



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Health and safety in tourism and hospitality				
TQF Level:	3	Credits:	10	Version:	1
National standard code:	NS007-03				
Associated qualification (and code):	National Certificate in Tour Guiding Level 3				
Approval date:	27 December 2018	Review date:	27 December 2023		
Purpose:	People credited with this unit standard are able to: identify the legal responsibilities of tourism and hospitality business operators in relation to health and safety; demonstrate knowledge of critical incident management; carry out health and safety roles and responsibilities in a tourism and hospitality workplace; and select safe routes for clients.				
Learning Outcome 1 (LO1)	Identify the legal responsibilities of tourism and hospitality business operators in relation to health and safety.				
Performance standards	1.1 Statutory responsibilities of tourism and hospitality business operators are described and presented; 1.2 Statutory responsibilities of tourism and hospitality business are evaluated in accordance with tourism workplace policies and procedures;				

	<p>1.3 Statutory responsibilities of officers or a person conducting a business or undertaking (PCBU) are described and presented;</p> <p>1.4 Statutory responsibilities of officers or PCBU are evaluated;</p> <p>1.5 Consequences of failure to meet statutory responsibilities are described.</p>
Learning Outcome 2 (LO2)	Demonstrate knowledge of critical incident management.
Performance Standards	<p>2.1 Critical incidents that could arise in a tourism and hospitality workplace are described;</p> <p>2.2 Critical incidents that could arise in a tourism and hospitality workplace are assessed and evaluated;</p> <p>2.3 Critical incident management is described in the context of a tourism and hospitality workplace.</p> <p>2.4 The role of emergency services in a critical incident is described.</p>
Learning Outcome 3 (LO3)	Carry out health and safety roles and responsibilities in a tourism and hospitality workplace in accordance with workplace policies and procedures.
Performance standards	<p>3.1 Hazard management strategies are identified and described in accordance with statutory obligations and workplace policies and procedures.</p> <p>3.2 Inspection of the workplace is carried out to identify environment potential hazards and risks in terms of safety of clients, employees, and other people who may be affected.</p> <p>3.3 The identified hazards and risks are reported in accordance with workplace policies and procedures.</p> <p>3.4 The identified hazards and risks are treated in accordance with statutory obligations and workplace policies and procedures</p>
Learning Outcome 4 (LO4)	Select safe routes for clients.
Performance standards	<p>4.1 Any routes are selected based on evaluation of hazards and calculation of risk in accordance with workplace policies and procedures.</p> <p>4.2 Any routes are selected taking account of the physical abilities and physical condition of the clients in accordance with workplace policies and procedures.</p>

Pre-requisites	N/A
Co-requisites	N/A
Underpinning skill and knowledge	<ul style="list-style-type: none"> • Health and safety knowledge; • Problem solving; • Evaluative and critical thinking; • Decision-making; • Communication;
Suggested assessment methods	<p>1 Final examination (40%)</p> <p>2 Course work (60%):</p> <p>Examples:</p> <ul style="list-style-type: none"> • Short quizzes • Essays - critiquing health and safety situations • Making charts and posters • Presentations • Etc.
Resource requirements	<p>1 Computer with internet access;</p> <p>2 Conventional classroom resources;</p> <p>3 Projector and screen;</p> <p>4 Relevant readings/books.</p>
Moderation arrangements	<p>Provider Moderation processes, OR TNQAB Moderation processes:</p> <ul style="list-style-type: none"> • Pre-marking • Intra-marking • Post-marking
Requirements to complete this unit	Learners must achieve at least 50% in all coursework, and examinations.
Public comments on unit	Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.