

Domain	TOUR GUIDING	Unit ID: 177
Title:	Apply first aid in tour guiding operations	
Level: 3		Credits: 3

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. It includes assessing and securing an emergency situation, providing appropriate first aid treatment, recording and reporting on the casualty's condition and treatment, and completing required documentation. This unit standard is intended for those who work as tour guides.

Special Notes

1. Entry information:
 - Prerequisite:
 - Unit 170 *Follow occupational health and safety procedures in tour guiding operations* or demonstrated equivalent knowledge and skills.
2. This unit standard would generally be undertaken as a prerequisite with Unit 181 *Conduct a tour*; Unit 191 *Prepare a meal outdoors for tour guiding operations*, Unit 192 *Set up and operate a campsite in tour guiding operations*, Unit 194 *Guide a desert tour in Namibia* and Unit 195 *Guide a tour in aquatic and marine habitats in Namibia*.
3. To demonstrate competence, at a minimum, evidence is required of assessing and securing an emergency situation, providing appropriate first aid treatment, recording and reporting on a casualty's condition and treatment, and completing required documentation.
4. 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.
5. 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.
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:
 - 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 on www.nta.com.na

Elements and Performance Criteria

Element 1: Assess and secure an emergency situation

Range

Medical emergencies may include 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.

Communication links to medical services may include but are not limited to mobile phone, satellite phone, HF/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, 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, tour members and bystanders.

Contents of the medical first aid kit as prescribed by the Ministry of Health and Social Services as per Regulation 231 of the Occupational Health and Safety regulations, 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, 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: diarrhoea tablets, throat lozenges, rehydration sachets, space / rescue blanket, aspivenin (for snakebite).

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 Communication links to emergency services are established to ensure prompt control action is undertaken.
- 1.5 Casualty's vital signs and physical condition are identified in accordance with standard first aid procedures.
- 1.6 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 establishment 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 organisational 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 company procedures.
- 4.2 Reports provided are clear, accurate and timely, presenting all relevant facts according to established company procedures.

Registration Data

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