

<b>Domain</b>	<b>HOSPITALITY –CORE SKILLS</b>	<b>Unit ID: 503</b>
<b>Title:</b>	<b>Apply first aid in a hospitality establishment</b>	
<b>Level: 3</b>		<b>Credits: 5</b>

### Purpose

This unit standard specifies the competency required to apply first aid, in line with the guidelines specified by the Ministry of Health and Social Services. People credited with this unit standard are able to: assess and secure an emergency situation; provide appropriate first aid treatment; record and report on casualty's condition and treatment and hand over to emergency services; and complete required documentation.

### Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real hospitality workplace or simulated hospitality workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be placed under realistic time pressures.

3. Glossary

- *Casualty's injuries and symptoms and/or medical emergencies* include but are not limited to abdominal injuries, allergic reactions, bleeding, burns, heart attacks, stroke, fainting, hyperthermia, hypothermia including heatstroke, sunburn, heat exhaustion and dehydration, crush injuries, chest injuries, dislocations, epilepsy, diabetes, asthma, eye injuries, fractures, head injuries, neck and spinal injuries, pelvic injuries, insect stings and snake bites, poisoning and toxic substances, choking, poisoning, respiratory emergency, shock, nausea and vomiting, bleeding, smoke inhalation, wounds, pain, sprains, strains, substance abuse including drugs, unconsciousness, no breathing, no pulse.
- *Standard first aid procedures* include checking the site for danger to self, casualty and others, minimising dangers and checking and maintaining the casualty's airway, breathing and circulation.

- *Contents of the medical first aid kit* are as prescribed by the Ministry of Health and Social Services as per Regulation 231 of the Regulations relating to the Health and Safety of employees at work, 1997, and include: an approved wound cleaner, swabs for cleaning wounds, cotton wool for padding, sterile gauze, metal tweezers, scissors, safety pins, triangular bandages (disposable and cotton), roller bandages, elastic adhesive, non-allergic adhesive strip, adhesive dressings strips, first aid dressings, pad with shield or tape for eye, disposable latex gloves, Cardiopulmonary Resuscitation (CPR) mouthpiece, sterile burn shield, straight splints, eye bath, paper and pen, accident report register.
  - *First aid items for specific use* for the outdoors include: diarrhea tablets, throat lozenges, rehydration sachets, space / rescue blanket, aspivenin (for snakebite).
  - *Establishment requirements* or procedures means any policy, procedure, or agreed requirements, either written or oral, that specifies the tasks to be performed by a worker during the normal course of his or her employment in a hospitality establishment.
2. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
  - Public Health Amendment Act 45 of 1976
  - The International Health Regulation Act 28 of 1974
  - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on [www.nta.com.na](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Assess and secure an emergency situation**

#### **Range**

*Communication links to medical services* may include but are not limited to telephone, mobile phone, satellite phone, high frequency (HF) or very high frequency (VHF) radio, two-way radio, flags, flares, hand signals, electronic equipment.

*Physical hazards* may include but are not limited to workplace hazards, environmental hazards, proximity of other people, wild animals, hazards associated with the casualty treatment processes.

*Risks* may include worksite equipment, machinery and substances, environmental risks, bodily fluids, risk of further injury to the casualty, risks associated with the proximity of other workers, guests and bystanders.

### **Performance Criteria**

- 1.1 Emergency situations are quickly and correctly recognised.
- 1.2 Physical hazards and immediate risk to self and health and safety of the casualty are minimised by controlling the hazard in line with standard first aid procedures.
- 1.3 The nature of the medical emergency is assessed and a decision promptly made regarding action required, including contacting emergency services if needed.
- 1.4 The estimated time for the emergency services to arrive is established and conveyed to casualty and his/her entourage.
- 1.5 Communication links to emergency services are established to ensure prompt control action is undertaken.
- 1.6 Casualty's vital signs and physical condition are identified in accordance with standard first aid procedures.
- 1.7 The contents of the medical first aid kit, including for specific use outdoors, are identified in relation to the emergency situation.

### **Element 2: Provide appropriate first aid treatment**

#### **Range**

*Assistance from others* may include but is not limited to emergency services, colleagues, guests, bystanders.

### **Performance Criteria**

- 2.1 Casualty is reassured in a caring and calm manner and made comfortable using available resources.
- 2.2 Assistance from others is organised where appropriate.
- 2.3 Hygiene is maintained in using supplies from the first aid kit and in all contact with sick or injured persons.
- 2.4 First aid is provided in accordance with established first aid procedures.
- 2.5 Shelter from elements is established in accordance with environmental conditions, if required.
- 2.6 Casualty's condition is monitored and responded to in accordance with established first aid procedures.

- 2.7 Decision is made about whether to transport the casualty to medical assistance or wait, depending on professional medical advice, severity of injury, casualty's condition, environmental conditions, time required for medical assistance to arrive and movement that might hinder rescue procedures.

**Element 3: Record and report on casualty's condition and treatment and hand over to emergency services**

**Performance Criteria**

- 3.1 Details of casualty's physical condition, changes in conditions, first aid treatment and response to treatment are accurately recorded in line with standard first aid and establishment procedures.
- 3.2 Details of casualty's physical condition, change in conditions, first aid treatment and response to treatment are accurately conveyed to emergency services or relieving personnel.
- 3.3 Casualty management is finalised according to casualty's needs and first aid principles.
- 3.4 Assistance in the evacuation of the casualty by emergency services is provided as required.

**Element 4: Complete required documentation**

**Performance Criteria**

- 4.1 Details of the emergency situation are documented according to establishment and/or company procedures.
- 4.2 Reports provided are clear, accurate and timely, presenting all relevant facts according to establishment and/or company procedures.

**Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	13 November 2008
<b>Date this version registered:</b>	15 November 2012
<b>Anticipated review:</b>	2017
<b>Body responsible for review:</b>	Namibia Training Authority