

Title	Manage health and safety in a tourism workplace		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to: identify the legal responsibilities of tourism operators in relation to health and safety; demonstrate knowledge of critical incident management; carry out health and safety roles and responsibilities in a tourism workplace; and select safe routes for clients.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Guidance Information

- Legislation relevant to this unit standard includes but is not limited to:
 Biosecurity Act 1993
 Hazardous Substances and New Organisms Act 1996
 Health and Safety at Work Act 2015.
 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- Definitions
Accident compensation scheme is a programme unique to New Zealand and operated by the Accident Compensation Corporation, that provides personal injury cover for all New Zealand citizens, residents, and temporary visitors to New Zealand.
Hazard is a physical object, condition, activity, substance or behaviour which has the potential to cause harm.
Risk is the probability or likelihood of a potential event occurring that will result in harm. In summary *risk = (probability of event occurring) X (impact of event occurring)*.
Route refers to the path along which a client is escorted.
Tourism workplace refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.
Tourism workplace policies and procedures refer to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.
- Reference
Worksafe New Zealand resources available at <https://www.worksafe.govt.nz/>.

Outcomes and performance criteria

Outcome 1

Identify the legal responsibilities of tourism operators in relation to health and safety.

Range may include but is not limited to – legal liability, employment law, use of conservation land, land transport regulations;
evidence must include discussion on how the accident compensation scheme applies to international visitors;
presentation may be written or oral;
includes but is not limited to – duty of a person conducting a business or undertaking (PCBU), duty of officers of a PCBU.

Performance criteria

1.1 Statutory responsibilities of tourism operators are described and presented in accordance with tourism workplace policies and procedures.

Range evidence for the trainee's own responsibilities;
evidence of three legal responsibilities.

1.2 Statutory responsibilities of officers of a PCBU are presented.

1.3 Consequences of failure to meet statutory responsibilities are described.

Outcome 2

Demonstrate knowledge of critical incident management.

Performance criteria

2.1 Critical incidents that could arise in a tourism workplace are described.

Range may include but is not limited to – bomb threat, explosion, fire, hazardous materials incident, infrastructure failure, cyclone, tsunami, crime against visitor, major demonstration, violent incident, lost visitor(s);
evidence of three critical incidents.

2.2 Critical incident management is described in the context of a tourism workplace.

Range may include but is not limited to – search, rescue, first aid evacuation, follow-up;
evidence of three different critical incidents

2.3 The role of emergency services in a critical incident is described.

Range may include but is not limited to – ambulance, Police, Fire Service, LandSAR, Royal New Zealand Coastguard;
evidence of three services.

Outcome 3

Carry out health and safety roles and responsibilities in a tourism workplace.

Performance criteria

- 3.1 Hazard management strategies are identified and described in accordance with statutory obligations and tourism workplace policies and procedures.

Range includes – eliminating risk, minimising risk.

- 3.2 Inspection of the tourism environment identifies potential hazards and risks in terms of safety of clients, employees, and other people who may be affected in accordance with tourism workplace policies and procedures.

- 3.3 The identified hazards and risks are reported in accordance with tourism workplace policies and procedures.

- 3.4 The identified hazards and risks are treated in accordance with statutory obligations and tourism workplace policies and procedures.

Outcome 4

Select safe routes for clients.

Performance criteria

- 4.1 Any routes are selected based on evaluation of hazards and calculation of risk in accordance with tourism workplace policies and procedures.

- 4.2 Any routes are selected taking account of the physical abilities and physical condition of the clients in accordance with tourism workplace policies and procedures.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 June 2001	31 December 2018
Review	2	22 May 2009	31 December 2018
Review	3	17 March 2016	31 December 2018
Review	4	16 March 2017	31 December 2025
Review	5	27 April 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.