

Domain	HOSPITALITY OPERATIONS	Unit ID: 509
Title:	Implement workplace health, safety and security procedures in a hospitality establishment	
Level: 4		Credits: 8

Purpose

This unit standard specifies the competency required to implement workplace health, safety and security procedures in a hospitality establishment. It includes implementing and maintaining a hospitality establishment Occupational Health and Safety system, coordinating staff participation in health, safety and security issues; developing, implementing and monitoring procedures for identifying and controlling workplace hazards and risks; and implementing and monitoring health, safety and security training. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

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 workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 4. Glossary of terms:
 - A "*near miss*" refers to an event or incident which in other circumstances may have resulted in an injury to a person, damage to property or some other negative impact on the organisation or community.
 5. '*Risks*' may include health, injury, product failure, damage to property or equipment, industrial dispute, professional incompetence, natural disasters, security failure, system or equipment failure, financial loss, political events.
 6. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
 7. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.

8. Regulations and legislation relevant to this unit standard include the following:
- Labour Act, 15 of 2004
 - Namibia Tourism Board Act, 21 of 2000
 - Local Authorities Amendment Act, 14 of 2004
 - Roads Authority Amendment Act, 20 of 2004
 - Tobacco Act (Draft 2008)
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 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. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Implement and maintain an Occupational Health and Safety system for a hospitality establishment

Performance Criteria

- 1.1 Information on the Occupational Health and Safety system and the associated operational procedures are provided and explained to employees in an accessible form.
- 1.2 Employees are provided with regular updates on the OHS system in line with establishment and legislative requirements.

Element 2: Coordinate staff participation in health, safety and security issues

Range

Consultative processes may include but are not limited to formal and informal meetings which include health and safety representatives and Occupational Health and Safety committees; other committees such as consultative, planning and purchasing; suggestions, concerns and requests put forward by employees to management; email communication; internet/server; meetings; memos; newsletters and weekly or monthly reports.

Performance Criteria

- 2.1 Consultative processes are maintained with employees and their representatives in accordance with legislative and establishment requirements.
- 2.2 Issues raised through participation and consultation are communicated to management promptly and effectively in line with establishment procedures.
- 2.3 Information about the outcomes of participative and consultative processes on health, safety and security matters is promptly provided to staff and management in line with establishment procedures.
- 2.4 Staff participation in health, safety and security matters is coordinated in line with scope of responsibilities and establishment procedures.

Element 3: Develop, implement and monitor procedures for identifying and controlling workplace hazards and risks

Range

Hazards and risks may include but are not limited to workplace sickness; fire; crowd-related risks; accidents; bomb scares; theft and armed robbery; deranged persons; alcohol affected persons; equipment failure; weather emergencies; lack of air; lack of space; incorrect working heights; extreme temperatures; pests.

Hazard identification may include but is not limited to activities such as audits and review of audit reports; checking the work area and equipment before and during work; consulting with work team members; housekeeping; job and work system assessment; review of OHS records, including registers of hazardous substances and dangerous goods; workplace inspections in area of responsibility.

Selection and implementation of risk control measures include but are not limited to measures to remove the cause of a risk at its source; application of the hierarchy of control (administrative controls, elimination of risk, engineering controls and personal protective equipment); consultation with workers and their representatives; safe handling and use of equipment.

Performance Criteria

- 3.1 Procedures are established for the ongoing identification of risks in line with legislative and establishment procedures.
- 3.2 Risks for a specific environment are identified and documented to include levels of probability and likely impacts in line with establishment procedures.
- 3.3 Activities are monitored to identify potential risks on a continuous basis in line with legislative and establishment requirements, considering perspectives from all stakeholders when identifying risks.
- 3.4 Contingency plans and procedures are developed and documented for risk elimination, minimisation and monitoring in consultation with colleagues and other stakeholders.

- 3.5 Unacceptable risks are eliminated wherever practicable in line with legislative and establishment requirements.
- 3.6 Risks that cannot be eliminated are minimised in line with legislative and establishment requirements.
- 3.7 Risks classified as low are monitored in line with establishment procedures.
- 3.8 Incidents that indicate a "near miss" are analysed and risk management strategies are reviewed on each occasion in line with establishment and legislative requirements.
- 3.9 Evaluation of the establishment's risk management strategies is incorporated in all projects/activities.
- 3.10 Communication and reporting mechanisms are developed and documented in relation to identified risks including accountability and incident reporting.
- 3.11 Information on risk management is incorporated in a timely manner into the establishment's overall health, safety and security planning processes.

Element 4: Implement and monitor health, safety and security training

Range

Training programme includes but is not limited to allocation of resources for training (including acquisition and purchase of training services and development of staff training skills); group discussions and awareness raising; handouts and information sheets; induction training; ongoing assessment of training needs (such as relating to emergencies and evacuation procedures, new operations and materials, specific equipment use, specific hazards and specific tasks) and specific courses.

OHS record keeping system may include but is not limited to audit and inspection reports; hazardous substances registers; manufacturer's and supplier's information; meeting agendas including OHS items and actions; equipment maintenance and testing reports; records of induction, instruction and training; workers compensation and rehabilitation records; workplace environmental monitoring records.

Performance Criteria

- 4.1 Mechanisms are established for the training and education of relevant colleagues and other stakeholders on risks and the establishment risk management strategies.
- 4.2 An induction and training program focused on health, safety and security issues is implemented for all employees in line with establishment and legislative requirements.
- 4.3 A system for OHS record keeping is implemented and maintained to allow identification of patterns of occupational injury in the establishment in line with establishment and legislative requirements.
- 4.4 Improvements to the health, safety and security are identified and suggested to management, to achieve organizational OHS objectives.

- 4.5. Compliance with legislation related to health, safety and security is monitored to ensure that mandatory requirements are maintained.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	13 November 2008
Date this version registered:	13 November 2008
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority