

SESSION 2012

BREVET DE TECHNICIEN SUPÉRIEUR

Épreuve de langue vivante étrangère

U21 – Compréhension de l'écrit et de l'expression écrite

SPÉCIALITÉ
Assistant de gestion de PME-PMI

A N G L A I S

Durée 2 H 00

Coefficient 2

LE DICTIONNAIRE UNILINGUE EST AUTORISÉ

(à l'exclusion de tout dictionnaire électronique)

CALCULATRICE INTERDITE

Dès que le sujet vous est remis, assurez-vous qu'il est complet.

Le sujet comporte 3 pages, numérotées de 1 à 3.

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SMEs told to conduct risk assessments¹ of employees' homes

Businesses should conduct risk assessments of employees' homes if they are working out of the office in order to avoid health and safety lawsuits², following a case in which a Telstra employee claimed compensation after being injured at home.

The warning comes as the number of "work from home" requests increases and SMEs are more willing to allow employees to finish their work outside of the normal business area in order to provide flexibility and a good work/life balance.

Harmers Workplace Lawyers senior associate and Brisbane team lawyer Kristin Ramsey says the Telstra case draws attention to the need for businesses to ensure their employees are working in safe environments – both in the normal workplace and at home. "Businesses should consider things like conducting risk assessments of the home work environment," she says. "That doesn't necessarily mean we're able to monitor daily what people are doing from home, or have control over that. But if they take no steps, that's when they aren't going to be able to demonstrate they acted to make a safe environment."

Ramsey says businesses need to develop plans and regulations around how employees can work from home. In the case, Telstra was ordered to pay compensation by the Administrative Appeals Tribunal after employee Dale Hargreaves fell down a flight of stairs and hurt his shoulder while working at home. Ramsey also says the growing number of work-at-home requests is set to continue, as the work regulation system allows for employees to request flexible working arrangements where possible.

SMEs must conduct practical risk assessments, she insists, although these don't have to be overly complex or time consuming.

"This doesn't necessarily mean the business has to go and look over the home physically. It could just be a checklist that an employee does, and then sends it back. This is a really important thing they need to do." Some of the aspects included in such a report could include whether a work environment has adequate lighting, heating and ventilation, and whether the workplace is near any electrical or fall hazards. "You need to ask whether the computer is set up in an ergonomically correct way, and so on."

Ramsey says businesses need to keep in mind there is now a legal precedent for businesses having to pay compensation for injuries that happen at home, and that this needs to play into business owners' thinking.

Adapted from smartcompany.com.au

14 September 2011

¹ assessment: evaluation

² lawsuit: legal action

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I. COMPRÉHENSION (10 points)

Rédigez **en français** un compte rendu du texte en 180 mots (+/- 10 %).
Vous indiquerez le nombre de mots utilisés.

II. EXPRESSION ECRITE (10 points)

Vous êtes Ken Parker, assistant de gestion de l'entreprise :
Safety Solutions
Gladstone Park
Melbourne Victoria 3043

Vous êtes chargé de rédiger une lettre adressée à Mme Sharon Delinar, directrice des Ressources Humaines de l'entreprise Telstra :
Telstra Corporation Limited
242 Exhibition Street
Melbourne Victoria 3000

Rédigez un courrier **en anglais** en respectant les consignes suivantes :

- Présentez votre entreprise, qui apporte des solutions aux problèmes concernant les risques professionnels liés à la santé et à la sécurité.
- Précisez que votre entreprise a un personnel hautement qualifié, en mesure de répondre aux besoins de Telstra.
- Précisez que vous avez connaissance du cas de Dale Hargreaves que Telstra a dû indemniser et que les solutions que vous proposez éviteraient les complications juridiques et les indemnisations.
- Proposez de faire en premier lieu une étude des risques encourus par les employés de Telstra sur leurs lieux de travail, bureau et domicile, ce qui permettra de rédiger une liste de contrôle des équipements obligatoires et des obligations à respecter par ceux qui travaillent à domicile.
- En second lieu, proposez une formation des employés afin qu'ils évoluent dans un environnement sans danger.
- Ajoutez que, grâce à ces solutions, Telstra bénéficiera d'une compétitivité accrue engendrée par la réduction des coûts.

Formules de politesse et présentation d'usage.

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