

UNIT TITLE: ESTABLISH AND MAINTAIN A SAFE AND SECURE WORKPLACE		NOMINAL HOURS: 60
UNIT NUMBER: D1.HSS.CL4.01 D2.TRM.CL9.04		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to develop and manage health, safety and security requirements in a workplace.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Identify workplace health, safety and security responsibilities</p> <p>1.1 Describe the legislated <i>rights and obligations of employers</i></p> <p>1.2 Describe the legislated <i>rights and obligations of employees</i></p> <p>1.3 Describe the <i>health, safety and security policies</i> of the host employer</p> <p>Element 2: Develop and maintain framework to maintain workplace health, safety and security</p> <p>2.1 <i>Prepare job descriptions</i> that incorporate health, safety and security responsibilities</p> <p>2.2 Establish <i>working relationship with management</i></p> <p>2.3 Create <i>health, safety and security reporting structure</i></p> <p>2.4 <i>Disseminate information</i> on health, safety and security</p> <p>2.5 Initiate workplace <i>health, safety and security training</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to supervisors in all industry sectors within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>Rights and obligations of employers</i> will relate to:</p> <ul style="list-style-type: none"> • key legislative objectives • applicable health, safety and security legislation of the host country, including subsidiary regulations, codes and other advice and directions from the agencies responsible • standard industry 'best practice' guidelines in relation to health, safety and security • duty of care that employers have towards employees and others, including members of the public 	

<p>2.6 Develop <i>health, safety and security records and allied documentation</i></p> <p>Element 3: Implement procedures for identifying health, safety and security hazards and risks</p> <p>3.1 Conduct physical <i>workplace inspections</i></p> <p>3.2 Encourage <i>staff to report workplace hazards and risks</i></p> <p>3.3 Analysis of <i>internal records</i></p> <p>3.4 Address <i>risk identification at planning and purchasing stages</i></p> <p>3.5 Monitor <i>industry sources of workplace hazards and risks</i></p> <p>Element 4: Implement procedures for assessing health, safety and security risks</p> <p>4.1 Identify <i>those to be involved in assessment</i></p> <p>4.2 Schedule risk assessments</p> <p>4.3 Apply <i>risk assessment activities</i></p> <p>4.4 Record <i>deliberations</i> at risk assessment meetings</p> <p>4.5 Facilitate <i>meaningful and effective consultation</i></p> <p>4.6 Adopt <i>'safe place' rather than 'safe person' approach</i></p> <p>4.7 Prioritize <i>risks levels</i></p> <p>4.8 Finalize assessment and take action</p>	<p><i>Rights and obligations of employees</i> will relate to:</p> <ul style="list-style-type: none"> • applicable health, safety and security legislation of the host country, including subsidiary regulations, codes and other advice and directions from the agencies responsible • standard industry 'best practice' guidelines in relation to health, safety and security • duty of care that employees have towards themselves, other employees and members of the public. <p><i>Health, safety and security policies</i> may include:</p> <ul style="list-style-type: none"> • safe food handling • manual handling • chemical handling, use and storage • dangerous goods • working alone • violence, intimidation and harassment • safe workplace provisions, including environmental hazards, biological hazards, plant and equipment, substance abuse • roles and responsibilities of management and employees. <p><i>Prepare job descriptions</i> may include:</p> <ul style="list-style-type: none"> • identifying health, safety and security roles for staff • preparing relevant duty statements. <p><i>Working relationship with management</i> should include:</p> <ul style="list-style-type: none"> • cooperation and collaboration • participation by both parties • consultation • establishing committee structures. <p><i>Health, safety and security reporting structure</i> should include:</p>
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<p>Element 5: Implement procedures for controlling health, safety and security risks</p> <p>5.1 <i>Plan for implementation of the control</i></p> <p>5.2 <i>Initiate the control</i></p> <p>5.3 <i>Monitor the control</i></p> <p>5.4 <i>Take remedial action where necessary</i></p> <p>Element 6: Investigate injuries, illnesses and incidents</p> <p>6.1 <i>Describe how to notify injury, illness or incident</i></p> <p>6.2 <i>Investigate injuries, illnesses or incidents</i></p> <p>6.3 <i>Identify causes of injuries, illnesses or incidents</i></p> <p>6.4 <i>Implement remedial action</i></p> <p>Element 7: Evaluate the organization's health, safety and security effectiveness</p> <p>7.1 <i>Review and assess the effectiveness of the systems that have been put in place</i></p> <p>7.2 <i>Implement improvements, where necessary</i></p> <p>7.3 <i>Assess compliance with legislated and internal requirements</i></p>	<ul style="list-style-type: none"> • establishing meeting schedules, including dates, times and forums • appointment and/or election of office bearers • format for recording meetings, issues discussed and decisions made • formulating procedures for disseminating information from meetings to staff. <p><i>Disseminate information</i> may include:</p> <ul style="list-style-type: none"> • printed information including copies of legislation and establishment policies, posters, checklists, safety advice, etc • promoting health, safety and security training • general staff meetings • specific health, safety and security meetings. <p><i>Health, safety and security training</i> must include:</p> <ul style="list-style-type: none"> • providing initial induction and orientation training • monitoring workplace events, accidents and near misses • responding to new procedures and equipment • responding to changes in legislation • recording the delivery and results of training. <p><i>Health, safety and security records and allied documentation</i> may include:</p> <ul style="list-style-type: none"> • inspection checklists • internal audits • risk assessment worksheets • hazard analysis sheets • report forms and pro formas for all identified report types deemed necessary • injury register • minutes from health, safety and security meetings
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- training forms
- incident investigation forms
- staff induction records
- legislation, regulations, codes, advice sheets, guidelines
- standard operating procedures for actions that need to be taken/tasks that need to be done
- issue resolution flowchart
- employee health and safety monitoring sheets
- risk controls and risk control plans
- safety management plans
- emergency management plans, such as for evacuation, fire, gas leak, robbery, medical emergency, storm
- medical certificates stating fitness of employee to return to work as a food handler
- records of training completed and certificates obtained
- records of plant maintenance and daily checks undertaken
- consultant reports
- inspection reports provided by external authorities and agencies
- notices issued
- register of hazardous substances
- incident notification forms
- records of near-misses/incident reports
- material safety data sheets
- plant and equipment purchasing specifications
- tests on pressure vessels
- records of all monitoring activities undertaken

- records on fire drills
- asbestos assessments
- first aid records and relevant medical information.

Workplace inspections should include:

- integrating workplace inspections into everyday workplace activities
- preparing inspection schedules
- allocating inspection duties
- involving management in the inspections
- using checklists to record findings
- compliance with legislated requirements
- analysis of internal records, such as accident reports, near-misses, injury registers, customer complaints.

Encourage staff to report workplace hazards may include:

- holding regular workplace meetings
- developing health, safety and security committees and structures
- ensuring staff are not victimized
- making available anonymous reporting options, such as a suggestion box.

Internal records may include:

- health, safety and security reports
- injury registers
- inspection checklists
- job safety analysis sheets
- complaints files.

Risk identification at planning and purchasing stages must include:

- consideration of legal requirements that apply to new purchases of plant, equipment, materials, etc
- involving workers in the identification of items to be developed or purchased
- involving suppliers in assisting to optimize safety as part of the purchasing decision
- rejecting unsafe items from consideration regardless of potential initial cost savings.

Industry sources of workplace hazards and risks may include:

- agencies and authorities
- personal and organisational network of contacts
- registering to receive newsletters and updates
- industry associations and peak bodies
- internet research of domestic and international sources.

Those to be involved in assessment may include:

- workers
- management
- external experts and consultants
- officers from agencies and authorities.

Risk assessment activities may include:

- liaising with others
- conducting research activities and reading literature
- undertaking tests
- visiting other sites
- consulting with staff and management
- using external consultants
- considering controls available within the hierarchy of controls

- costing different viable control options.

Record deliberations may include:

- taking of minutes
- distributing minutes at the termination of each meeting
- maintaining minutes on file for later reference.

Meaningful and effective consultation should include:

- sharing information
- giving employees a chance to express views
- taking views of employees into account when making final decisions
- ensuring consultation is representative of staff affected by the decision
- ensuring staff are free from management influence/pressure.

'Safe place' rather than 'safe person' refers to:

- the preference of employers for creating a safety focus that does not rely on the worker to do the right thing, but on the workplace to have passive and other controls which will guarantee worker safety.

Risks levels must take into account:

- consequence
- exposure
- probability.

Plan for implementation may include:

- allocating funds for purchasing or modification of the selected item as per risk analysis
- allocating responsibilities for implementing actions
- establishing required timelines
- arranging and conducting staff training

- conducting familiarization sessions with staff
 - performing test runs/trials.
- Initiate the control* may include:
- providing interim solutions to long-term issues
 - gradual implementation of a procedure
 - bringing an item of equipment on-line slowly
 - complying with planning guidelines
 - complying with legislated and other internal requirements for operational efficiency and safety.
- Monitor the control* may include:
- obtaining feedback from staff, customers and others, as appropriate
 - personal observation
 - inspections by designated health, safety and security staff
 - analysis of records and documentation
 - ensuring new health, safety and security issues are not created as a result of resolving the previous health, safety and security issues.
- Remedial action* may include:
- providing extra training
 - shutting down the procedure or item of equipment
 - re-analyzing the hazard or risk
 - re-formulating an alternative and safer option
 - consulting with relevant stakeholders to identify the problem and suggest solutions.
- How to notify injury, illness or incident* may include:
- internal and external notification
 - verbal notification

- written communication
 - identifying what needs to be reported/notified.
- Investigate injuries, illnesses or incidents may include:*
- site preservation following an injury or incident
 - taking of photographs
 - interviewing those involved and witnesses
 - cooperating with authorities
 - updating records.
- Identify causes may relate to:*
- analyzing workplace records and documents
 - analyzing witness and other statements
 - establishing the context
 - examining plant and equipment
 - using external consultants and experts in the process
 - involving the authorities
 - basing conclusions on evidence.
- Assess the effectiveness of the systems should include:*
- evaluating record and document compliance levels
 - measuring current safety, health and security issues against previous levels/issues
 - gathering input from staff and management
 - considering emerging issues that warrant attention.
- Assess compliance may include:*

- considering changes to legislation, codes and other external requirements
- considering internal recording and operational needs.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- knowledge of the enterprise's policies and procedures in regard to health, safety and security
- detailed knowledge of the health, safety and security legislation of the host country
- ability to ensure application of principles of safe manual handling techniques
- ability to access health, safety and security information
- knowledge of the range of typical hazards and risks that are associated with the type of business/sector
- knowledge of possible measures that can be taken to address typical risks and hazards
- knowledge of responsible service of alcohol
- knowledge of food safety requirements.

Linkages To Other Units

- Implement occupational health and safety procedures
- Establish and maintain a safe working environment
- Maintain the safety of premises and personnel
- Provide for the safety of VIPs
- Follow safety and security procedures
- Comply with workplace hygiene procedures
- Manage responsible service of alcohol
- Manage operational risk.

Critical Aspects of Assessment

Evidence of the following is essential:

- understanding of health, safety and security requirements that apply to the host enterprise as dictated by host country legislation
- demonstrated ability to interpret and apply house policies as they relate to health, safety and security
- demonstrated ability to prepare a job description that incorporates relevant health, safety and security functions
- demonstrated ability to work cooperatively and collaboratively with management to develop and maintain a safe workplace
- demonstrated ability to identify health, safety and security hazards and risks that exist in a nominated workplace area
- demonstrated ability to assess a nominated risk in a designated workplace area
- demonstrated ability to implement effective control procedures to address a nominated risk in a designated workplace area
- demonstrated ability to evaluate the effectiveness of the host enterprise's health, safety and security systems, recommending improvements, where applicable.

Context of Assessment

Assessment must ensure:

- actual or simulated workplace application of health, safety and security protocols.

Resource Implications

Training and assessment must include the use of real plant and equipment together with real or simulated workplace scenarios; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- observation of practical candidate performance
- case studies
- workplace inspections, evaluations and assessments

- portfolio of written work such as job descriptions, policies, recommendations
- role plays
- oral and written questions
- third party reports completed by a supervisor
- project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	3	Conduct risk identification; gather information for risk assessments
Communicating ideas and information	3	Develop policies; inform staff regarding health, safety and security issues
Planning and organizing activities	3	Arrange health, safety and security training; schedule health, safety and security meetings
Working with others and in teams	3	Liaise and consult with management; participate in workplace risk identification and analysis
Using mathematical ideas and techniques	2	Calculate figures and data in relation to risk assessments and risk control measures
Solving problems	3	Decide on suitable risk control methods
Using technology	1	Research on the internet; use equipment to minimize risk