	Unit ID:	537
Domain	**HOSPITALITY OPERATIONS**	
Title:	**Manage risk, safety and security in a hospitality establishment**	
Level: 5		**Credits: 8**

Purpose

This unit standard specifies the competencies required to manage risk, safety and security in a hospitality establishment. It includes establishing and maintaining an Occupational Health and Safety system relevant to hospitality operations, developing consultative and participative processes in relation to the establishment's safety and security system, identifying and controlling workplace hazards and risks, and reviewing system effectiveness. This unit standard is intended for those who work in supervisory and management roles 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.

1.   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.

2.   All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

3.   A risk is anything that may result in an injury to a person, damage to property or some other negative impact on the establishment or community.

4.   '*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.

5.   Risk management is the process of planning, organizing, leading, and controlling the activities of an establishment in order to minimize the effects of risk on an organization's capital and earnings.

6.   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.

7. *'Hierarchy of control'* refers to the preferred order of risk control measures from the most to least preferred; that is, elimination, engineering controls, administrative controls, personal protective equipment.

8. Regulations and legislation relevant to this unit standard include the following:
    - Labour Act, 15 of 2004
    - Social Security Act, Act no. 34 of 1994
    - Public Health Amendment Act 45 of 1976
    - The International Health Regulation Act 28 of 1974
    - Namibia Constitution Chapter 11 *Principles of State Policy,* Article 95: Promotion of the welfare of the people
    - 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: Establish and maintain procedures for identifying and controlling workplace hazards and risks

Range

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 Occupational Health and Safety records, including registers of hazardous substances and dangerous goods; workplace inspections in area of responsibility.

Specific environments may include any environment where workplace activities are undertaken including offices, kitchens, bars and restaurants, accommodation establishments, event venues, outdoor event venues, natural environments, display stands, attractions and theme parks, aquatic venues.

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.

Risk management strategies may include but are not limited to fire drills, health and safety procedures, insurance, staff training, product replacement, work organisation, security procedures, safety signs and symbols, equipment, provision of information.

Stakeholders may include but are not limited to guests, colleagues, suppliers, contractors, visitors.

<u>Performance Criteria</u>

1.1 Risks for a specific environment are identified and documented to include levels of probability and likely impacts in line with legislative and establishment procedures.

1.2 All stakeholders are consulted when identifying risks in line with establishment procedures.

1.3 Contingency plans and procedures for risk elimination, minimisation and monitoring are identified and documented in consultation with colleagues and other stakeholders.

1.4 Communication and reporting mechanisms are identified and documented in relation to identified risks including accountability and incident reporting in line with establishment procedures.

1.5 Procedures for ongoing hazard identification and assessment and control of associated risks are developed in line with legislative and establishment procedures.

1.6 Hazard identification is addressed at the planning, design and evaluation stages of any change in the workplace, to ensure that new hazards are not created by the proposed changes, in line with legislative and establishment requirements.

1.7 Activities are monitored to identify potential risk on a continuous basis in line with legislative and establishment procedures.

1.8 Unacceptable risks are eliminated wherever practicable in accordance with agreed strategies in line with legislative and establishment procedures.

1.9 Risks that cannot be eliminated are minimised in accordance with agreed strategies in line with legislative and establishment procedures.

1.10 Risks classified as low are monitored in accordance with agreed strategies.

1.11 Mechanisms are established for the training and education of relevant colleagues and stakeholders in line with legislative and establishment procedures.

Element 2: Establish and maintain an occupational health and safety system relevant to hospitality operations

Range

OHS systems may include but are not limited to counselling or disciplinary processes, designing safe operations and systems of work, determining ways in which Occupational Health and Safety will be managed such as through work flow and materials handling; maintenance of plant and equipment; planning or implementing alterations to site, operations, plan or work systems; purchasing of materials and equipment; issue resolution; mechanisms for obtaining updated information (e.g. health effects of hazards, technical developments in risk control, changes to legislation); obtaining expert safety and security advice as required; policy development and updating; provision of information and training and a system for communicating information to employees, supervisors and managers within the establishment.

OHS system includes but is not limited to detailed knowledge of workforce and guest characteristics and how they impact on the design and maintenance of safety in the workplace.

OHS roles and responsibilities for all workplace personnel relate to legal responsibilities of employers, manufacturers, suppliers, employees and other parties, including decision making, provision of advice, duty of care and OHS officer levels.

OHS policies, procedures and programmes include but are not limited to consultative arrangements for employees; emergency and evacuation procedures; equipment maintenance and use; first aid; hazard and risk identification and reporting; incident and accident investigation; OHS audits and safety inspections; on site contractors, visitors and members of public; risk assessment and control measures; safe operating procedures and instructions; transport and storage of dangerous goods; use and maintenance of personal protective equipment; use and storage of hazardous substances.

Performance Criteria

2.1   Occupational Health and Safety system is developed which is consistent with legislative and establishment requirements.

2.2   OHS roles and responsibilities for all workplace personnel are defined to allow implementation of OHS policies, procedures and programmes in line with legislative and establishment requirements.

2.3   Financial and human resources for the effective operation of the OHS system are identified, sought and provided in a timely manner in line with establishment procedures.

2.4   Information on the OHS system and its operational procedures is provided and explained to employees in an accessible format in line with legislative and establishment requirements.

Element 3: Establish and maintain consultation and participation processes in relation to the establishment's OHS system

Range

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

Performance Criteria

3.1   Consultative processes are established and maintained with employees and their representatives in line with legislative and establishment requirements.

3.2   Issues raised through participative and consultative processes are dealt with and resolved promptly and effectively in line with procedures for issue resolution and establishment procedures.

3.3   Information about the outcomes of participative and consultative processes is promptly provided in a manner accessible to employees in line with establishment requirements.

Element 4: Establish and maintain security procedures

Performance Criteria

4.1   Security issues for a specific environment are identified and documented to include levels of probability and likely impacts in line with legislative and establishment procedures.

4.2   All stakeholders are consulted when identifying security issues in line with establishment procedures.

4.3   Contingency plans and procedures for security risk minimisation and monitoring are identified and documented in consultation with colleagues and other stakeholders.

4.4   Communication and reporting mechanisms are identified and documented in relation to identified security risks including incident reporting in line with establishment procedures.

4.5   Procedures for ongoing hazard identification and assessment and control of associated security risks are developed in line with legislative and establishment procedures.

4.6   Identified security issues and risks are addressed at the planning, design and evaluation stages of any change in the workplace, to ensure that new hazards are not created by the proposed changes, in line with legislative and establishment requirements.

4.7 Activities are monitored to identify potential security risk on a continuous basis in line with legislative and establishment procedures.

4.8 Unacceptable security risks are eliminated wherever practicable in accordance with agreed strategies in line with legislative and establishment procedures.

4.9 Security risks are minimised in accordance with agreed strategies in line with legislative and establishment procedures.

4.10 Mechanisms are established for the training and education of relevant colleagues and stakeholders on security risk minimisation in line with legislative and establishment procedures.

Element 5: Review system effectiveness

Range

Training programme includes but is not limited to allocation of resources for training (including acquisition, purchase of training services, 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 evacuations, new operations and materials, specific equipment use, specific hazards and specific tasks) and specific courses.

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 items and actions; equipment maintenance and testing reports; records of induction, instruction and training; workers compensation and rehabilitation records; and workplace environmental monitoring records.

Performance Criteria

5.1 Evaluation of risk management is made a key component of all projects/activities.

5.2 Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control and resources enabling implementation of new measures are provided promptly.

5.3 Incidents that indicate a "near miss" are analysed and strategies reviewed on each occasion.

5.4 Information on risk management is fed into the organisation's overall health, safety and security planning processes at timely intervals.

5.5 An induction and training program on safety and security is developed and provided for all employees as part of the establishment's general training program.

5.6 A system for safety and security record keeping is established and maintained to allow identification of patterns of occupational injury in the establishment, in line with legislative and establishment requirements.

5.7   Measurement and evaluation of safety and security systems are undertaken in line with the establishment's quality system.

5.8   Improvements to safety and security systems are developed and implemented to achieve establishment safety and security objectives.

5.9   Compliance with safety and security legislation is assessed to ensure that all legal OHS requirements are met as a minimum.

Registration Data

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