

# Competency Standard

<b>UNIT TITLE:</b> FOLLOW SAFETY AND SECURITY PROCEDURES		<b>NOMINAL HOURS:</b> 30
<b>UNIT NUMBER:</b> D2.TCC.CL1.04		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to protect the safety and security of customers as required by legislation and the host enterprise. It does not cover health, hygiene or first aid.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Identify safety and security requirements</b></p> <p><b>1.1</b> Describe <i>legislated safety and security requirements</i></p> <p><b>1.2</b> Describe <i>host enterprise safety and security policies and procedures</i></p> <p><b>1.3</b> Identify <i>resources available</i> to support required safety and security procedures</p> <p><b>1.4</b> Explain <i>consequences</i> of failing to follow safety and security procedures</p> <p><b>1.5</b> Clarify <i>individual scope of authority</i> and responsibility in relation to safety and security</p> <p><b>1.6</b> <i>Acquire safety and security information</i> relevant to tour, trip or event about to be undertaken</p>	<p><b>Unit Variables</b></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 all industry sectors within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Travel Agencies</li> <li>2. Tour Operation</li> </ol> <p><i>Legislated safety and security requirements</i> may relate to:</p> <ul style="list-style-type: none"> <li>• Statutes and regulations of the host country at local and national levels, where applicable</li> <li>• Codes of practice from relevant authorities and agencies</li> <li>• Advice and recommendations from relevant authorities and agencies</li> <li>• Duty of care</li> <li>• Legal liability.</li> </ul>	

<p><b>Element 2: Follow preventative safety and security procedures</b></p> <p><b>2.1</b> <i>Provide safety and security information to customers</i></p> <p><b>2.2</b> <i>Follow designated safety and security checks</i></p> <p><b>2.3</b> <i>Follow required safety and security control procedures</i></p> <p><b>2.4</b> <i>Take action to address routine identified risks and security breaches</i></p> <p><b>2.5</b> <i>Investigate suspicious persons and abnormal situations</i></p> <p><b>2.6</b> <i>Seek assistance to address safety and security needs from relevant personnel</i></p> <p><b>2.7</b> <i>Report serious risks, hazards and security breaches</i></p> <p><b>2.8</b> <i>Complete documentation to record safety and security action undertaken</i></p> <p><b>Element 3: Respond to emergency situations</b></p> <p><b>3.1</b> <i>Identify and assess emergency situations</i></p> <p><b>3.2</b> <i>Determine action to take in response to emergency situations</i></p> <p><b>3.3</b> <i>Follow emergency response procedures</i></p> <p><b>3.4</b> <i>Seek assistance to facilitate response to emergency situations from relevant personnel</i></p> <p><b>3.5</b> <i>Complete documentation to record action undertaken in response to emergency situations</i></p>	<p><i>Host enterprise safety and security policies and procedures may include:</i></p> <ul style="list-style-type: none"> <li>• Use of personal protective clothing and equipment by employees and customers</li> <li>• Safe work techniques</li> <li>• Pre-requisites to be attained prior to customers engaging in certain activities or methods of travel</li> <li>• Emergency procedures for nominated events</li> <li>• Procedures for dealing with death on tour, during activities, or on a trip</li> <li>• Security of documents, property and cash, including items belonging to the host enterprise and customers</li> <li>• Risk assessment, risk analysis and risk control procedures</li> <li>• Personal safety and security including employees and customers</li> <li>• Stipulated pre-departure and pre-activity checks, including: <ul style="list-style-type: none"> <li>▪ Assessment of customers such as mental state, physical fitness and ability, preparedness, clothing and other requisites as applicable to individual events and activities</li> <li>▪ Vehicle safety and security including those owned by the host enterprise, or hired from external providers, or supplied by other tour operators or agents</li> <li>▪ Equipment and facilities checks</li> <li>▪ Assessment of immediate and surrounding environment including physical structures and the natural environment such as weather</li> </ul> </li> <li>• Catering for disabled or otherwise mobility impaired customers</li> <li>• Insurance coverage for employees, customers and property</li> <li>• Obtaining necessary approvals from authorities</li> </ul>
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**Element 4: Provide feedback to management on safety and security procedures**

4.1 Identify *issues requiring attention*

4.2 *Raise issues* with management

4.3 *Recommend solutions* to identified issues

- Communicating with the media following an incident including accident, injury, damage, death, close-call/near-miss, loss of property, delays, postponements or cancellations

- Integration of ethical operation with safety and security requirements.

*Resources available* may include:

- Training
- Personal protective clothing and equipment
- Plans, including emergency management plans and contingency plans
- Safety and security equipment and systems
- Handouts and posters including material distributed to customer prior to and during travel and trips.

*Consequences* may be related to:

- Insurance claims
- Property loss and/or damage
- Injury, illness and death
- Criminal and civil action against employees and host enterprise
- Damage to host enterprise reputation and image
- Reduced levels of trade.

*Individual scope of authority* should relate to

- Ability to act in an emergency
- Levels of individual legal liability and responsibility
- Guidelines for triggering action within scope of authority
- Authority for employees to act on behalf of the host enterprise

	<ul style="list-style-type: none"><li>• Identification of operational parameters</li><li>• Identification of issues where referral to management is required.</li></ul> <p><i>Acquire safety and security information</i> should relate to:</p> <ul style="list-style-type: none"><li>• Researching tourist sites, destinations, attractions, local areas and countries</li><li>• Familiarising employees with equipment, facilities and opportunities for activities</li><li>• Identifying availability of emergency services and support available in the event of trouble</li><li>• Identifying communication systems to be used in the event of trouble</li><li>• Understanding local protocols and procedures</li><li>• Identifying local authorities to contact prior to departure and in the event of an emergency</li><li>• Identifying potential risks for each event/trip including environmental, physical, social, cultural, travel and operational risks.</li></ul> <p><i>Provide safety and security information</i> may include:</p> <ul style="list-style-type: none"><li>• Distributing safety and security information</li><li>• Explaining terms and conditions including exclusion clauses that limit liability and voluntary assumption of risks</li><li>• Advising customers of their personal duty of care responsibility to take reasonable care for their own safety and security</li><li>• Demonstrating safety and security practices</li><li>• Posting safety and security signage</li><li>• Advising customers in relation to safety and security at the beginning of every activity and on arrival at every new destination and attraction</li><li>• Answering questions from customers relating to safety and security</li><li>• Highlighting potential dangers relating to safety and security on an ongoing basis.</li></ul>
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*Safety and security checks* may include:

- Monitoring of customers and their actions
- Performing regular and ongoing physical and visual checks on property and assets
- Monitoring weather and other environmental conditions
- Patrolling perimeters
- Inspecting vehicles
- Following pre-prepared checklists.

*Control procedures* may include:

- Keeping groups together
- Overseeing activities
- Directing actions
- Ensuring appropriate personal protective clothing and equipment is worn as and when required
- Adhering to safety and security guidelines for individual activities including those imposed by venues, attractions and external providers
- Complying with prepared plans for safety and security control for individual activities, trips and travel.

*Address routine identified risks and security breaches* may include:

- Optimising safety and security of customers and employees on an ongoing basis
- Limiting actions of customers
- Restricting access and participation as required for safety and security
- Cancelling, or modifying activities and undertakings that are identified as potentially dangerous, or which provide the potential to compromise security
- Liaising with local personnel or authorities.

*Investigate suspicious persons and abnormal situations* may include:

- Ongoing monitoring of the environment and vicinity
- Determining threat posed by suspicious persons and abnormal situations
- Responding appropriately to maintain safety and security of customers and employees.

*Relevant personnel* may include:

- Other employees of the host enterprise
- Customers
- Emergency services
- External security personnel and appropriate other professionals.

*Breaches* may include:

- Damaged, broken or malfunctioning equipment
- Loss of property, goods, cash, equipment or other materials, including items belonging to customers, the host enterprise or external providers
- Presence of unauthorised persons and/or signs of unauthorised access
- Unsafe and unsecured facilities.

*Documentation* may include:

- Security and safety checklists
- Internal daily summaries
- Reports
- Maintenance forms
- Hazard identification forms
- Tour and travel logs
- Written statements.

*Identify and assess emergency situations* may include:

- Classifying type of emergency which may include:
  - Bomb threats, terrorist threats and terrorist activity
  - Deranged people
  - Motor vehicle, or similar, accidents
  - Criminal acts, including assault, robbery, theft
  - Natural calamity, including weather, earthquakes, lightning, flood
  - Personal injury and illness
  - Loss of food, water, transport and/or communications
- Determining potential impact and extent of emergency situation.

*Determine action to take* may include:

- Taking immediate protective measures
- Evacuating people
- Notifying authorities to seek their advice and/or summon their assistance
- Taking 'first attack' action, where safe to do so
- Notifying customers of intended action
- Seeking feedback from customers to ensure they understand proposed course of action and can comply with same
- Following prepared emergency management plans and/or contingency plans.

*Issues requiring attention* should include:

- Examples of when safety and security was compromised, including near-miss incidents
- Identifying safety and security inadequacies

- Events that previously gave rise to accident, illness, death, damage or loss
- Situations in the past that necessitated involvement of, or intervention by, emergency services or similar authorities
- Complaints received from customers that related to security and safety issues
- Instances where negative media exposure occurred.

*Raising issues* may include:

- Discussing issues with management
- Preparing written explanation and reports.

*Recommend solutions* may include:

- Suggesting alternatives to situations that gave rise to identified issues
- Revising standard plans
- Developing additional plans and/or checklists
- Investigating, costing and evaluating possible answers to identified issues.

### **Assessment Guide**

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

- Enterprise policies and procedures in regard to safety and security
- Overview of the relevant legislation in relation to safety and security of the host country, local authorities and the enterprise
- Knowledge of common causes of accidents, injury and breaches of security
- Principles of risk management
- Communication, leadership, interpersonal and negotiation skills
- Knowledge of communication systems and protocols in relevant destination countries



- Knowledge of emergency services, authorities and agencies in relevant destination countries
- Knowledge of insurance requirements and liability issues
- Knowledge of safe work practices.

**Linkages To Other Units**

- Implement occupational health and safety procedures
- Establish and maintain a safe working environment
- Provide for the safety of VIPs
- Manage responsible service of alcohol
- Manage operational risk
- Maintain the safety of premises and personnel
- Maintain the security of premises and property
- Operate basic security equipment
- Conduct pre-departure checks
- Establish and maintain safe touring conditions
- Lead tour groups in a responsible manner.

**Critical Aspects of Assessment**

Evidence of the following is essential:

- Understanding of relevant legislation in relation to safety and security procedures of the host country, local authorities and the enterprise
- Demonstrated ability to describe and explain host enterprise safety and security policies and procedures to customers
- Demonstrated ability to research safety and security information related to a nominated event activity or destination

	<ul style="list-style-type: none"><li>• Demonstrated ability to follow safety and security checks and controls for a nominated event or activity</li><li>• Demonstrated ability to report, record and address nominated breaches of safety and security for a nominated event or activity</li><li>• Demonstrated ability to respond to a simulated emergency situation for a nominated event or activity in a designated destination/location.</li></ul> <p><b>Context of Assessment</b></p> <p>Assessment must ensure:</p> <ul style="list-style-type: none"><li>• Actual application of security related knowledge and skills</li><li>• Simulated application of safety related knowledge and skills.</li></ul> <p><b>Resource Implications</b></p> <p>Training and assessment must include provision of real or simulated facilities (destinations, venues, activities, equipment, systems) required to demonstrate the required knowledge and skills.</p> <p><b>Assessment Methods</b></p> <p>The following methods may be used to assess competency for this unit:</p> <ul style="list-style-type: none"><li>• Observation of practical candidate performance</li><li>• Case studies</li><li>• Simulation exercises</li><li>• Role plays</li><li>• Oral and written questions</li><li>• Third party reports completed by a supervisor</li><li>• Project and assignment work.</li></ul>
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<p><b>Key Competencies in this Unit</b></p> <p><i>Level 1 = competence to undertake tasks effectively</i></p> <p><i>Level 2 = competence to manage tasks</i></p> <p><i>Level 3 = competence to use concepts for evaluating</i></p>		
<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	2	Researching and compiling safety and security information for events, activities and destinations
Communicating ideas and information	1	Conveying safety and security information to customers
Planning and organising activities	1	Developing Emergency Management Plans and contingency plans
Working with others and in teams	1	Liaising with relevant personnel in the event of an emergency or safety and/or security breach; leading customers to safety in an event, activity or at a destination
Using mathematical ideas and techniques	1	Calculating times, quantities, volumes and other statistics required to customer safety at or during events and activities
Solving problems	1	Dealing with emergency situations; coping with security and safety issues arising
Using technology	1	Using safety and security equipment; using the internet to research information