

Unit ID: 42

Domain

HOSPITALITY OPERATIONS

Title:

Follow workplace health, safety and hygiene procedures in a hospitality establishment

Level: 1

Credits: 6

Purpose

This unit standard specifies the competencies required to maintain workplace health and safety and to follow essential hygiene work procedures in hospitality and tourism establishments. This unit is intended for those who work in kitchens, housekeeping, food and beverage service and tour operations where the preparation of food is involved.

Special Notes

1. Entry information:

Prerequisite

- none.

2. This unit standard is to be delivered and assessed in the context of the Hospitality and Tourism Operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.

3. To demonstrate competence, at a minimum, provide evidence of identifying, reporting and taking steps to prevent four types of hazards and four food hygiene risks, and of handling two types of emergency procedures.

4. Assessment may be conducted at a real workplace or simulated workplace, or an appropriate simulated environment in which hospitality and tourism operations are carried out.

5. Glossary of terms:

- *Safety policies* are work principles adopted by an establishment or industry to ensure that the risk of injury or harm to workers is minimized, for example by wearing protective clothing.
- *Personal protective clothing* is prescribed clothing worn by a person at work, to shield the body from dangerous substances or a hazardous environment.
- *Risk assessment* is an estimation of the possibility of danger, loss, injury or other adverse consequences.
- *Emergency procedure* is a policy on conduct in a prescribed order and manner, during a sudden state of danger that requires immediate action.
- *Contamination* is the pollution (for example, of food) by bacteria or radioactivity which is harmful to humans.
- *Evacuation* is the urgent and orderly removal of people from a place of danger, for example, when premises are on fire.
- *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, workplace specific requirements.

6. Safe working practices must include: day to day following of safety policies and procedures, risk assessment, emergency procedures and the use of basic fire fighting equipment.
7. Personal protective equipment and clothing can include but is not limited to overalls or uniforms, gloves, safety glasses/goggles and hair nets/covering.
8. All inspection, operation and maintenance procedures associated with the use of utensils and equipment shall comply with manufacturer's guidelines and instructions.
9. 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
 - International Health Regulation Act 28 of 1974
 - Nature Conservation Ordinance 4 of 1975
 - Namibia Tourism Board Act 21 of 2000
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments.

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 guidelines are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Identify, prevent and report risks in the workplace

Range

Hazards may include, but not be limited to, chemical spills, gases, liquids under pressure, moving machinery and equipment, hazardous materials, work at heights, work in confined spaces, high temperatures, noise, dust, falls, burns, vapours, fires, protrusions, sharp equipment, manual handling.

Potential hygiene risks in food production, service and housekeeping areas may include bacterial and other contamination arising from the poor handling of food, inappropriate storage of foods, including storage at incorrect temperatures, foods left uncovered, poor personal hygiene practices, poor work practices relating to cleaning, housekeeping, food handling, vermin (parasitic worms or insects), airborne dust, cross-contamination through inappropriate cleaning practices, the inappropriate handling of potentially infectious linen, contaminated wastes such as blood and body secretions, disposal of garbage and contaminated or potentially contaminated wastes.

Performance Criteria

- 1.1 Health hazards and hygiene risks in the hospitality environment and their common causes are identified, assessed and reported to designated persons.
- 1.2 Safety hazards and risks in the hospitality environment and their common causes are identified, assessed and reported to designated persons.
- 1.3 Action is taken to reduce the risk within the scope of individual responsibility in accordance with establishment procedures and occupational health and safety regulations.

Element 2: Follow hygiene procedures to control risks

Range

Risk may include the risk of injury during performance of a task or risk of infection due to unhygienic conditions in the work area.

Hygiene procedures relate to working methods used in food preparation, housekeeping, laundry and food and beverage service.

Hygiene procedures may include the safe and hygienic handling of food and beverages, regular hand washing, correct food storage, appropriate and clean clothing, avoidance of cross-contamination, the safe handling and disposal of refuse, cleaning and sanitising procedures, personal hygiene.

Performance Criteria

- 2.1 Workplace hygiene procedures are identified and followed in accordance with establishment standards and national legislation.
- 2.2 Procedures for pest control in the establishment are identified and applied.
- 2.3 Items and materials used in food preparation are handled and stored according to establishment requirements, manufacturer/supplier guidelines and regulation requirements.

Element 3: Follow safe work procedures

Performance Criteria

- 3.1 Tasks are performed in a safe manner and in accordance with legislative requirements and establishment policies and procedures.
- 3.2 Personal protective equipment and clothing are worn, used and stored according to establishment procedures.
- 3.3 Safety signs and symbols are identified and followed.
- 3.4 Appropriate tools and equipment are selected to carry out tasks that are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencing tasks.

- 3.5 Tools and equipment are used, cleaned and stored correctly, in accordance with establishment procedures and manufacturer's instructions.

Element 4: Follow emergency procedures

Range

Appropriate personnel to be contacted in case of emergencies, accidents and fires, or to receive reports about risks, are designated safety officers appointed by the establishment, who have received specific safety response training, as well as supervisors, managers or other senior personnel.

Emergency procedures related to this unit are to include, but not be limited to extinguishing fires, organisational first aid requirements and evacuation.

Types of fire may include, but not be limited to electrical, chemical, gas, mechanical, paper, oil, wood or natural fires.

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

Performance Criteria

- 4.1 Appropriate personnel are identified in the event of an emergency.
- 4.2 Workplace procedures for dealing with accidents, fires and emergencies are followed within scope of responsibility.
- 4.3 Emergency and evacuation procedures are carried out when required according to establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	28 September 2006
Date this version registered:	28 September 2006
Anticipated review:	2011
Body responsible for review:	Namibia Training Authority