

Training Package	Hospitality (THH02)	HSC Requirements and Advice
Title:	Follow health, safety and security procedures	
Unit Code	Unit Descriptor:	HSC Indicative Hours:
THHCOR03B	This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in the tourism and hospitality industries. It does not cover hygiene or first aid which are found in the units THHGHS01B Follow workplace hygiene procedures and THHGHS03B Provide first aid.	10

Essential Knowledge and Skills to be Assessed	Critical Aspects of Assessment	Context of Assessment and Resource Implications	Assessment Methods	HSC Requirements and Advice
<p>The following knowledge and skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> individual employee responsibilities in relation to insurance and liability requirements obligations of employers and employees in relation to relevant State/Territory occupational health and safety legislation commonly found health, safety and security procedures in tourism and hospitality workplaces safe work practices relevant to individual job roles and responsibilities major causes of workplace accidents related to the work environment. 	<p>Evidence of the following is critical:</p> <ul style="list-style-type: none"> ability to follow established procedures knowledge and understanding of the implications of disregarding those procedures demonstration of safe work practices for particular job roles knowledge and understanding of the legal requirement to work in accordance with health, safety and security procedures. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> project or work activities that allow the candidate to demonstrate safe work practices for particular job roles and contexts. <p>For generic pre-employment training and assessment, a range of industry contexts must be addressed. Where the focus is sector or workplace specific, training and assessment must be tailored to meet particular needs.</p> <p>Linkages with Other Units</p> <p>This is a core unit that underpins effective performance in all other units. It is recommended that this unit is trained and assessed in conjunction with other operational and service units.</p> <p>This unit has linkages to the following units and combined training and assessment may be appropriate:</p> <ul style="list-style-type: none"> THHGHS01B Follow workplace hygiene procedures 	<p>Assessment methods must be chosen to ensure that knowledge of workplace health and safety issues can be demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.</p> <p>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 of the candidate demonstrating safe work practices for particular job roles case studies and problem solving exercises for emergency situations oral or written questions about legislation and requirements relating to workplace safety and security oral or written questions about appropriate clothing and protective gear for particular jobs and situations review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> basic first aid duty of care emergency services emergency situation employee responsibilities employer responsibilities ergonomics hazard control hazard identification health and safety health, safety and security procedures hygiene liability <i>Occupational Health and Safety Act 2000</i> (NSW) occupational health and safety committee Occupational Health and Safety Regulations (2001) (NSW) Occupational Overuse Syndrome (OOS) personal grooming protective clothing reporting safe work practices security breach suspicious behaviour unauthorised persons workers compensation WorkCover workplace injury

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
<p>1 Follow workplace procedures for health, safety and security</p>	<p>1.1 Follow correct health, safety and security procedures in accordance with enterprise policy, relevant legislation and insurance requirements.</p>	<p>This unit applies to all tourism and hospitality sectors. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.</p> <p>Health, safety and security procedures may include those related to:</p> <ul style="list-style-type: none"> • use of personal protective clothing and equipment • safe posture including sitting, standing, bending • manual handling including lifting, transferring • safe work techniques including using knives and equipment, handling hot surfaces, computers and electronic equipment • safe handling of chemicals, poisons and dangerous materials • ergonomically sound furniture and work stations • emergency, fire and accident • hazard identification and control • security of documents, cash, equipment, people • key control systems. 	<p>Learning experiences for the HSC must address:</p> <p>Cost of workplace injury:</p> <ul style="list-style-type: none"> • human • social • economic • organisational. <p>An understanding of NSW occupational health and safety legislation:</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> • <i>Workers Compensation Act 1987 (NSW)</i> (as amended) • <i>Workplace Injury Management and Workers Compensation Act 1998 (NSW)</i> <p>Employer responsibilities under the Occupational Health and Safety Act:</p> <ul style="list-style-type: none"> • maintain places of work under their control in a safe condition, and ensure safe entrances and exits • make arrangements to ensure the safe handling, storage and transport of plant and substances • provide and maintain systems of work and work environments that are safe and without risks to health • provide information, instruction, training and supervision necessary to ensure the health and safety of employees • provide adequate facilities for the welfare of employees • must not require employees to pay for anything done or provided to meet specific requirements made under the Act or Regulation • must consult with employees about OHS matters to enable them to contribute to decisions affecting their health, safety and welfare • ensure the health and safety of visitors or people working who are not employees <p>Employee responsibilities under the Occupational Health and Safety Act:</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

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			<p>provided for the health, safety or welfare of persons at work</p> <ul style="list-style-type: none"> • 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 understanding of the role of and function of WorkCover.</p> <p>An understanding of the formation, role and responsibilities of the occupational health and safety committee in the workplace.</p> <p>Monitoring and reporting for OHS:</p> <ul style="list-style-type: none"> • forms (safety audit, accident report, Work Cover) • registers • logs • checklists • files. <p>Health, safety and security procedures including:</p> <ul style="list-style-type: none"> • use of personal protective clothing and equipment • safe posture including sitting, standing and bending • manual handling including lifting and transferring • safe work techniques including computers and electronic equipment • ergonomically sound furniture and work stations • dealing with emergency, fire and accidents • hazard identification and control • security of documents, cash, equipment and supplies, people and materials • key control systems. <p>An understanding of the following forms of insurance:</p> <ul style="list-style-type: none"> • third party • workers' compensation • public liability.
	<p>1.2 Identify and promptly report breaches of health, safety and security procedures.</p>	<p>Breaches of procedures and issues requiring attention may include:</p> <ul style="list-style-type: none"> • loss of keys • strange or suspicious persons • broken or malfunctioning equipment 	<p>Learning experiences for the HSC must address:</p> <p>Issues that compromise health and safety:</p> <ul style="list-style-type: none"> • poor lighting • workplace bullying

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		<ul style="list-style-type: none"> • loss of property, goods or materials • damaged property or fittings • lack of suitable signage when required • lack of training on health and safety issues • unsafe work practices. 	<ul style="list-style-type: none"> • 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. <p>Security breaches including:</p> <ul style="list-style-type: none"> • loss of keys • unauthorised access to confidential files and computer systems • loss of cash, goods or materials • unauthorised visitors in 'staff only' areas • unidentified powders/chemicals found in post packages. <p>Potential hazards identified as:</p> <ul style="list-style-type: none"> • chemical • physical • biological • psychological • ergonomic. <p>Common workplace injuries and their causes including:</p> <ul style="list-style-type: none"> • cuts • falls • back injuries • muscle strains • eyestrain • OOS (Occupational Overuse Syndrome). <p>Notification of health, safety and security breaches by formal means – including written report or memo.</p>
	<p>1.3 Report any suspicious behaviour or unusual occurrences promptly to the designated person.</p>		<p>Learning experiences for the HSC must address:</p> <p>An understanding of the extent of the range of potential suspicious behaviours or unusual occurrences including:</p> <ul style="list-style-type: none"> • unauthorised access to computer systems • unusual cash movements • unidentified persons in restricted areas • unidentified powders/chemicals found in post packages.

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2 Deal with emergency situations	2.1 Recognise emergency and potential emergency situations promptly and determine and/or take required actions within the scope of individual responsibility.	Emergency situations may include: <ul style="list-style-type: none"> • bomb threats • deranged customers • accidents • robbery or armed hold up • fire 	Learning experiences for the HSC must address: Notification of emergency situations to supervisor and colleagues.
		<ul style="list-style-type: none"> • floods • earthquakes • power failure 	Types of emergency situations: <ul style="list-style-type: none"> • bomb threats • deranged customers • accident / medical • robbery or armed hold up • fire • floods • earthquakes • power failure.
	2.2 Follow emergency procedures correctly in accordance with enterprise procedures.		Learning experiences for the HSC must address: Procedures to follow in the event of an emergency including: <ul style="list-style-type: none"> • bomb threats • deranged customers • accident / medical • robbery or armed hold up • fire • floods • earthquakes • power failure.
	2.3 Seek assistance promptly from colleagues and/or other authorities where appropriate.		Learning experiences for the HSC must address: The role of: <ul style="list-style-type: none"> • first aid officers • safety officers • security officers • emergency services • WorkCover.
	2.4 Report details of emergency situations accurately in accordance with enterprise policy.		Learning experiences for the HSC must address: Methods of alerting others and formally reporting emergency situations through written and verbal processes

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3 Maintain safe personal presentation standards	3.1 Ensure that personal presentation takes account of the workplace environment and health and safety issues including: <ul style="list-style-type: none"> • appropriate personal grooming and hygiene • appropriate clothing and footwear. 	Health, safety and security procedures may include those related to: <ul style="list-style-type: none"> • use of personal protective clothing and equipment • safe posture including sitting, standing, bending • manual handling including lifting, transferring • safe work techniques including using knives and equipment, handling hot surfaces, computers and electronic equipment • safe handling of chemicals, poisons and dangerous materials • ergonomically sound furniture and work stations • emergency, fire and accident • hazard identification and control • security of documents, cash, equipment, people • key control systems. 	Learning experiences for the HSC must address: Reasons why an enterprise may mandate for staff: <ul style="list-style-type: none"> • standards of personal grooming • standards of personal hygiene • uniforms, protective clothing, and/or footwear • training in safe work practices.
4 Provide feedback on health, safety and security	4.1 Identify issues requiring attention.		Learning experiences for the HSC must address: Hazards identified as either: <ul style="list-style-type: none"> • physical • chemical • psychological • environmental • biological • ergonomic
	4.2 Raise issues with the designated person(s) in accordance with enterprise and legislative requirements.		Learning experiences for the HSC must address: Notification to OHS committee or immediate supervisor of a health, safety or security breach through formal and informal processes.

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies	Level	Examples
Collecting, Organising and Analysing Information	1	Accessing legislation and regulations about workplace health and safety Reading procedures and manuals for using equipment and doing various jobs
Communicating Ideas and Information	1	Explaining workplace health, safety and security requirements to colleagues and customers
Planning and Organising Activities	1	Assembling clothing, protective gear and equipment for particular jobs
Working with Others and in Teams	1	Participating pro-actively in an occupational health and safety committee
Using Mathematical Ideas and Techniques	1	Measuring specified quantities and ratios of chemicals and other substances for safe use
Solving Problems	1	Dealing with issues such as health, safety and security breaches or problems
Using Technology	1	Using safety and security equipment such as fire extinguishers and alarms