

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Follow health, safety and security procedures		
Unit code	Competency field	Sector	HSC Indicative Hours
SITXOHS001B	Occupational Health and Safety	Cross-Sector	10
Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to follow predetermined health, safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organisation's OHS management practices.</p> <p>OHS legislation in all Australian states and territories imposes obligations on employees to participate in the management of their own health and safety and that of their colleagues and anyone else in the workplace. They have a duty to cooperate with their employer's initiatives to ensure safety at work.</p> <p>No occupational licensing or certification requirements apply to this unit at the time of endorsement.</p> <p>This unit is one of three hierarchical units describing varying levels of participation in OHS management practices:</p> <ul style="list-style-type: none"> • SITXOHS001B Follow health, safety and security procedures • SITXOHS004B Implement and monitor workplace health, safety and security practices • SITXOHS005A Establish and maintain an OHS system. <p>The use of correct hygiene practices is covered in SITXOHS002A Follow workplace hygiene procedures.</p> <p>The processes necessary to control specific workplace safety risks are covered in SITXOHS003B Identify hazards, and assess and control safety risks.</p>		
Prerequisite units	Nil		
Application of the unit	<p>This unit describes a fundamental workplace skill for those working within the service industries and applies to the full range of industry sectors and environments.</p> <p>Frontline operational personnel who work under close supervision and guidance from others are involved in applying safe work practices during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational OHS procedures. Safe working practices and following OHS procedures apply to all personnel operating at any level within the service industries.</p>		
Employability skills	This unit contains employability skills.		

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • project or work activities that show the candidate’s ability to follow predetermined health, safety and security procedures, incorporate safe work practices into all workplace activities and participate in consultation, hazard identification and risk assessment activities for a given service industry operation and in line with regulatory requirements • knowledge and understanding of the implications of disregarding those procedures • knowledge and understanding of the legal requirement to work according to health, safety and security procedures. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • project or work activities that show candidate’s ability to apply safe working practices within the context of the particular industry sector and job role in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes • use of the current plain English regulatory documents distributed by the local OHS regulatory authority, any codes of practice and standards issued by regulatory authorities or industry groups, and OHS information and business management manuals issued by industry associations or commercial publishers • use of current commercial policies and procedures and template documents used for the management of OHS practices. 	<p>A range of assessment methods should be used to assess the practical skills and knowledge required to follow health, safety and security procedures. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of the candidate explaining workplace safety or emergency procedures to a colleague or customer • direct observation during an integrated assessment of the candidate demonstrating safe work practices for particular job roles • case studies and problem-solving exercises, role-plays and simulations for emergency situations • role-plays to assess participation in consultation meetings • activities, case studies and problem-solving exercises to assess participation in hazard identification and risk assessment • written and oral questioning or interview to test knowledge of legislation and individual requirements relating to workplace safety and security • written and oral questioning or interview to test knowledge of appropriate protective equipment and clothing for particular jobs and situations • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example, SITXOHS002A Follow workplace hygiene procedures any operative skills that would allow integration of safe work practices.</p>

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • literacy skills to read and interpret workplace safety signs, procedures, emergency evacuation plans, and hazard identification and risk assessment tools and template documents • communication skills to participate in consultation processes, to clearly report and explain hazards, to contribute to risk assessments and to assertively suggest control methods. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • individual employee responsibilities in relation to ensuring safety of self, other workers and other people in the workplace • broad understanding of employer’s responsibilities under relevant state or territory OHS legislation • broad understanding of employee’s responsibility to participate in OHS practices under relevant state or territory OHS legislation • ramifications of failure to observe OHS policies and procedures and legislative requirements • working knowledge and understanding of the contents of health, safety and security procedures that relate to the individual workplace • major workplace hazards and associated health, safety and security risks associated with the hazards as relevant to the individual workplace • safe work practices relevant to individual job roles and responsibilities • broad understanding of the particular consultation, hazard identification and risk assessment methods used in the particular workplace • familiarity with hazard identification and risk assessment tools and template documents. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • breaches of health, safety and security • emergency situations • hazards • occupational health and safety • participation and consultation • personal protective equipment • risk assessment • safe work practices and procedures • suspicious behaviour.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
<p>1 Follow workplace procedures for health, safety and security.</p>	<p>1.1 Correctly and consistently follow the organisation's <i>health, safety and security procedures</i> according to relevant legislative requirements.</p>	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Health, safety and security procedures</i> may involve:</p> <ul style="list-style-type: none"> • emergency, fire and accident • incident and accident reporting • consultation • hazard identification • risk assessment • risk control • security, including: <ul style="list-style-type: none"> - documents - cash - equipment - people - key control systems. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of the cost of workplace injury:</p> <ul style="list-style-type: none"> • human • social • economic • organisational. <p>An awareness of sources of information regarding occupational health and safety (OHS) in the workplace including:</p> <ul style="list-style-type: none"> • workplace/organisation policies and procedures • emergency plan • training manuals • operator's manuals • WorkCover NSW and Australian Safety and Compensation Council (ASCC), (formerly National Occupational Health and Safety Commission NOHSC) publications/safety alerts • legislation/regulations/codes of practice • manufacturers' specifications. <p>An awareness of the differences between:</p> <ul style="list-style-type: none"> • an act • a regulation • codes of practice. <p>A basic understanding of OHS legislation and codes of practice including:</p> <ul style="list-style-type: none"> • <i>Occupational Health and Safety Act 2000 (NSW)</i> • <i>Occupational Health and Safety Regulations 2001 (NSW)</i> • Codes of practice (WorkCover NSW) <ul style="list-style-type: none"> - OHS Consultation - Risk Assessment - Manual Handling - Labelling of Workplace Substances - Storage and Handling of Dangerous Goods. <p>An awareness of employer responsibilities under the OHS Act including the following:</p> <ul style="list-style-type: none"> • maintaining places of work under their control in a safe condition, and ensuring safe entrances and exits

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			<ul style="list-style-type: none"> • making arrangements to ensure the safe handling, storage and transport of plant and substances • providing and maintaining systems of work and work environments that are safe and without risks to health • providing information, instruction, training and supervision necessary to ensure the health and safety of employees • providing adequate facilities for the welfare of employees • must not require employees to pay for anything done or provided to meet the requirements of the Act or Regulation • must consult with employees about OHS matters to enable them to contribute to decisions affecting their health, safety and welfare • must ensure the health and safety of visitors or people working who are not employees. <p>An awareness of employee responsibilities under the OHS Act including the following:</p> <ul style="list-style-type: none"> • employees must take reasonable care of the health and safety of themselves and others • employees must cooperate with employers in their efforts to comply with occupational health and safety requirements • employees must not interfere with or misuse things provided for the health, safety or welfare of persons at work • employees must not obstruct attempts to give aid or attempts to prevent serious risk to the health and safety of a person at work • employees must not refuse a reasonable request to assist in giving aid or preventing a risk to health and safety • employees must not disrupt workplace by creating false health or safety fears. <p>An awareness of the possible consequences of failure to observe OHS policies, procedures and legislative requirements.</p>

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	1.2 Incorporate <i>safe work practices</i> into all workplace activities.	<p><i>Safe work practices</i> may include:</p> <ul style="list-style-type: none"> • use of personal protective clothing and equipment • safe posture and movements, including sitting, standing and bending • using safe manual handling techniques for such things as lifting and transferring • taking designated breaks • rotating tasks • using knives and equipment and handling hot surfaces • taking account of the dangers associated with inert gases used in beverage dispensing systems • using computers and electronic equipment • safe handling of chemicals, poisons and dangerous materials • using ergonomically sound furniture and workstations • clearing any hazards from immediate work area • paying attention to safety signage. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of safe work practices and procedures including:</p> <ul style="list-style-type: none"> • OHS induction training • selection, use and maintenance of personal protective equipment (PPE) • selection of appropriate tools for the task • correct use, maintenance and storage of tools and equipment • correct handling, application, labelling and storage of hazardous and nonhazardous materials • safe posture (sitting, standing, bending and lifting) • correct manual handling (lifting and transferring) • location and use of safety alarms and emergency exits • correct use of fire fighting equipment: <ul style="list-style-type: none"> – fire blanket – fire extinguishers • hazard identification and risk control • access to first aid kits • procedures to follow in the event of an emergency • effective communication and teamwork • adherence to work instructions, workplace/organisation policies and procedures • housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment.
	1.3 Follow the safety directions of supervisors or managers and heed any workplace safety warning signs.		<p>Learning experiences for the HSC must address:</p> <p>Recognition and use of standard OHS signs and symbols including:</p> <ul style="list-style-type: none"> • legislative requirements • meaning of colour and shape • appropriate placement and positioning.
	1.4 Use any required protective equipment and wear required personal protective clothing.		<p>Learning experiences for the HSC must address:</p> <p>Use and application of a range of PPE including:</p> <ul style="list-style-type: none"> • footwear • head protection • gloves

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			<ul style="list-style-type: none"> • protective clothing • hearing protection • eye protection. <p>Selection of PPE:</p> <ul style="list-style-type: none"> • correct for the task • manufacturers' specifications for use • correct fitting • serviceability. <p>Importance of correctly fitting PPE.</p> <p>Maintenance of PPE according to manufacturer's instructions and workplace/organisation policy and procedures:</p> <ul style="list-style-type: none"> • cleaning and decontamination • correct storage • regular checks for damage • repair/replacement of worn, malfunctioning or damaged equipment/parts • disposal of single-use equipment.
	<p>1.5 Identify and promptly report unsafe work practices, <i>issues and breaches of health, safety and security procedures</i>.</p>	<p><i>Issues and breaches of health, safety and security procedures</i> may include:</p> <ul style="list-style-type: none"> • loss of keys • strange or suspicious persons • broken or malfunctioning equipment • loss of property, goods or materials • damaged property or fittings • lack of suitable signage when required • lack of training on health and safety issues. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of a range of health, safety and security breaches including:</p> <ul style="list-style-type: none"> • strange or suspicious persons • broken or malfunctioning equipment • damaged property or fittings • lack of suitable signage when required • lack of training on health and safety issues • unsafe work practices • loss of keys • loss of property, goods or materials • unauthorised access to <ul style="list-style-type: none"> - confidential files - computer systems - documents. <p>Knowledge of designated personnel in relation to hazard identification and control within the workplace/organisation.</p>

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			<p>The importance of acting within level of authority in terms of:</p> <ul style="list-style-type: none"> • taking initiative • problem-solving • decision-making. <p>Appropriate person(s) to report health, safety and security issues to including:</p> <ul style="list-style-type: none"> • supervisor/team leader • manager • trainer • health and safety officer • OHS representative/committee • union representative. <p>An awareness of monitoring and reporting for OHS including:</p> <ul style="list-style-type: none"> • formal/informal • verbal • written <ul style="list-style-type: none"> - safety inspection reports - checklists - accident and incident reports - WorkCover NSW notification - registers/logs/files.
	<p>1.6 Report any suspicious behaviour or unusual occurrences promptly to the designated person.</p>		<p>Learning experiences for the HSC must address:</p> <p>Potential suspicious behaviour or unusual occurrences including:</p> <ul style="list-style-type: none"> • unauthorised access to computer systems • unusual cash movements • unidentified persons in restricted areas • emergency situations. <p>Workplace/organisation security policy and procedures applying to the following areas:</p> <ul style="list-style-type: none"> • monitoring people <ul style="list-style-type: none"> - staff - customers - visitors, sales representatives, contractors and/or vendors

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			<ul style="list-style-type: none"> • premises <ul style="list-style-type: none"> - general access areas - secure areas • security of <ul style="list-style-type: none"> - documents/records - cash and non-cash transactions - equipment - stock/supplies - key control system • recording of stolen items. <p>Strategies to deal with breaches in security including:</p> <ul style="list-style-type: none"> • strange or suspicious persons <ul style="list-style-type: none"> - irrational customers - abusive customers • broken or malfunctioning equipment • damaged property or fittings • loss of keys • theft of property, goods or materials <ul style="list-style-type: none"> - internal - external • robberies or armed hold-up.
2 Follow procedures for emergency situations.	2.1 Recognise emergency and potential <i>emergency situations</i> promptly and determine or take required actions within the scope of individual responsibility.	<p><i>Emergency situations</i> may include:</p> <ul style="list-style-type: none"> • bomb threats • irrational customers • accidents • robberies or armed hold-ups • fires • floods • earthquakes • power failure. 	<p>Learning experiences for the HSC must address:</p> <p>Types of emergency situations including:</p> <ul style="list-style-type: none"> • bomb threat • irrational customer • accident/serious injury/illness • robbery or armed hold up • fire • flooding • natural disaster • power failure. <p>A definition of:</p> <ul style="list-style-type: none"> • accident • incident. <p>Causes of common workplace injuries including:</p> <ul style="list-style-type: none"> • lack of protection and safety equipment • slips, trips and falls

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			<ul style="list-style-type: none"> • poor housekeeping • poor maintenance • inadequate lighting • spills • obstructions • faulty or incorrect equipment • poor ergonomics • inadequate instruction, training and supervision • personal factors including stress, tiredness and inappropriate behaviour • medical conditions including epilepsy, diabetes and asthma • unrealistic time frames • negligence • fatigue • exposure to toxic substances. <p>An awareness of a range of potential workplace injuries including:</p> <ul style="list-style-type: none"> • allergic reactions • dislocations and fractures • puncture wounds and cuts • sprains and strains • burns • poisoning • shock. <p>Measures to prevent common workplace accidents, injury or impairment including:</p> <ul style="list-style-type: none"> • following safety procedures accurately • adopting correct posture and manual handling techniques • taking adequate rest breaks • using PPE • correct use of chemicals and dangerous substances/equipment • stress management techniques • safe use of tools, machinery and equipment • procedures to deal with emergency, fire and accidents • risk management.

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	2.2 Follow the organisation's emergency procedures correctly.		<p>Learning experiences for the HSC must address:</p> <p>How and when to seek assistance.</p> <p>Knowledge of emergency services contact numbers:</p> <ul style="list-style-type: none"> • 000 – landline number • 112 – mobile phones. <p>An awareness of information required by emergency services attending the site including:</p> <ul style="list-style-type: none"> • location • nearest cross-street • nature of the incident • number of casualties • nature of injuries • contact name and number. <p>An awareness of the primary role of personnel in an emergency including:</p> <ul style="list-style-type: none"> • first aid officer • security officer • safety officer/safety representative • OHS committee member • colleagues • manager • supervisor/team leader • emergency services • WorkCover NSW • union representative. <p>Knowledge of procedures to follow in the event of an emergency including:</p> <ul style="list-style-type: none"> • notification <ul style="list-style-type: none"> - appropriate authorities (emergency services and WorkCover NSW) - colleagues - supervisor • workplace/organisation policies and procedures <ul style="list-style-type: none"> - evacuate - secure building • reporting.
2.3 Seek assistance promptly from colleagues or other authorities where appropriate.			
2.4 Report details of emergency situations accurately according to organisation procedures.			

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3 Participate in the organisation's OHS practices.	3.1 <i>Participate in OHS management practices</i> developed by the organisation to ensure a safe workplace.	<p><i>Participation in OHS management practices</i> may involve:</p> <ul style="list-style-type: none"> • active participation in OHS induction training and safe work practice training • involvement in hazard identifications • involvement in risk assessments • involvement in suggesting methods for and making joint decisions on how to eliminate or control risks • involvement in writing parts of OHS policies and procedures. 	<p>Learning experiences for the HSC must address:</p> <p>An acknowledgement that OHS is everyone's responsibility in the workplace.</p> <p>The concept of 'participation' and 'consultation' as it relates to workplace safety and employee rights and responsibilities.</p> <p>An understanding of the election/formation, roles and responsibilities of the OHS representatives or committee in the workplace.</p> <p>A basic understanding of the roles and functions of key bodies involved in OHS including:</p> <ul style="list-style-type: none"> • WorkCover NSW • ASCC • local councils • unions • professional associations.
	3.2 Actively participate in the OHS <i>consultation</i> processes and identify and report safety and procedural issues requiring attention.	<p><i>Consultation</i> processes may involve:</p> <ul style="list-style-type: none"> • OHS discussions with all employees during the course of each business day • a diary, whiteboard or suggestion box used by staff to report issues of concern • regular staff meetings that involve OHS discussions • special staff meetings or workshops to specifically address OHS issues • surveys or questionnaires that invite feedback on OHS issues • informal meetings with notes • formal meetings with agendas, minutes and action plans • discussions with and reports to formal OHS representatives and committee members. 	
	3.3 Ensure immediate work area is free from hazards, participate in scheduled hazard identification activities and report hazards on an ongoing basis.		

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	<p>3.4 Participate in risk assessments and suggest appropriate ways of controlling risk.</p>		<ul style="list-style-type: none"> - operation - maintenance • manual handling • materials in use <ul style="list-style-type: none"> - spills - leakages • work processes/practices • work environment <ul style="list-style-type: none"> - poor/inadequate lighting - inadequate amenities - inadequate equipment - lack of storage and/or shelving - poor housekeeping - wet or slippery floors - fire, chemical and electrical hazards - damaged floor coverings - falling objects - noise • poor ventilation • working <ul style="list-style-type: none"> - alone - with electricity • human factors <ul style="list-style-type: none"> - stress - violence/bullying - playing practical jokes - fatigue - failure to follow procedures - lack of training or experience - lack of supervision - carelessness - poor personal health/hygiene - using wrong techniques/procedures - ignoring safety rules/signs - taking short cuts - knowingly using unsafe tools/equipment. <p>Learning experiences for the HSC must address:</p> <p>An understanding of risk management:</p> <ul style="list-style-type: none"> • identify hazards • assess associated risks

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	<p>3.5 Raise OHS issues and concerns with designated persons according to organisation and legislative requirements.</p>		<ul style="list-style-type: none"> • use appropriate control measures to eliminate or minimise risks • monitor and review the control measures. <p>An understanding of the hierarchy of risk control measures:</p> <ul style="list-style-type: none"> • Level 1 – eliminate the risk (such as discontinue the activity or not use the equipment) • Level 2 – minimise the risk by: <ul style="list-style-type: none"> - substituting the system of work/equipment (with something safer) - modifying the system of work/equipment (to make it safer) - isolating the hazard (such as introducing a restrictive work area) - introducing engineering control (such as rubber mats) • Level 3 – other controls: <ul style="list-style-type: none"> - adopt administrative controls and safe work practices - use PPE.