



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Managing workplace security and health and safety NS010-04		
TQF Level:	4	Credits:	5
Version:	1		
National standard code:	NS010-04		
Associated qualification (and code):	National Certificate in Front Office Management Level 4 (QR-04-NQ-018-03-0903-18-01)		
Approval date:	9 April 2019	Review date:	9 April 2024
Purpose:	This unit standard contains a set of competencies for people who hold supervisory or managerial roles in the front office of an organization. At the end of this unit, students will be able to manage and oversee the security and health and safety of an organization (property, workers, and customers).		
Learning Outcome 1 (LO1)	Monitor and maintain health and safety practices for operational roles in an organisation that provides service delivery outcomes.		
Performance standards	<p>1.1 Procedures are outlined for monitoring and maintaining the application of health and safety practices that relate specifically to service delivery outcomes in accordance with legislative and establishment requirements;</p> <p>1.2 Staff are monitored to ensure personal protective</p>		

	<p>equipment required for the service delivery job role is worn correctly, and any issues are actioned in accordance with establishment requirements;</p> <p>1.3 Health and safety practices are monitored to ensure compliance with service delivery outcomes, and any issues are actioned in accordance with establishment requirements; and</p> <p>1.4 Accident and incident reports related to service delivery outcomes are monitored, actioned and reported, where required, in accordance with establishment requirements.</p>
Learning Outcome 2 (LO2)	Monitor and maintain security practices for operational roles in an organisation that provides service delivery outcomes
Performance Standards	<p>2.1 Procedures for ensuring customer security are monitored to ensure compliance, and any issues are actioned in accordance with establishment requirements;</p> <p>2.2 Procedures for ensuring staff security are monitored to ensure compliance, and any issues are actioned in accordance with establishment requirements; and</p> <p>2.3 Procedures for ensuring establishment security are monitored to ensure compliance, and any issues are actioned in accordance with establishment requirements.</p>
Pre-requisites	<i>TG304 Health and safety in tourism workplace in Tonga (in the National Certificate in Tour Guiding Level 3) OR equivalent.</i>
Co-requisites	N/A
Underpinning skill and knowledge	<ul style="list-style-type: none"> • Workplace security knowledge; • Health and safety knowledge; and • Interpersonal skills.
Suggested assessment methods	<ol style="list-style-type: none"> 1. Final Examination (40%). 2. Coursework (60%). Examples: <ul style="list-style-type: none"> ○ Weekly quiz ○ Role play ○ Simulated environment
Resource requirements	<ol style="list-style-type: none"> 1. Standard classroom resources such as student desks and chairs, writing board, student notice board,

	<p>projector;</p> <ol style="list-style-type: none"> 2. Computers for staff and students; 3. Internet access to staff and students; and 4. Library.
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	<p>Learners must achieve at least 50% in all coursework, and examinations.</p>
Public comments on unit	<p>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.</p>