



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Implement health and safety in tourism and hospitality		
TQF Level:	3	Credits:	10
Release:	2		
National standard code:	NS007-03		
Associated qualification (and code):	National Certificate in Tour Guiding Level 3 (QR-03-NQ-018-02-0903-24-02)		
Approval date:	29 February 2024	Review date:	27 December 2028
Modification history	Release 1	Release 1 (R1) is now out-of-date and is only available for reference purposes.	
	Release 2	Release 2 (R2) is the current release of this unit, and is the product of a review exercise conducted in Dec 2023 – Feb 2024. R2 replaces R1	
Purpose:	<p>People credited with this unit standard are able to:</p> <ol style="list-style-type: none"> 1) identify the <i>duty of care</i> of tourism and hospitality business operators in relation to health and safety; 2) demonstrate knowledge of critical incident management; 3) carry out health and safety roles and responsibilities in a tourism and hospitality workplace; and 4) select safe routes for tourism and hospitality clients. 		

Learning Outcome 1 (LO1)	Identify the <i>duty of care</i> of tourism and hospitality business operators in relation to health and safety.
Performance standards	<p>1.1 Statutory responsibilities of tourism and hospitality business operators are described and presented;</p> <p>1.2 Statutory responsibilities of tourism and hospitality business are evaluated in accordance with tourism workplace policies and procedures;</p> <p>1.3 Statutory responsibilities of officers or a <i>person conducting a business or undertaking</i> (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 Evacuation and exit routes and procedures are identified;</p> <p>4.2 Hazards associated with evacuation routes are evaluated, and risks calculated in accordance with workplace policies and procedures;</p>

	<p>4.3 The physical abilities and condition of the clients are considered carefully in preparation for an evacuation.</p> <p>4.4 Any routes are selected based on evaluation of hazards and assessment of risk;</p>
Pre-requisites	N/A
Co-requisites	N/A
Underpinning skills and knowledge	<ol style="list-style-type: none"> 1) Health and safety knowledge; 2) Problem solving; 3) Evaluative and critical thinking; 4) Decision-making; 5) Communication;
Assessment requirements	<p><u>Context of assessment:</u></p> <ol style="list-style-type: none"> 1) To support student assessment, training providers are encouraged to make the necessary arrangements to involve key industry organizations such as the Ministry of Tourism, airlines and travel agents, hotels and guest houses, and other trusted licensed private hospitality and travel businesses in the assessment of the required skills and knowledge. Such collaboration between provider institutions and the industry may include but not restricted to the following: <ol style="list-style-type: none"> a) Experts from the industry contributing to the design and implementation of the curriculum and assessment activities; b) Experts from the industry are engaged as trainers, assessors, or assessment moderators; c) Students are placed in relevant industry organizations for workplace attachment; d) Industry experts act as supervisors of students on workplace attachment. 2) To demonstrate the required competencies, candidates of assessment will need to demonstrate and apply their knowledge EITHER in the workplace OR in an environment that closely resembles the workplace, in relation to: <ol style="list-style-type: none"> a) LO1: Identify the duty of care of tourism and hospitality business operators in relation to health and safety. b) LO2: Demonstrate knowledge of critical incident management.

	<p>c) LO3: Carry out health and safety roles and responsibilities in a tourism and hospitality workplace in accordance with workplace policies and procedures.</p> <p>d) LO4: Select safe routes for clients.</p> <p>3) Each Learning outcome and associated performance standards must be demonstrated on at least TWO occasions. Sources of evidence need to be rich in nature to minimize error in judgment.</p> <p>4) A candidate of assessment must provide evidence to demonstrate his/her achievement of the Learning outcomes and performance standards.</p> <p><u>Re-assessment</u></p> <p>1) Candidates of assessment are eligible to three (3) attempts to achieve the required competency within 14 days of their first attempt:</p> <p>a) Feedback must be provided to the candidate and sufficient time provided to prepare for re-assessment.</p> <p>b) The trainer/assessor has the discretion to vary the assessment tasks used in each assessment attempt as long as the:</p> <p>(i) same competencies are being assessed;</p> <p>(ii) quality principles of assessment are adhered to.</p> <p>2) Failure to achieve the required competency after three (3) attempts on the assessment or specific part of the assessment will require the person studying this Unit to re-enrol for the same Unit.</p>
<p>Moderation arrangements</p>	<p>Best practice in assessment involves both internal and external moderation processes.</p> <p>1) Training providers must have their own moderation system approved by TNQAB before accreditation is granted;</p> <p>a) Relevant internal moderation processes are documented;</p> <p>b) Assessment is planned for each unit, and moderation processes are integrated into such plan.</p> <p>2) External moderation is conducted by the National qualifications unit of TNQAB for all unit components of a national qualification.</p> <p>a) Samples of assessed activities are submitted for moderation;</p> <p>b) Moderation (external) forms are available on request from the National qualifications unit of TNQAB;</p> <p>Training providers are required to keep marked assessments in a safe place in case they are needed for moderation purposes.</p>

<p>Resource requirements</p>	<ol style="list-style-type: none"> 1) Computer with internet access; 2) Conventional classroom resources; 3) Projector and screen; 4) Relevant printed resources and books
<p>Requirements to complete this unit</p>	<p>A person studying this unit is:</p> <ol style="list-style-type: none"> 1) Required to demonstrate all Learning outcomes to the expected standards of performance; 2) Required to attain an <i>Achieved</i> grade (Competent) to fulfil the requirements of the Unit Standard; 3) Eligible to three (3) attempts to achieve the required competency within 14 days of the first attempt; <p>Failure to achieve the required competency level after three (3) attempts will require the person studying this unit to re-enrol for the same unit</p>
<p>Public comments on unit</p>	<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>