



**ASSESSOR GUIDE**

**ACMWHS201**

# Participate in workplace health and safety processes

## Assessment 2 of 2

Short answer question



## Assessment Instructions

### Task overview

This assessment task includes 10 short answer questions. Read each question carefully before typing your response in the space provided.

This unit of competency consists of 2 knowledge assessments completed in this module, in addition to the Structured Workplace Learning and Assessment (SWLA) completed in Module 7.

You must complete both sets of assessments related to this unit to be deemed competent.



### Assessment Information

#### Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.



#### Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)



However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

## Short Answer Questions

### Question 1

Provide one (1) example of a zoonotic disease that is a concern when working with canines, felines or avians. Provide one (1) example of its impact on an animal care worker.

[Word count: 35 - 45 words]

**Assessor instructions:** Students must correctly define zoonoses and provide one relevant example of their impact in an animal care environment.

A sample answer is provided below.

#### **Example of zoonotic disease:**

- Avian influenza
- Leptospirosis
- Q Fever
- Ringworm
- Salmonellosis
- Giardia infection
- Roundworm
- Hookworm
- Scabies
- Cat scratch disease
- Psittacosis [also known as Ornithosis]
- Avian Tuberculosis
- Hydatid tapeworm [Cystic echinococcosis / hydatid disease]
- Toxoplasmosis
- Staphylococcus intermedius
- Brucellosis

**Example of impact:** Direct contact with an animal infected with a zoonotic disease at an animal care clinic could result in any of the following impacts:

**Avian influenza** - ranges from no symptoms or mild illness to severe:

- Conjunctivitis
- Mild flu-like upper respiratory symptoms
- Pneumonia with fever [temperature of 37.8°C or greater]
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle/body aches
- Headaches
- Fatigue
- Shortness of breath/difficulty breathing

Less common signs and symptoms include:

- Diarrhea
- Nausea
- Vomiting
- Seizures

**Leptospirosis** - infected animals (mice, dogs, rats, cattle and pigs)

- Fever
- Severe headache
- Sore muscles
- Chills
- Vomiting
- Red eyes

Can develop into severe disease, including:

- Kidney failure
- Jaundice
- Bleeding
- Respiratory complications

Complications may include:

- Meningitis

Severe illness may require hospitalisation and severe leptospirosis can sometimes be fatal.

**Q-fever** - usually mild with flu-like symptoms or no symptoms at all.

Infection may resurface years later in a small percentage of people, which can be a deadly form of Q-fever, which can include damage to the:

- Heart
- Liver
- Brain
- Lungs

May also infect pets, including cats, dogs and rabbits.

Bacteria may be transmitted through their urine, faeces, milk, the placenta and amniotic fluid.

**Ringworm** - rash caused by a fungal infection.

May have:

- itchy, circular rash
- clearer skin in the middle.

**Salmonellosis** - diarrhea, fever and stomach cramps.

**Giardia infection** - stomach cramps, bloating, nausea and bouts of watery diarrhea. Giardia infection is caused by a microscopic parasite.

**Roundworm** - roundworms are parasites that need to live in the body. These parasitic infections can cause diarrhea and fever.

**Hookworm** - itching and a localised rash are often the first signs of infection. Heavy infection may experience abdominal pain, diarrhea, loss of appetite, weight loss, fatigue and anaemia.

**Scabies** - scabies is an itchy skin condition caused by a tiny burrowing mite called *Sarcoptes scabiei*. Intense itching occurs in the area where the mite burrows.

**Cat scratch disease** - an infection caused by a kind of bacteria called *Bartonella henselae*.

- Red bump, sore, or blister at the site of the scratch or bite
- Fever
- Headache
- Fatigue
- Poor appetite

- Swollen glands (lymph nodes)

**Psittacosis [also known as ornithosis]** is a disease caused by the bacterium *Chlamydia psittaci*, carried by birds. Humans often catch the disease by inhaling dust containing feathers, secretions and droppings from infected birds. People with psittacosis often develop:

- Headache
- Fever
- Chills
- Weakness
- Muscle aches
- A dry cough
- Chest pain
- Breathless

**Avian Tuberculosis** - bacterial infection that spreads slowly. Affects captive birds more than wild birds. It's contracted when humans ingest food or water contaminated with faeces from infected birds, causing:

- Local wound
- Swelling near the site of infection

#### **Hydatid tapeworm [Cystic echinococcosis / hydatid disease]**

People infection with *E. granulosus* leads to the development of one or more hydatid cysts.

Signs include:

- Abdominal pain
- Nausea and vomiting
- Anorexia
- Weight loss
- Weakness

If the lung is affected: chronic cough, chest pain and shortness of breath.  
Other signs depend will be dependent on the location of the hydatid cysts.

#### **Toxoplasmosis**

In many cases, the disease is asymptomatic.

Main threat is to human foetus via pregnant women's placenta being exposed. Exposure can cause no illness through to death of unborn child.

Symptoms in adults/children:

- Swollen lymph glands
- Muscle aches and pains
- Headache
- Fever
- Inflammation of the lungs
- Inflammation of the heart muscle
- Inflammation of the eye

#### **Staphylococcus intermedius**

- Skin abscesses

#### **Brucellosis**

Flu-like symptoms including:

- Fever
- Chills
- Headache

- Weakness
- Joint and muscle pain
- Generalised aches

Inflammation of the liver and spleen, and gastrointestinal or respiratory symptoms may also occur.

## Question 2

Outline three [3] ways of maintaining personal hygiene when working in an animal care environment.

[Word count: 25 - 35 words]

**Assessor instructions:** Students must correctly identify three [3] ways of maintaining personal hygiene including handwashing.

A sample answer is provided below.

1. Hand hygiene - helps to prevent the spread of germs and illnesses.
2. Dental Care - wards off gum disease, bad breath, tooth decay.
3. Bathing / Showering - maintain clean hair and body.
4. Wearing PPE - such as scrub tops, gumboots, overalls, aprons, hairnets and gloves.

Other acceptable answers may include:

- Deodorising - prevents body odour.
- Laundry - ensures clean clothes by removing dirt, odours and stains.

## Question 3

List some of the appropriate occasions when hands should be washed in an animal care workplace.

[List six [6] that apply]

**Assessor instructions:** Students must correctly identify six appropriate occasions when hands should be washed relevant to an animal care workplace.

A sample answer is provided below.

1. Before and after handling/examining animals
2. After handling animal waste
3. Between handling animals
4. Before and after applying or giving medication
5. After mixing chemicals, e.g., diluting disinfectants
6. After conducting cleaning duties
7. After visiting the toilet
8. After handling money
9. Before preparing food items
10. Before and after eating
11. On arrival at work/clinic
12. Before leaving for the day

## Question 4

Complete the following table by:

- describing each type of personal protective equipment (PPE)
- providing an example for each type of PPE.

[Word count: 10 - 30 words per description]

**Assessor instructions:** Students must describe each type of PPE and provide one example for each.

A sample answer is provided below.

Type of PPE	Description <i>(10 – 30 words per description)</i>	Example
A. Protective clothing	Prevents contamination of the skin and personal clothing.	Disposable gowns/overalls, hat, mask, boots, scrub top and cap, apron, hairnet
B. Protective footwear	Helps to prevent contamination in sterile areas and damage to everyday footwear and can provide protection from crush injuries.	Disposable boot/shoe covers, boots (including steel cap), non-slip closed-in shoes
C. Face protection	Prevents contamination of the eyes, mouth and nose from splashes, sprays and respiratory droplets.	Face shields
D. Eye protection	Prevent contamination of the eyes from splashes, sprays, and respiratory droplets.	Goggles
E. Hand protection	Help to prevent hand contamination and the spread of infection between animals.	Gloves
F. Head protection	Provides protection to the head from any impacts, temperature extremes, sunlight, or chemical exposure. Prevents contamination of patient or person handling the patient.	Broad-brimmed hats Hard hats Hairnets Scrub caps
G. Hearing protection	Helps prevent overexposure to loud noises that may cause loss of hearing.	Earplugs Earmuffs
H. Respiratory protection	Help to prevent contamination of the respiratory system from splashes, sprays and respiratory droplets that can be inhaled from the mouth and nose and helps filter out airborne particles.	Masks with respiratory filters

## Question 5

The table below lists a variety of hazards that are typically found in animal care environments. Complete this table by listing:

- two (2) examples of hazards for each hazard category
- two (2) controls to eliminate hazards in each hazard category.

**Assessor instructions:** Students must list two examples for each hazard category in the table along with two control methods for each hazard category.

A sample answer is provided below.

Hazard categories	Examples	Controls to eliminate hazards
	<i>Provide two (2) for each category</i>	<i>Provide two (2) for each category</i>
<b>Hazardous chemicals</b>	<ol style="list-style-type: none"> <li>1. Sterilising chemicals - disinfectants</li> <li>2. Solvents</li> </ol>	<ol style="list-style-type: none"> <li>1. Wear appropriate PPE (e.g., gloves, overalls, face masks, goggles).</li> <li>2. Dilute and use chemicals correctly according to MSDS/SDS.</li> </ol>
<b>Animal medication</b>	<ol style="list-style-type: none"> <li>1. Anaesthetics</li> <li>2. Chemotherapy drugs</li> <li>3. Medicated shampoo</li> <li>4. Flea/tick topical products</li> <li>5. S8 - Drugs of addiction</li> </ol>	<ol style="list-style-type: none"> <li>1. They should be clearly labelled. Follow manufacturer's instructions.</li> <li>2. Chemotherapy – strict PPE, following manufacturer's instructions, correct waste disposal</li> <li>3. S8 Drugs - should be kept in locked safe attached to building wall/floor and accessed only by veterinary practitioners. Records kept of ordering, disposal and dispensing of these drugs.</li> </ol>
<b>Sharps</b>	<ol style="list-style-type: none"> <li>1. Needles</li> <li>2. Scalpel blades</li> </ol>	<ol style="list-style-type: none"> <li>1. Disposing of needles in sharps container</li> <li>2. Not leaving needles and scalpels on benches</li> </ol>
<b>Manual tasks</b>	<ol style="list-style-type: none"> <li>1. Lifting animals</li> <li>2. Stacking boxes</li> </ol>	<ol style="list-style-type: none"> <li>1. Using correct manual handling techniques.</li> <li>2. Using lifting aids.</li> </ol>
<b>Noise</b>	<ol style="list-style-type: none"> <li>1. Vocalising animals (e.g., barking dogs, screeching birds)</li> <li>2. Noise from operating equipment (e.g., hydro baths, pressure hoses, vacuum cleaners)</li> </ol>	<ol style="list-style-type: none"> <li>1. Wearing appropriate PPE such as earmuffs or earplugs.</li> <li>2. Close doors between different areas to limit noise.</li> </ol>
<b>Machinery</b>	<ol style="list-style-type: none"> <li>1. X-ray machine</li> <li>2. Suction machine</li> <li>3. Hydrobath</li> </ol>	<ol style="list-style-type: none"> <li>1. Wearing appropriate PPE when operating machinery to reduce radiation risk.</li> <li>2. Following correct operating procedures.</li> </ol>



Hazard categories	Examples	Controls to eliminate hazards
	<i>Provide two (2) for each category</i>	<i>Provide two (2) for each category</i>
		3. Hydrobath – follow operating procedures, correct lifting, ensuring water doesn't come in contact with electricity. 4. Machinery testing and tagging.
Equipment	1. Surgical instruments 2. Cleaning equipment (mops, brooms etc)	1. Wearing appropriate PPE when handling equipment. 2. Cleaning and storing equipment safely and securely after use.




### Question 6

Complete the following table by:

- listing the names of three (3) safety signs
- providing an image/photograph of each safety sign
- mention where each safety sign is likely to be located within an animal care facility.

**Assessor instructions:** Students must list three examples of safety signs, provide an image for each and mention where the sign can be found in an animal care facility.

A sample answer is provided below.

Name of safety sign	Image/photograph of the safety sign	Location within an animal care facility
1. Biohazard sign		Located near pathology collection containers and bags.
2. Slippery floor sign		Placed where there is a spill or if cleaning/mopping of the floor is in progress.
3. Radiation sign		Situated near X-ray machine.

### Question 7

List six [6] signs of personal stress and fatigue.

**Assessor instructions:** Students must correctly list six signs of stress and fatigue.

A sample answer is provided below.

1. Pounding heart/chest pain.
2. Nausea, diarrhoea, or constipation.
3. Muscle tension and/or headaches.
4. Sleep disturbances.
5. Fast/shallow breathing and/or excessive sweating.
6. Feeling overwhelmed or frustrated.

Other acceptable answers may include:

- low immune system – catching colds easily
- changes to appetite
- feeling guilty or unhappy
- crying regularly
- being irritable
- negative thinking
- racing thoughts, especially at night that prevent one from sleeping
- reduced concentration span
- excessive worrying.

### Question 8

Outline three [3] examples of how personal stress and fatigue can affect workplace safety.

[Word count: 25 - 40 words]

**Assessor instructions:** Students must correctly outline three examples of how stress and fatigue can affect workplace safety.

A sample answer is provided below.

1. Injury to yourself or others due to poor performance.
2. You may become lazy and take shortcuts creating risks and hazards within the workplace.
3. Workplace machinery may be used incorrectly leading to hazards and injuries.
4. Increased likelihood of mistakes on the job.
5. Slows down reaction times.
6. Reduced attention or concentration.
7. Limits short-term memory.
8. Impairs judgement.
9. May result in accidents.

### Question 9

Complete the following table by:

- a. listing five [5] WHS roles and responsibilities of employees
- b. listing five [5] WHS roles and responsibilities of managers and supervisors.

**Assessor instructions:** Students must correctly list five WHS roles and responsibilities for employees and also list five responsibilities for managers and supervisors.

A sample answer is provided below.

Workplace roles	WHS roles and responsibilities
<b>Employees</b>	<ol style="list-style-type: none"> <li>1. Report any unsafe practices or equipment.</li> <li>2. Take reasonable care for the health and safety of others.</li> <li>3. Take reasonable care for their own health and safety, for example, use personal protective equipment if provided.</li> <li>4. Comply with any reasonable instructions, policies and procedures provided by the employer, business or WHS representative.</li> <li>5. Conducting allocated tasks in a safe manner in accordance with the training received.</li> <li>6. Involved in the process of checking for hazards.</li> <li>7. Involved in the process of making assessments.</li> <li>8. Involved in the process of controlling risks.</li> </ol>
<b>Managers and supervisors</b>	<ol style="list-style-type: none"> <li>1. Provide a safe working environment for employees.</li> <li>2. Provide safe systems of work and safety procedures.</li> <li>3. Machinery, plant and equipment need to be maintained in a safe condition.</li> <li>4. Substances used in the workplace need to be stored and used according to manufacturer instruction.</li> <li>5. Provide information, instruction, supervision and training to ensure each employee is safe from injury and risks to health.</li> <li>6. All tasks must be undertaken by employers in consultation with their workers.</li> </ol>

### Question 10

Complete the following table on typical emergency situations that may occur in the animal care industry. For each type of emergency, describe the situation and its consequences.

[Word count: 10 - 60 words for each description]

**Assessor instructions:** Students must provide a description and example of each type of animal care emergency.

A sample answer is provided below.

Types of emergencies	Description of the situation (10 – 60 words per emergency)	Description of the consequences (10 – 60 words per emergency)
<b>A. Serious injury events</b>	When employee has been severely injured and requires immediate medical attention.	Serious injuries would result in having major medical procedures, medical costs. For example, a dog bite injury that results in stitches and/or broken bone, cow kicks, accidental ingestion of medication or chemicals.
<b>B. Events requiring evacuation</b>	This refers to emergencies that require a building or facility to have all people and, in this case, animals removed safely until the threat has been removed or minimised.	Loss of animals. Loss of equipment and stock. Causes disruption to normal business operations. Results in loss of income.

Types of emergencies	Description of the situation (10 – 60 words per emergency)	Description of the consequences (10 – 60 words per emergency)
	<p>For example:</p> <ul style="list-style-type: none"> <li>• extreme weather such as flooding and bushfires</li> <li>• toxic chemical leaks and spills including gas</li> <li>• bomb threats</li> <li>• explosions</li> <li>• internal fire</li> <li>• structural collapse.</li> </ul>	
<p><b>C. Fire and explosions</b></p>	<p>These situations may be a result of electrical malfunctions or unsafe actions by people [e.g., smoking in areas where flammable materials are present].</p> <p>An alarm may be set off that is part of the building, however, on other occasions, it could be a whistle, air horn, bell, or megaphone, etc. There may also be visual devices [flashing lights] and/or audio devices such as alarms that alert personnel in the case of fire, etc.</p> <p>There are several possible causes of fire in the workplace, listed below are the most common:</p> <ul style="list-style-type: none"> <li>• Unsafe conditions, such as overloading electrical circuits, unsafe wiring, incorrect fuse sizes.</li> <li>• Unsuitable storage of combustible materials.</li> <li>• Friction, such as conveyor belts.</li> <li>• Chemical and liquids with low flash points (which evaporate at room temperature to create an explosive air/vapour mixture), flammable gases and vapours, cleaning solvents</li> <li>• Oxygen tank may catch fire and/or explode.</li> </ul>	<p>Fire and explosions can result in catastrophic consequences for people, property and may even cause loss of life, serious injury.</p> <p>May require an emergency evacuation.</p>
<p><b>D. Hazardous substance and chemical spill</b></p>	<p>Hazardous substances have the potential to cause harm to the body and may also endanger the environment if not disposed of correctly or if they leak or spill. For</p>	<p>Results in generating harmful fumes, smoke, gases and hazardous liquids. Injury to humans and animals. For example, smoke inhalation,</p>

Types of emergencies	Description of the situation <i>(10 – 60 words per emergency)</i>	Description of the consequences <i>(10 – 60 words per emergency)</i>
	example, it would result in generating harmful fumes, smoke and gases.	inhalation of noxious gases, absorption of toxins via skin.
<b>E. Explosion and bomb alerts</b>	Bomb threats are threats that indicate a building or facility has an explosive decide somewhere on the premises. Bomb threats can be made over the telephone from an anonymous caller informing the facility there has been a bomb or explosive device planted. An individual has entered the facility with an explosive device strapped to their person.	May cause fear and anxiety to workers and clients at the facility when the incident occurred or when the alert was announced. If an explosion occurred, it may result in loss of lives (both animals and humans), loss of business and damage to property.
<b>F. Security emergencies, such as intruders and disturbed persons</b>	Armed hold-ups are emergencies that involve an armed person or people. These individuals may be armed with a firearm such as a gun, or a knife. Some of these offenders can be violent and aggressive and may be suffering from a severe mental illness or their behaviours could be the result of substance abuse. Commonly, armed hold-ups are caused by a demand for money or in some cases prescription drugs.	May cause fear and anxiety to workers and clients at the facility when the incident occurred. If any weapons were used, it may result in loss of lives (both animals and humans), loss of business and damage to property.
<b>G. Loss of power</b>	Weather emergencies, such as thunderstorms, cyclones, hurricanes, floods and bushfires can cause loss of power. Loss of power can come from a power outage in the area, faults or malfunctions in electrical work or issues with the power supply in the facility.	Loss of power can have severe implications on the running of the facility, especially when there are certain types of medical equipment, computers, refrigeration for medication and air conditioning.
<b>H. Loss of water supply</b>	Loss of water supply can come from burst water piping in the streets cutting off supplies to the clinic and surrounding community or a malfunction with the hot water system on the premises.	Hygiene will be compromised as there will be nowhere to wash hands without running water. Water supply for animals and people will not be replenished.
<b>I. Structural collapse</b>	Structural collapses can range from whole buildings to partial collapses from the roof. Roof collapses can be common in addition to wild weather from water seeping into the ceiling from damaged piping.	Water seeps into the roof cavity weakening it and causing the roof to cave in and damage the interior of the facility. Wires from lighting can also be damaged and if in contact with water can make the area unsafe and unusable. Danger of people and animals being crushed, trapped or killed. Electrocutation.

Types of emergencies	Description of the situation (10 – 60 words per emergency)	Description of the consequences (10 – 60 words per emergency)
J. Flood	A flood can submerge a workplace along with everything in it (animals, humans, equipment, machinery furniture etc.) causing a lot of damage and even loss of lives (both animals and humans).	Animals and humans are likely to get swept away and get stuck in dangerous situations causing serious injury and even death due to drowning. Damage to property and business. Stress to the animals. You will be required to evacuate.
K. Storm	A storm can damage the roof/windows of a workplace and may cause rainwater to flow into the facility. Damaging winds during a storm also cause a lot of destruction.	Damage to property and disruption of business. May cause distress to animals and humans in the facility at the time. May cause injuries to both animals and humans. Can result in severe damage, destruction, injury and sometimes death.
L. Traffic accident	Traffic accidents can occur between vehicles and pedestrians. It may involve animals being brought in or out of the animal care facility that may be run over or injured due to vehicles driving into the facility's parking area.	Injury to animals or humans involved in the accident. There may be compensation payments that have to be made for the affected individuals and damage to vehicles, properties etc.

### Assessment checklist:

Students must have completed all questions within this assessment before submitting. This includes:

1	10 short answer questions completed in the spaces provided.	<input type="checkbox"/>
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**Congratulations you have reached the end of Assessment [2]!**



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