

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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Explanatory notes

- 1 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.

- 2 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.

Outcomes and evidence requirements

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.

Evidence requirements

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 is required.

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.

Evidence requirements

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 for three is required.

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.

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 for three services is required.

Outcome 3

Carry out health and safety roles and responsibilities in a tourism workplace in accordance with tourism workplace policies and procedures.

Evidence requirements

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.

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.

Evidence requirements

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 2021
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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	N/A

Consent and Moderation Requirements (CMR) reference	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServiceIQ qualifications@Serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.