



# IRSST

Instituto Regional  
de Seguridad y Salud  
en el Trabajo

WORKPLACE SAFETY AND  
HEALTH EDUCATION FOR  
YOUNG PEOPLE  
COURSE YEAR 2024/2025

# UNEXPECTED ENCOUNTERS

BASED ON  
REAL EVENTS



Comunidad  
de Madrid

CONSEJERÍA DE ECONOMÍA, HACIENDA Y EMPLEO

Consejera de Economía, Hacienda y Empleo:

Rocío Albert López-Ibor.

Directora general de Trabajo y gerente del Instituto Regional  
de Seguridad y Salud en el Trabajo:

Silvia Marina Parra Rudilla.

Elaboración:

Dirección

Silvia Marina Parra Rudilla, directora general de Trabajo  
y gerente del Instituto Regional de Seguridad y Salud en el Trabajo.

Edita:

Instituto Regional de Seguridad y Salud en el Trabajo.

Ventura Rodríguez, 7. 28008 Madrid

Tel.: 900 713 123

[irsst.publicaciones@madrid.org](mailto:irsst.publicaciones@madrid.org)

[www.comunidad.madrid](http://www.comunidad.madrid)

Soporte de maquetación en línea PDF:

© Comunidad de Madrid, 2024

1ª Edición: enero 2025

Publicación en línea en formato PDF

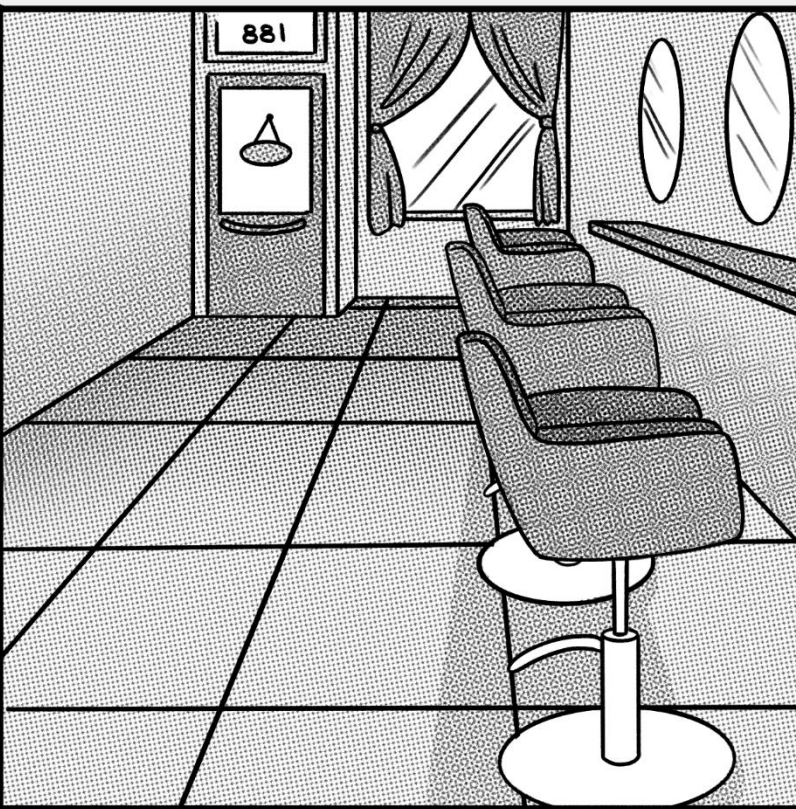
Realizado en España – Made in Spain





I'M GETTING TO IT! YOU'RE SO IMPATIENT, HUH?

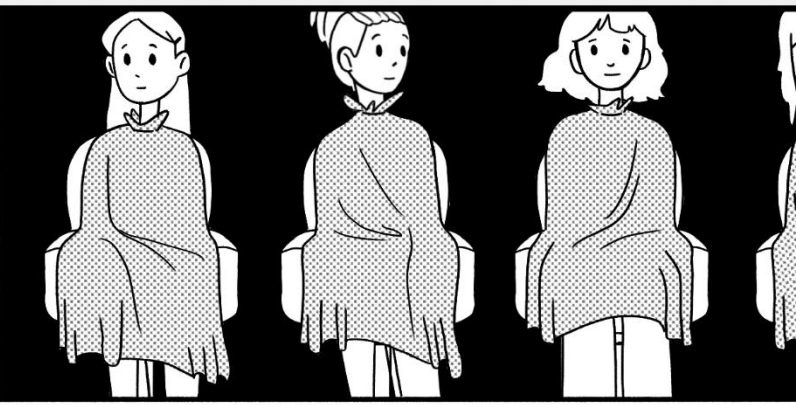
ANYWAY, AS YOU ALL KNOW ALREADY, I'M DOING AN INTERNSHIP FOR MY HAIRDRESSING AND BEAUTICIAN STUDIES. I JUST STARTED RECENTLY, BUT THE COMPANY WAS A LITTLE DISORGANIZED...



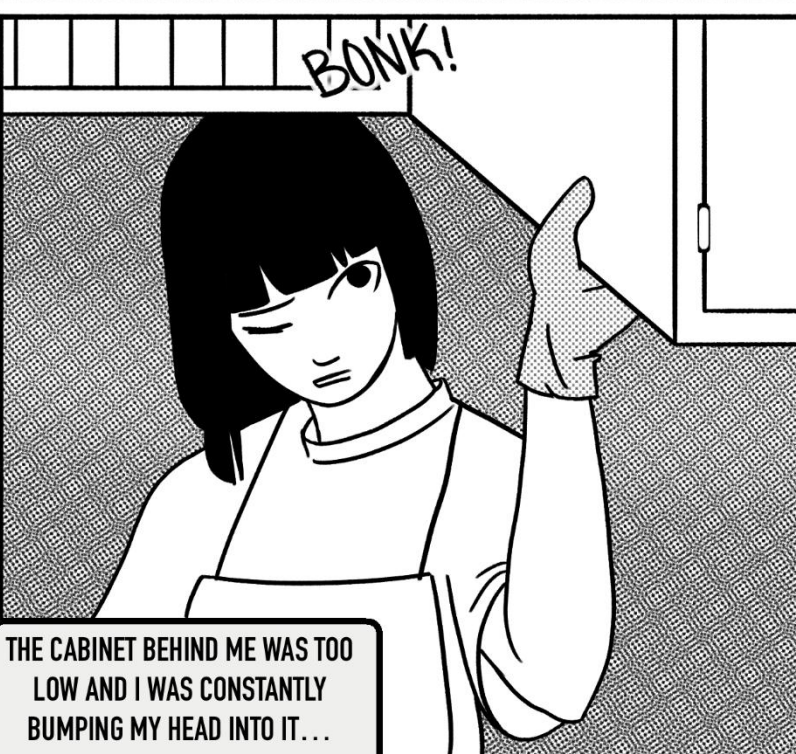
WHEN I ARRIVED ON MY FIRST DAY, THE PLACE WAS PACKED WITH CLIENTS PREPARING FOR A WEDDING...



THEY IMMEDIATELY HAD ME ASSIST THEM WITHOUT ANY EXPLANATION. NO ONE EVEN TOLD ME WHERE THE PRODUCTS WERE, SO I SPENT THE ENTIRE MORNING ASKING AROUND JUST TO GET MY BEARINGS...

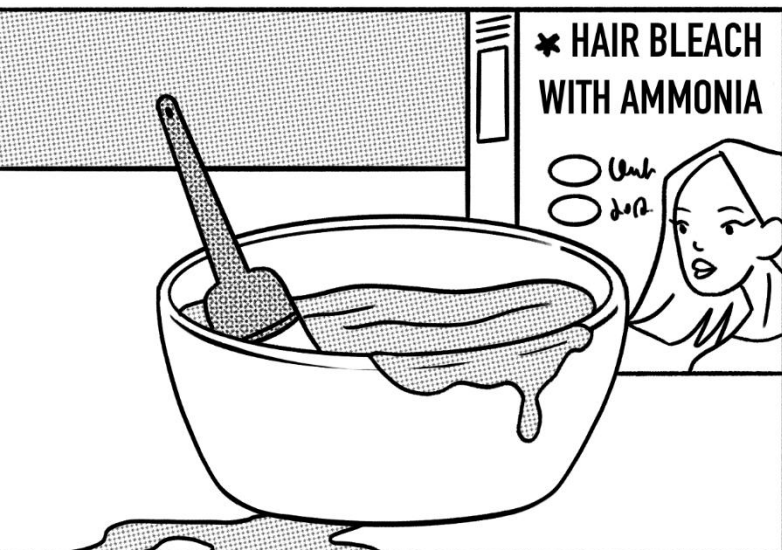
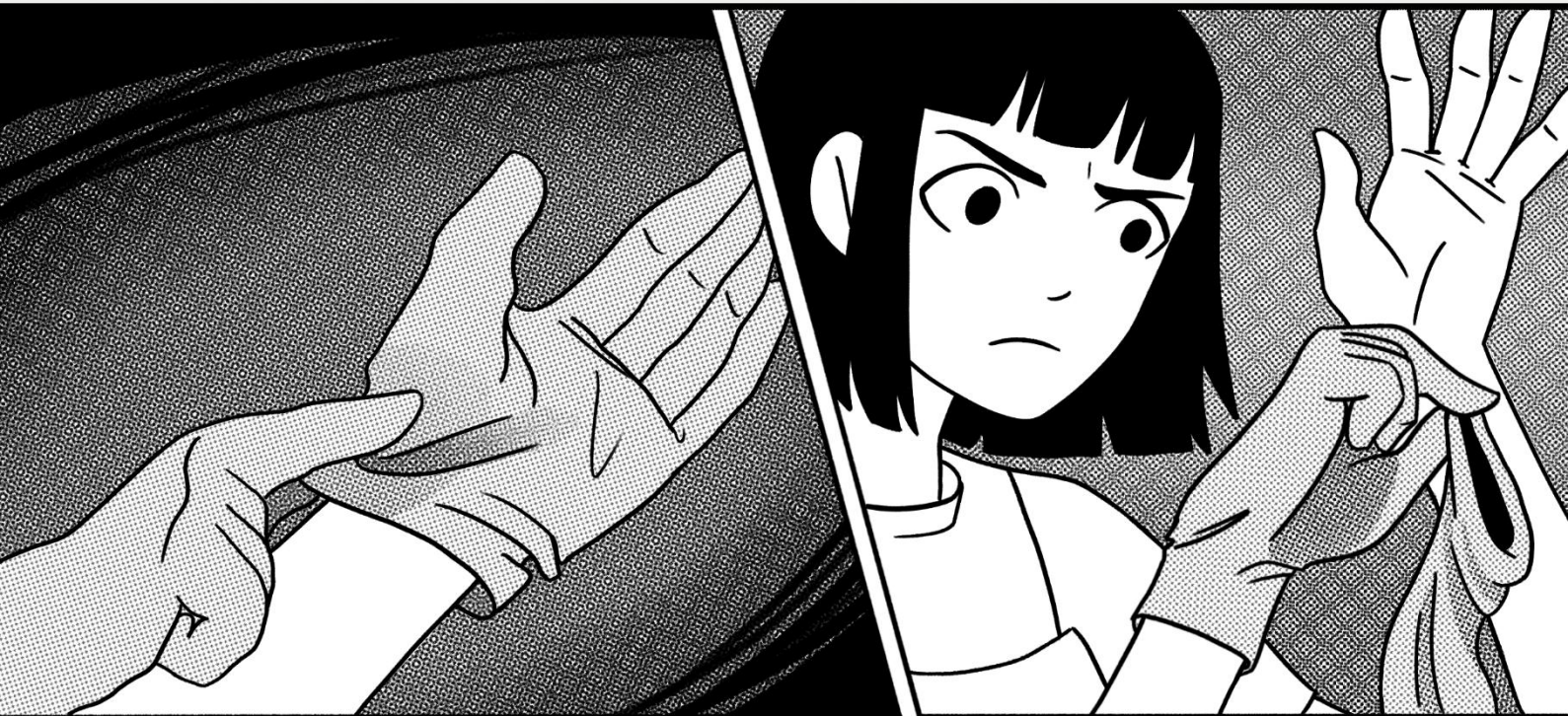


I STARTED WASHING A CLIENT'S HAIR, BUT I WAS REALLY UNCOMFORTABLE BECAUSE OF THE LACK OF SPACE TO WORK. MY BOSS WASN'T NEAR, AND I COULDN'T ASK FOR HELP, SO I JUST HAD TO MANAGE ON MY OWN...

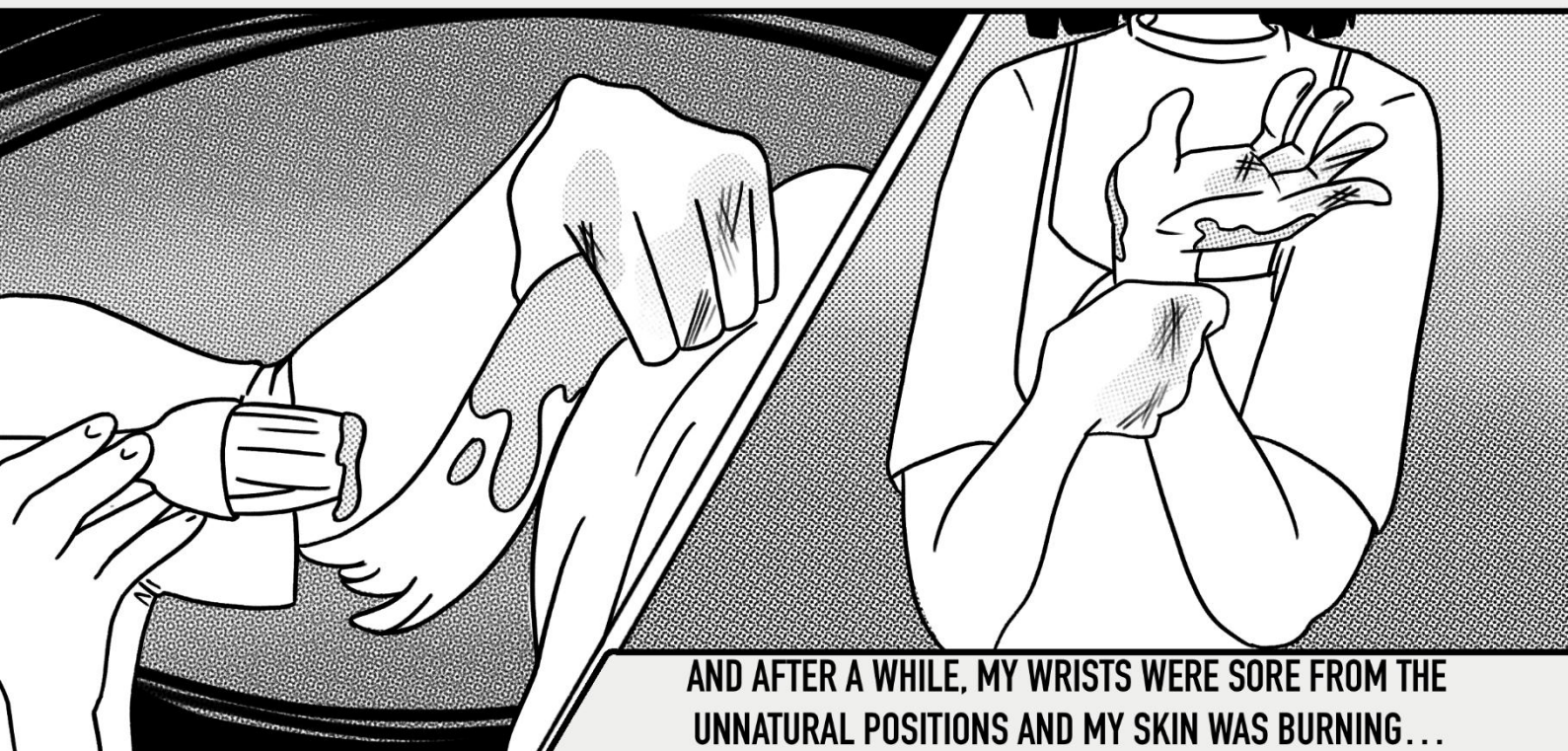


THE CABINET BEHIND ME WAS TOO LOW AND I WAS CONSTANTLY BUMPING MY HEAD INTO IT...

... BESIDES, THE GLOVES THEY GAVE ME DIDN'T FIT. THEY WERE TOO BIG, AND I COULDN'T FIND ANY OTHER SIZES, SO I ENDED UP TAKING THEM OFF.



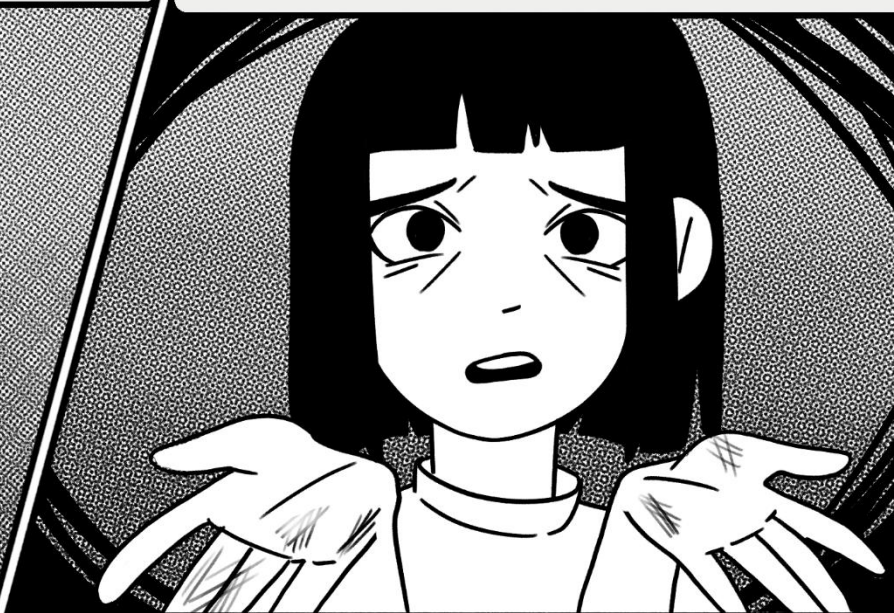
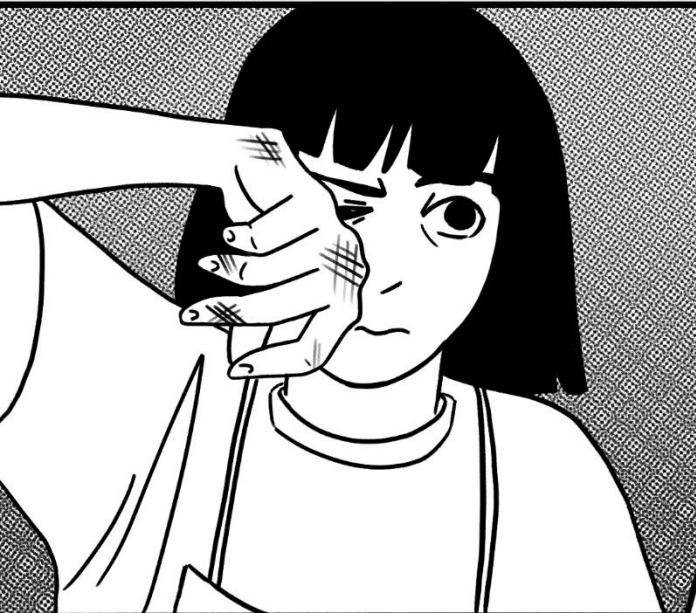
NO ONE TOLD ME HOW IMPORTANT WEARING THEM WAS WHEN BLEACHING CLIENTS' HAIR...



AND AFTER A WHILE, MY WRISTS WERE SORE FROM THE UNNATURAL POSITIONS AND MY SKIN WAS BURNING...

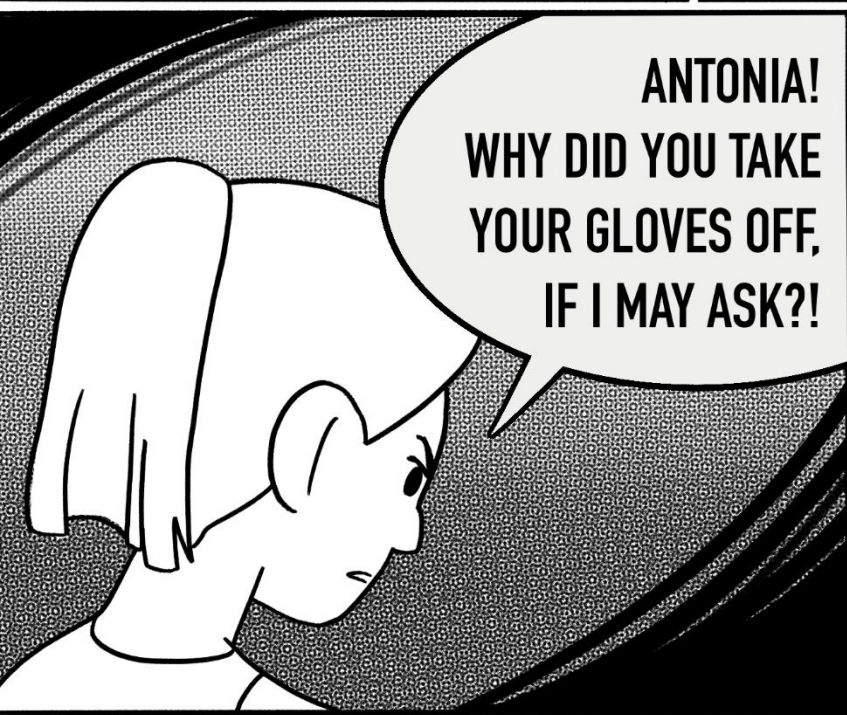
THEN, I NOTICED MY EYES WERE IRRITATED AND I HAD MY HANDS COVERED IN WELTS...

... SO I WENT TO MY BOSS ABOUT THE RED SPOTS AND STINGING SKIN. HOWEVER...



ANTONIA!  
WHY DID YOU TAKE YOUR GLOVES OFF, IF I MAY ASK?!

... SHE GOT MAD AT ME, TOLD ME TO WASH UP, AND SENT ME TO HELP WITH THE MANICURES...



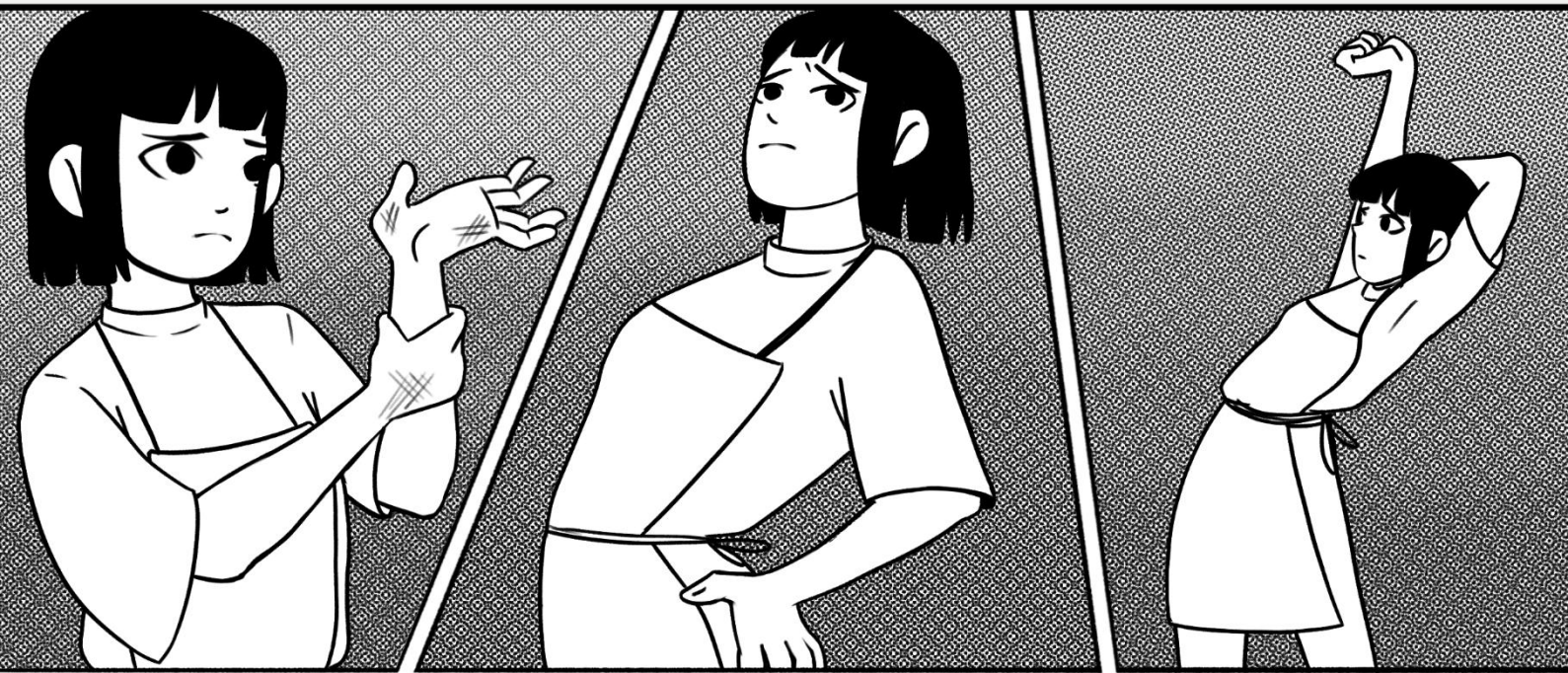
BUT THEY SAT ME ON A STOOL TOO HIGH FOR ME, SO I HAD TO BEND DOWN TOO MUCH AND MY BACK STARTED TO HURT...

DON'T WORRY, I'M FINE... STAY STILL.

CAN I MOVE TO MAKE YOU MORE COMFORTABLE?



# BY THE END OF MY SHIFT, EVERYTHING HURT: MY WRISTS, HANDS, BACK, NECK...



I TALKED TO THE INTERNSHIP COORDINATOR TO SEE IF THERE WAS ANY WAY THEY COULD SPEAK TO THE COMPANY ABOUT IMPROVING THE SITUATION...

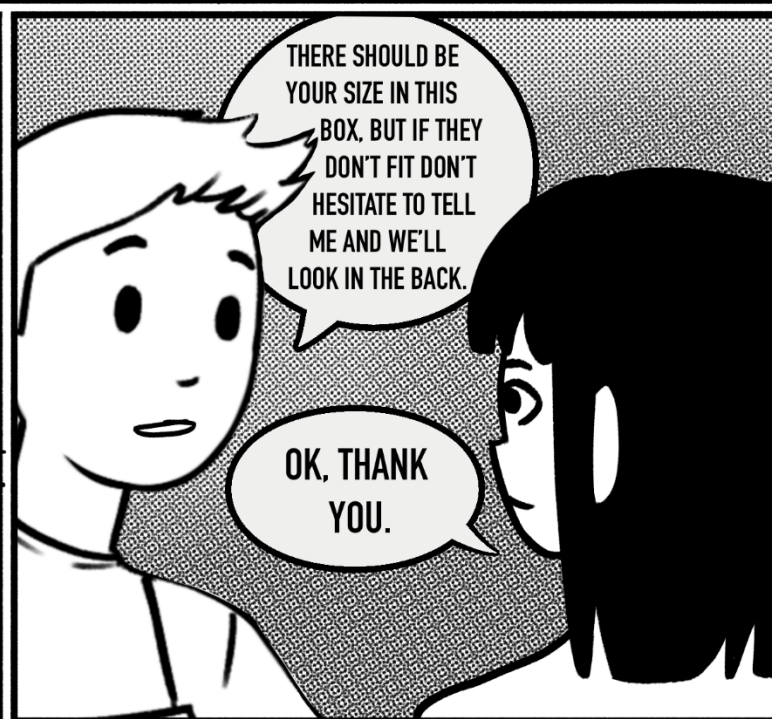
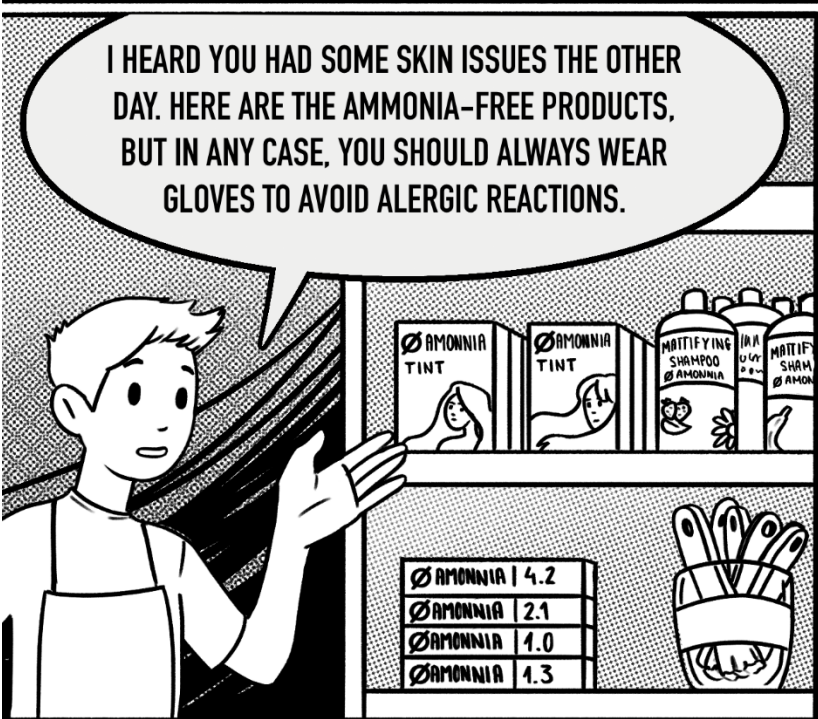
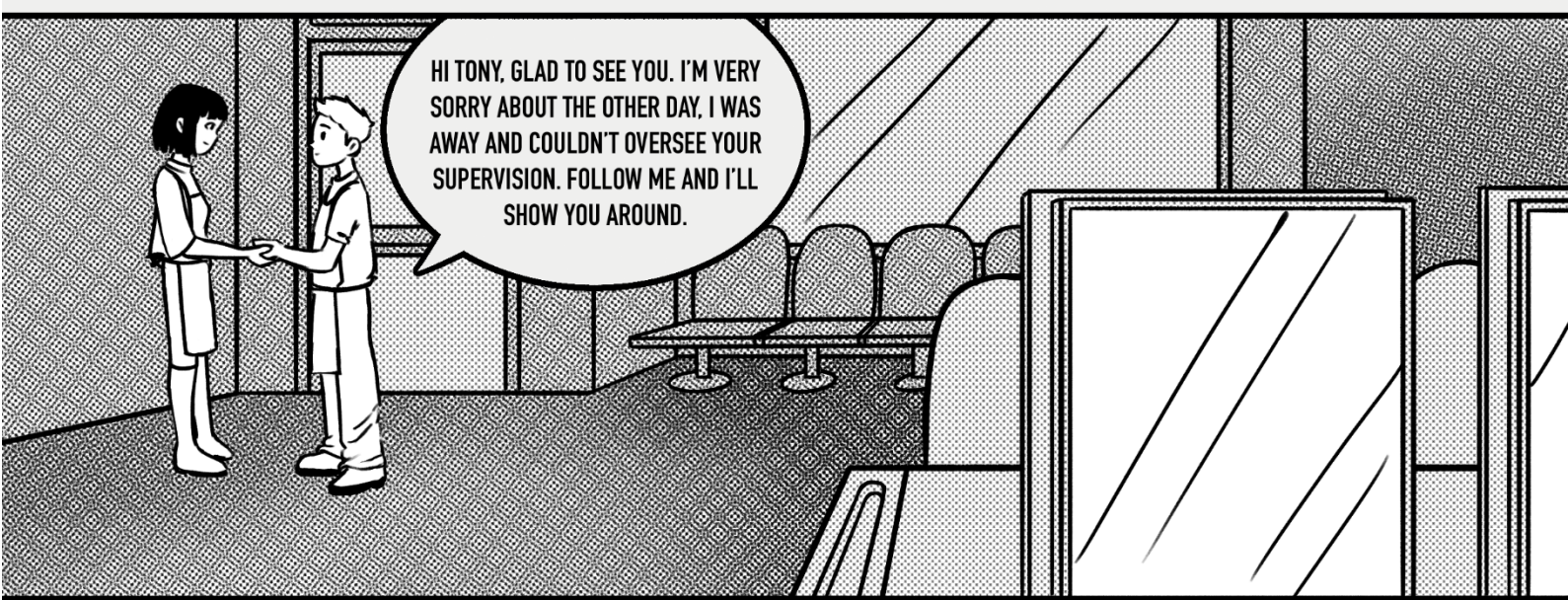
OF COURSE, TONY. I'M TAKING NOTE OF WHAT YOU'RE SAYING. I'LL SPEAK TO THE PERSON IN CHARGE AT THE SALON SO THEY CAN IMPROVE YOUR SUPERVISION...



AT HIGHSCHOOL, THEY EXPLAINED EVERYTHING I NEEDED TO DO FOR THE INTERNSHIP COURSE, AND WHILE WE WERE AT IT, THEY TOLD ME ABOUT THEIR CONVERSATION WITH THE COMPANY REGARDING MY SITUATION.



BACK AT THE HAIR SALON, THERE WAS A NOTICEABLE CHANGE. MY SUPERVISOR WAS WAITING FOR ME WHEN I ARRIVED. HE HELPED ME GET SETTLED AND TAUGHT ME THE SAFETY MEASURES TO AVOID GETTING INJURED AGAIN.





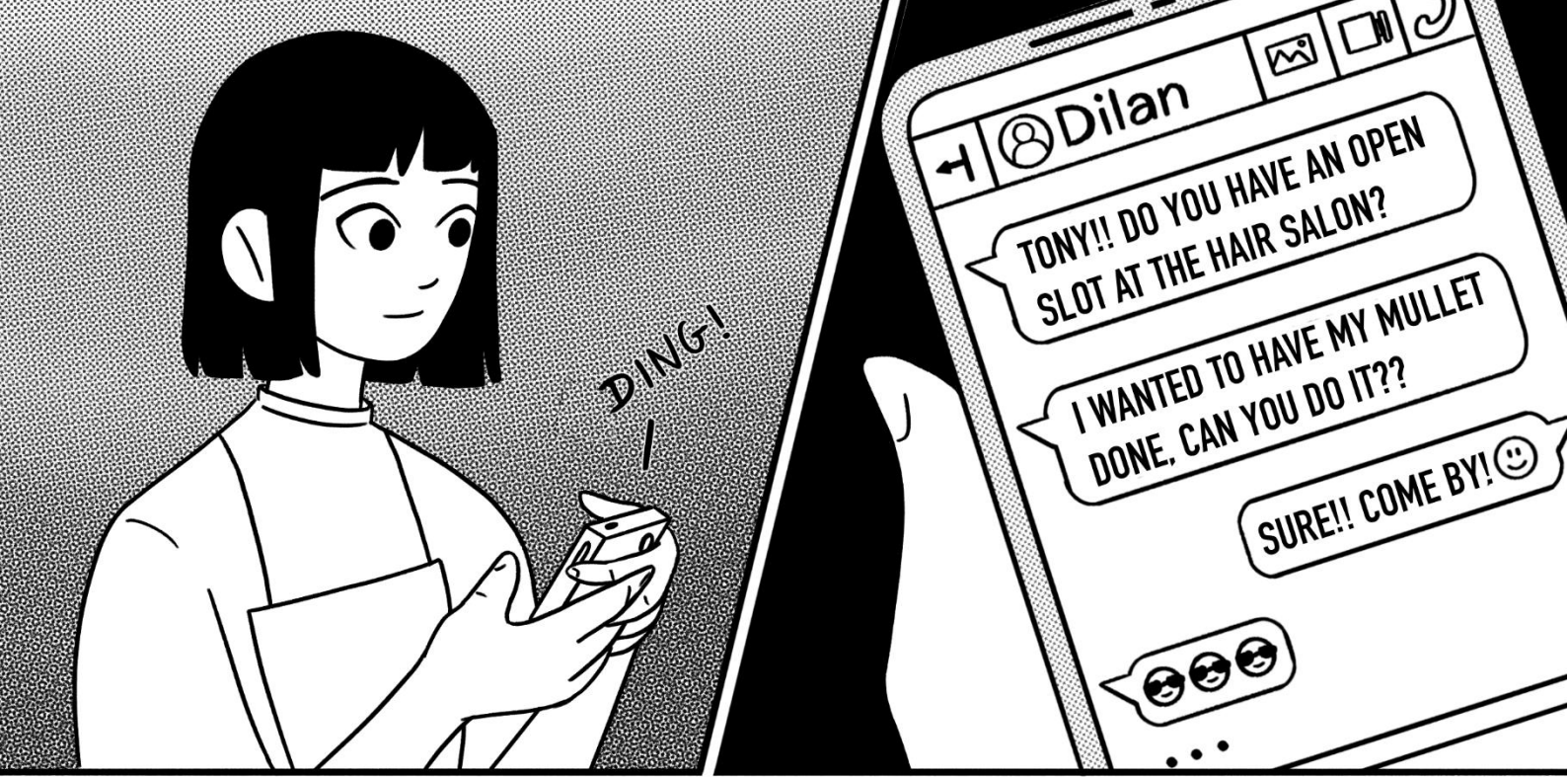


JOSH, MY SUPERVISOR, SHOWED ME AROUND AND STAYED CLOSE TO MAKE SURE I UNDERSTOOD EVERYTHING. HE EXPLAINED THINGS WHEN I DIDN'T AND GIVING ME TIPS UNTIL I FELT MORE CONFIDENT IN MY ROLE.



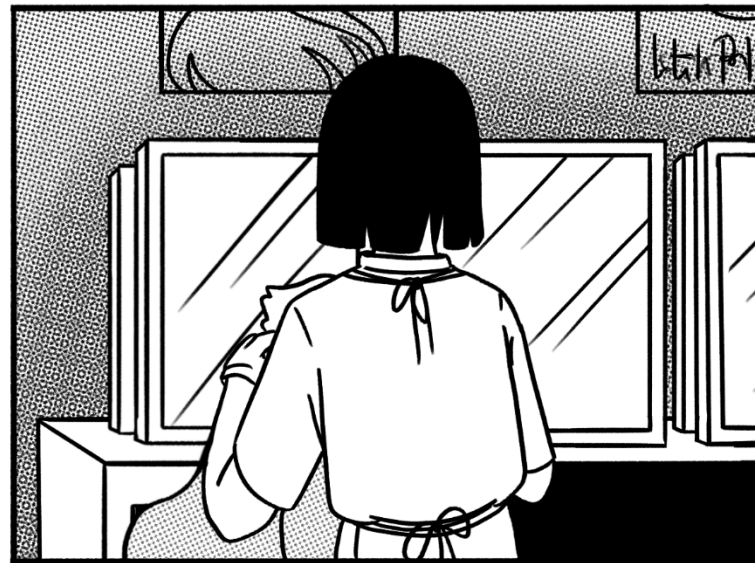
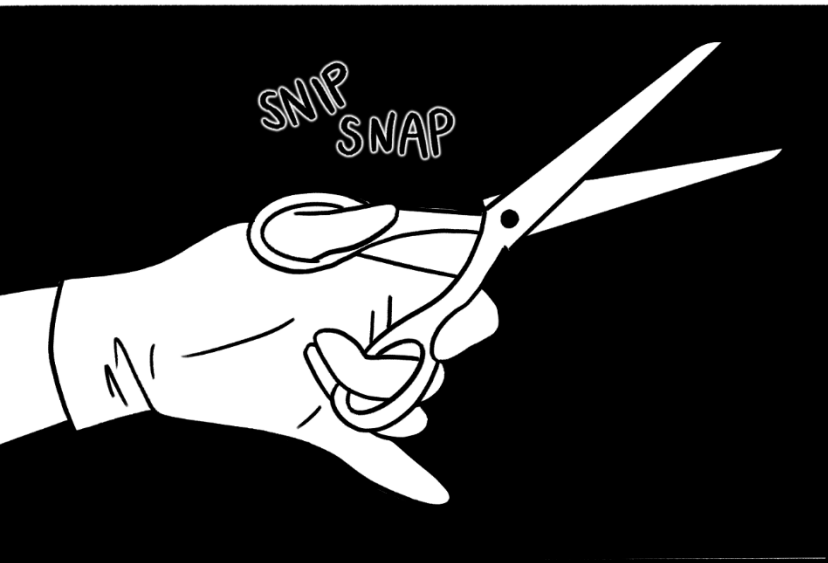
FROM THAT MOMENT ON, MY EXPERIENCE WITHIN THE SALON IMPROVED DRASTICALLY. WHEN MY INTERNSHIP COORDINATOR CHECKED IN AGAIN, I UPDATED HIM ON THE SITUATION, AND I WAS FINALLY ABLE TO FOCUS ON LEARNING AND WORKING ON MY INTERNSHIP REPORT. I'M REALLY HAPPY NOW AND I TRULY ENJOY MY JOB.



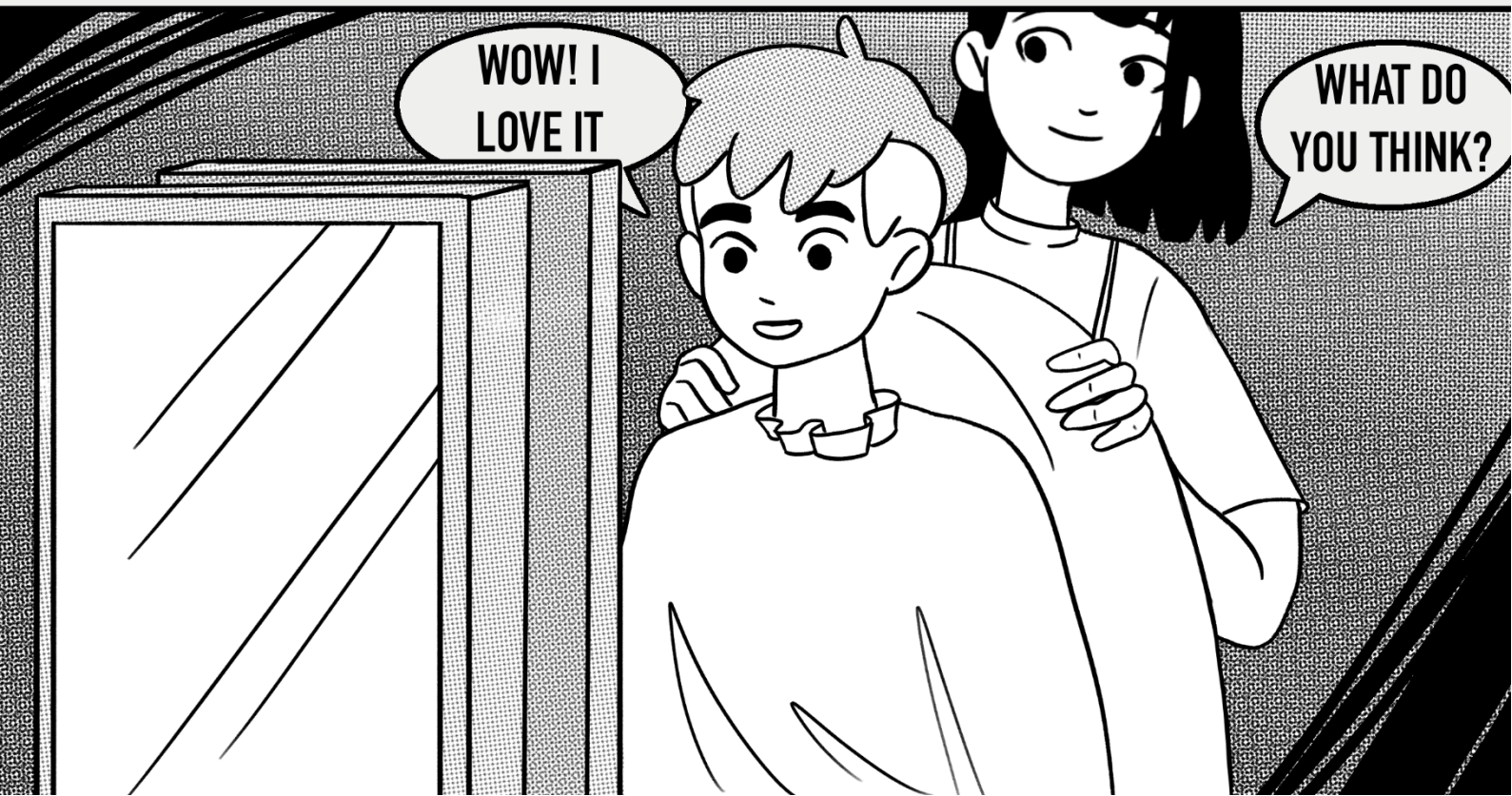


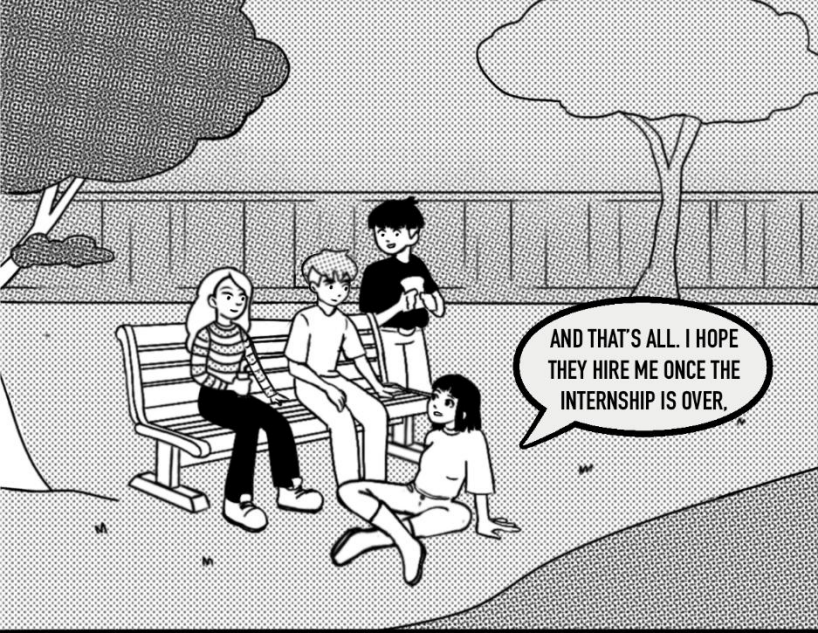
OVER TIME, AS I GAINED SOME EXPERIENCE AND STARTED TO FEEL MORE COMFORTABLE AT THE HAIR SALON, THEY BEGAN LETTING ME CUT SOME CLIENTS' HAIR...





SINCE THEN, I'VE BEEN ATTENDING MORE CLIENTS ON MY OWN, CUTTING THEIR HAIR AND EVERYTHING; AND I'M GETTING BETTER EACH TIME. PRACTICE REALLY DOES MAKE A DIFFERENCE, RIGHT?

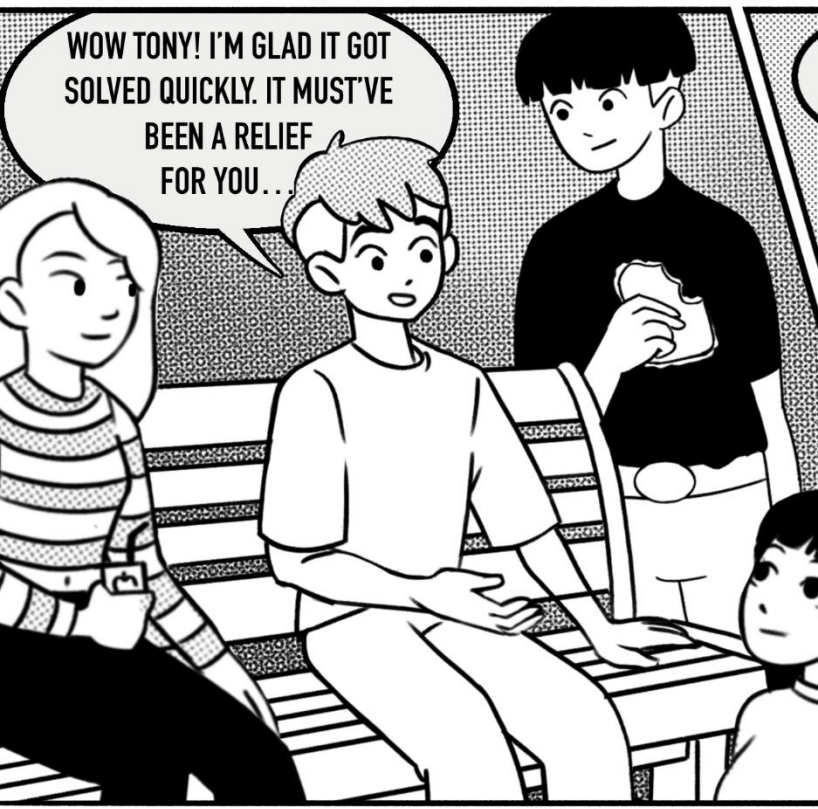




AND THAT'S ALL. I HOPE THEY HIRE ME ONCE THE INTERNSHIP IS OVER.



I'M REALLY ENJOYING IT, AND I THINK I'M PRETTY GOOD AT MY JOB...



WOW TONY! I'M GLAD IT GOT SOLVED QUICKLY. IT MUST'VE BEEN A RELIEF FOR YOU...

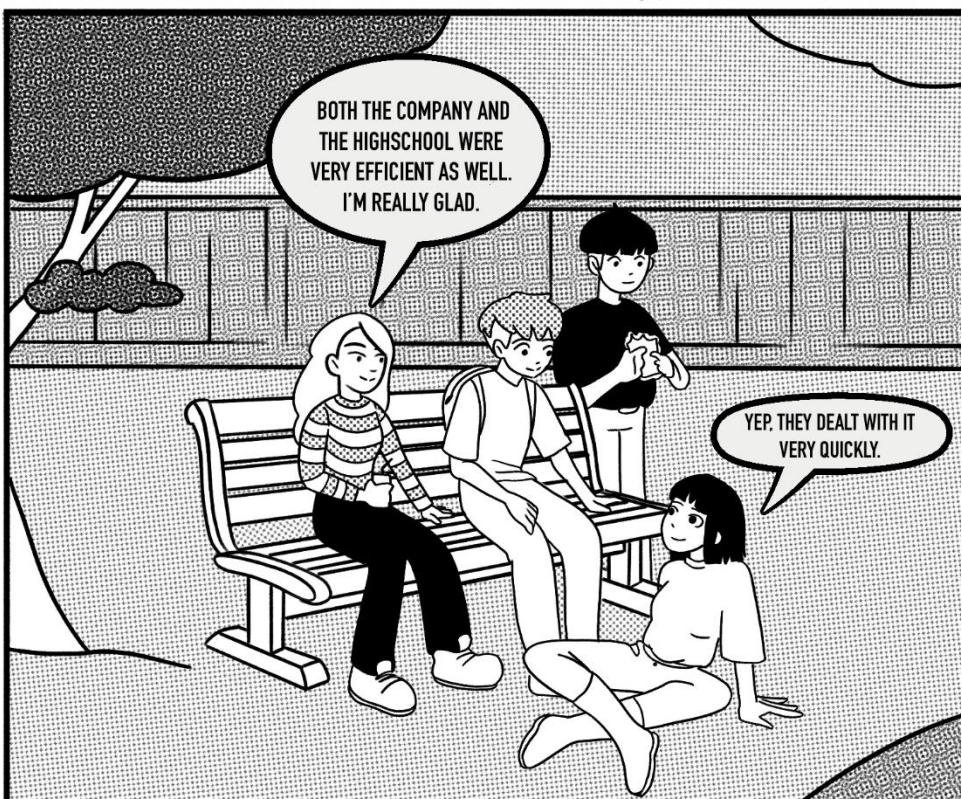


I'M SURE THEY'LL HIRE YOU, YOU'RE GREAT!

YEAH, YOU GAVE ME A SICK HAIRCUT!



THANKS, GUYS... TRUTH IS, IT SUITS YOU A LOT, DILAN!



BOTH THE COMPANY AND THE HIGH SCHOOL WERE VERY EFFICIENT AS WELL. I'M REALLY GLAD.

YEP, THEY DEALT WITH IT VERY QUICKLY.

ACTIONS TO PROMOTE AND  
SPREAD THE SAFETY AND HEALTH  
CULTURE AMONG LOWER  
SECONDARY EDUCATION AND  
BASIC VOCATIONAL TRAINING  
STUDENTS AND TEACHERS



**IRSST**  
Instituto Regional  
de Seguridad y Salud  
en el Trabajo