowledge of rules and regulations)	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Factory Act.</p> <p>RK2. Railway Act.</p> <p>RK3. Road Traffic Act.</p> <p>RK4. Aviation Act.</p> <p>RK5. Maritime Act.</p> <p>RK6. Occupational and Safety Act.</p> <p>RK7. Any other relevant regulation.</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The individual on the job must be able to:</p> <p>CS1. Write in English and have the means to give simple instructions in the local language used at the site.</p> <p>CS2. Provide clear and simple instructions to co-workers.</p> <p>CS3. Prepare and write reports as may be required.</p> <p>CS4. Note down observations (if any).</p> <p>CS5. Fill up documentation or enter information in online systems under the guidance of the supervisor.</p>

B. Professional Skills	Reading Skills
	The individual on the job must be able to:
	CS6. Read English and have the means to give simple instructions in the local language used at the site.
	CS7. Read instructions, guidelines, sign boards, safety rules and, safety tags.
	CS8. Read instructions and identify exit routes during emergencies.
	Oral Communication (Listening and Speaking skills)
	The individual on the job must be able to:
	CS9. Effectively communicate with superiors, colleagues, and regulators.
	CS10. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.
	CS11. Convey information clearly and concisely to co-workers.
	Decision-Making
The individual on the job must be able to:	
PS1. Determine whether the working space is safe for operating.	
PS2. Determine whether safety measures in place are adequate for the level of risks and hazards identified.	
PS3. Make decisions in emergency situations.	
Plan and Organise	
The individual on the job should be able to:	
PS4. Plan work and organise required resources in coordination with team members to ensure adherence to safety standards.	
Customer Centricity	
The individual on the job should be able to:	
PS5. Focus on meeting the safety requirements of the clients and wellbeing of all employees.	
Problem Solving	
The individual on the job should be able to:	
PS6. Resolve any conflicts and problems related to safety, health, and wellbeing of workers.	
PS7. Detect problems in daily tasks.	
PS8. Discuss possible solutions to address problems with the supervisor.	
Analytical Thinking	
The individual on the job should be able to:	
PS9. Analyse and convey to the superior and carry out remedial action on any violations of safety norms	
Critical Thinking	
The individual on the job should be able to:	
PS10. Identify and deal with and report violations of any safety norms which may lead to accidents.	

5. EQUIPMENT, TOOLS, AND CONSUMABLE MATERIALS

These include, but not limited to:

Equipment and Tools:

- Risk Assessment forms
- Safety Manuals
- Incident Reports Forms
- Inspection Checklists
- Personal Protective Equipment
- Alcohol Testers
- Communication Devices
- Spill Kits
- First Aid Kits
- Aviation Regulatory Manuals

6. DILEMMAS/CHALLENGES AND COMPLEXITIES FOR A JOBHOLDER

Safety Officers face challenges in navigating the evolving safety regulations, ensuring compliance across diverse industries, and addressing emerging risks. The complexity lies in balancing thorough inspections with operational efficiency, and effectively communicating findings to promote safer work environments.

6.1 Alternative Choices (Solutions) To Dilemmas and Complexities

A Safety Officer faces dilemmas, like balancing strict regulations with practical workplace needs. Solutions involve: clear communication, collaborative problem-solving, finding a balance that prioritises safety without hindering productivity, etc.

7. WORKING CONDITIONS/ENVIRONMENT

A Safety Officer typically works in various settings, ensuring compliance with safety regulations. This can range from office spaces to industrial sites. They conduct inspections, train employees, and develop safety protocols. Adaptability is key as the environment varies based on the industry they are in.

8. PARTIES INVOLVED/INTERACTING WITH THE JOB HOLDER OR TRAINEE

8.1 Internal – Within the Organisation

Safety Officers interact with various internal stakeholders within organisations, including; Heads of Department, Supervisors, Fellow workers, etc.

8.2 External – Outside the Organisation

Safety Officers typically interact with various stakeholders, including external entities, like regulatory agencies. They collaborate with different departments to ensure safety protocols are followed, and may liaise with health and safety committees, unions, and emergency response teams.

9. PHYSICAL DEMANDS ON THE BODY

Being a safety officer involves a mix of desk work and field inspections. It requires physical presence to assess workplace conditions, conduct safety drills, and ensure compliance. Additionally, there may be a need to lift equipment or perform emergency response activities; making a reasonable level of physical fitness beneficial.

ANNEX A

Criteria for Assessments based on this NOS

A.1 Guidelines for Assessment

A.1.1 Criteria for assessment for curricula and learning programmes based on this NOS will be created by curricula and programme developers, and each Performance Criteria (PC) will be assigned marks proportional to its importance in the NOS. Curricula and programme developers will also lay down proportion of marks for theory and practical skills for each performance criteria, giving more weight to practical skills.

There shall be allocated 'Total Marks', which will be the sum of all marks in each Unit, distributed across the number of PCs in that particular Unit. The 'Out of' mark will be the mark allocated to each PC, which will be shared between theory and skills practical assessments.

A.1.2 Individual awarding/assessment bodies, or institutions and other users of the NOS, will create unique question papers for the theory part and evaluations for the skill practical part for their respective candidates.

ANNEX B NOS Version Control

This Annex gives details necessary for the tracking of the NOS versions based on the number of revisions.

NOS Code	NOS.SO.01		
ZQF Level	6	Version Number	01
Sector	Transport	Date of Approval	May 2024
Sub Sectors	Air, Road, Rail, Marine	Date of Last Review	N/A
Occupation	Safety and Security	Date of Next Review	May 2029

*“You learn,
We Standardise”*

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