

Domain	TOUR GUIDING	Unit ID: 170
Title:	Follow occupational health and safety procedures in tour guiding operations	
Level: 2		Credits: 4

Purpose

This unit standard specifies the competencies required to maintain occupational health and safety procedures in tour guiding operations. It includes meeting and maintaining professional presentation standards, minimising health related risks in the workplace, following procedures to minimise risks, following emergency procedures and extinguishing fires. This unit standard is intended for those who work as tour guides.

Special Notes

1. This unit standard is to be delivered and assessed in the context of tour guiding operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
2. To demonstrate competence, at a minimum, evidence is required of maintaining professional presentation standards, identifying health hazards, following procedures to control risk of injury and following emergency procedures.
3. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which tour guiding operations are carried out.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' and company guidelines and instructions.
5. '*Safe working practices*' are to include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. Tour guides must comply with the Namibia Tourism Board's Code of Conduct for Tour Guides.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Nature Conservation Ordinance 4 of 1975
 - Namibia Tourism Board Act 21 of 2000
 - Road Traffic and Transport Act, No. 22 of 1999
 - Road Traffic & Transport Regulation of 2001
 - 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 on www.nta.com.na

Elements and Performance Criteria

Element 1: Minimise health related risks in tour guiding operations

Range

Guests' health and dietary requirements may include but are not limited to vegetarian diet, medical conditions, special dietary requirements and mobility problems.

Health related risks include but are not limited to malaria, animal borne diseases, water borne diseases, contact with toxic plants.

Workplace policies and procedures for minimising health related risks include personal protective equipment including vehicle seatbelt, walking boots, sun protection and warning signs and symbols including hazard identification, facility or location, site safety, directional, traffic and warning signs and symbols.

Performance Criteria

- 1.1 Health status of guests is verified with supervisor.
- 1.2 Guest dietary requirements are verified with supervisor.
- 1.3 Health related risks are identified and measures are taken to minimise risks.
- 1.4 Workplace policies and procedures for minimising health related risks are identified and followed.

Element 2: Follow procedures to minimise risks in tour guiding operations

Range

Hazards include but are not limited to driving, standing in moving vehicle, obstructions, gases, fuel fumes, liquids under pressure, high temperatures, dust, fires, protrusions, sharp equipment, overhanging objects, moving vehicles and animals.

Performance Criteria

- 2.1 Potentially dangerous sites and situations are identified.
- 2.2 Alternative sites and situations are confirmed with supervisor and guests.
- 2.3 Personal protective clothes and equipment are worn and used.

- 2.4 Safety requirements and preventative measures are followed in accordance with safety plans, legislative requirements and site policies.
- 2.5 Potential hazards in the tour guiding environment are identified.
- 2.6 Policies and procedures for minimising hazards are identified and followed.
- 2.7 Accident and incident reports are completed according to organisational requirements.

Element 3: Follow emergency procedures

Range

Appropriate personnel to be contacted in case of an emergency, accident or fire, are medical personnel, emergency services, tour operator.

Performance Criteria

- 3.1 Appropriate personnel in the event of an emergency are identified and contacted.
- 3.2 Safe workplace procedures for dealing with accidents, fires and other emergencies are followed within scope of responsibility.
- 3.3 Emergency and evacuation procedures are implemented in line with organisational policies and procedures.

Element 4: Extinguish fires

Range

Types of fire include but are not limited to electrical, gas, fuel, paper, wood or natural fire.

Fire equipment may include fire hydrants, fire hoses, fire extinguishers and manual fire fighting instruments.

Performance Criteria

- 4.1 Types of fires are identified according to class of fire.
- 4.2 Appropriate fire fighting equipment for the type of fire is identified.
- 4.3 Fire is extinguished promptly, using the correct personal protective equipment and fire fighting equipment.

Registration Data

Subfield:	Hospitality and Tourism
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