

| UNIT TITLE: MAINTAIN THE SAFETY OF PREMISES AND PERSONNEL | NOMINAL HOURS: 60 |
|--|---|
| UNIT NUMBER: D1.HSS.CL4.04 | |
| UNIT DESCRIPTOR: This unit deals with skills and knowledge required to create and maintain a safe workplace environment that protects the well-being and physical safety of staff and customers | |
| ELEMENTS AND PERFORMANCE CRITERIA | UNIT VARIABLE AND ASSESSMENT GUIDE |
| <p>Element 1: Respond to fire and other alarms</p> <p>1.1 Establish <i>nature and location of alarm</i></p> <p>1.2 Contact <i>emergency service providers</i></p> <p>1.3 Ensure <i>access and assistance to emergency services</i> upon their arrival</p> <p>1.4 Provide <i>first response assistance</i></p> <p>Element 2: Respond to safety threats</p> <p>2.1 Manage patrons who are displaying <i>inappropriate behaviour</i></p> <p>2.2 Make <i>safe areas</i> that are identified as being unsafe</p> <p>2.3 Respond to <i>suspicious packages</i></p> <p>2.4 Respond to <i>bomb threats</i></p> <p>Element 3: Respond to emergency situations</p> <p>3.1 Identify the <i>nature and scope of the emergency</i></p> <p>3.2 Contact <i>emergency services</i></p> <p>3.3 Implement the <i>Emergency Management Plan</i> for the premises</p> <p>3.4 Provide <i>first response assistance</i></p> <p>3.5 Maximise <i>safety of personnel</i> during the emergency</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 maintaining the safety and well-being of staff and customers in both an in-door and out-door environment within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping <p><i>Nature and location of alarm</i> could relate to:</p> <ul style="list-style-type: none"> • Identifying the cause of the alarm, such as fire, intruder, smoke, water, gas • Identifying exact location of the alarm, by department, floor, room • Identifying number of alarms that are showing • Identifying type of alarms that are sounding. <p><i>Contact emergency services</i> may include:</p> <ul style="list-style-type: none"> • Making telephone contact with fire, police or ambulance services determined by the alarm type • Using direct lines to authorities, where applicable • Contacting management • Notifying relevant external security providers. |

| | |
|--|--|
| <p>Element 4: Conduct evacuations</p> <p>4.1 Adhere to the requirements of the internal <i>Emergency Management Plan</i> for the premises</p> <p>4.2 <i>Maintain calm</i></p> <p>4.3 <i>Determine the evacuation route/s to be taken</i></p> <p>4.4 <i>Check for persons</i> left in the premises</p> <p>4.5 Account for those who have been evacuated</p> <p>Element 5: Fulfil administrative responsibilities</p> <p>5.1 Complete necessary <i>internal forms and reports</i></p> <p>5.2 Cooperate with management in making recommendations to enhance patron and staff safety</p> <p>Element 6: Respond to a deceased person situation</p> <p>6.1 <i>Contain the situation</i> relating to the body</p> <p>6.2 Contact emergency services</p> <p>6.3 Contact management</p> <p>6.4 <i>Preserve the scene</i> where the body was found</p> <p>6.5 <i>Comfort those affected</i> by the death</p> | <p><i>Ensure access and assistance to emergency services</i> may include:</p> <ul style="list-style-type: none"> • Delegating responsibility to another person to meet emergency services and direct them to the alarm site • Requesting patrons to move their vehicles • Moving company vehicles • Unlocking gates and barriers • Clearing access routes • Obtaining site plans for the alarmed area. <p><i>First response assistance</i> will vary depending on the nature of the event but may include:</p> <ul style="list-style-type: none"> • Providing first aid • Fire fighting • Containing the situation • Comforting and reassuring victims or people affected by the event • Removing people from the area • Maintaining personal safety and the safety of others. <p><i>Inappropriate behaviour</i> may include:</p> <ul style="list-style-type: none"> • Aggressive, rude and anti-social behaviour, including arguing with other patrons or staff • Refusal to leave the premises when asked to do so • Intoxication • Intimidation and violence • Swearing • Not meeting dress code • Excess guests in room • Noisy patrons. |
|--|--|

Make safe areas may include:

- Restricting access to unsafe areas by directing people elsewhere
- Removing dangerous items where safe to do so
- Erecting barricades to prevent access
- Involving other staff to assist as required.

Respond to suspicious packages may include:

- Evacuating the area
- Notifying the authorities
- Making enquiries amongst guests and patrons
- Leaving the package in situ until advised to remove it by authorities.

Respond to bomb threats may include:

- Treating all bomb threats as genuine
- Recording as many details about the bomb threat and caller as possible
- Notifying the authorities and other staff
- Maintaining calm and reassuring patrons
- Evacuating the premises
- Assisting authorities as required
- Leaving the device alone, and securing the area, until authorities arrive.

Nature and scope of the emergency may include:

- Fire
- Fighting or physical confrontation
- Property damage
- Siege
- Environmental factors, such as storms, lightning
- Hold-up or robbery

- Gas leak
- Explosion
- Deranged patron
- Medical situation, such as injury, collapse, assault victim
- Identifying location of the emergency, numbers involved and potential for escalation.

The Emergency Management Plan refers to:

- A set of written instructions for staff to follow if an identified emergency occurs
- Allocated roles and responsibilities to staff
- Ensuring that the negative consequences of any emergency are minimised.

Maximise safety of personnel could include:

- Placing greater emphasis on the safety of life than on the security of property
- Moving patrons away from the area, including the use of reasonable force
- Preventing people entering the area, including the use of reasonable force.

Maintain calm could include:

- Demonstrating a confident and in control demeanour
- Maintaining personal composure
- Leading by example
- Reassuring those who are showing signs of distress and panic.

Determine the evacuation route/s to be taken may include:

- Referring to personal knowledge of the premises
- Integrating knowledge of the emergency into knowledge and experience with the property and patrons
- Predicting the spread of the emergency
- Keeping options open in terms of physical egress of the building
- Making quick, informed decisions.

Check for persons may include:

- Physically searching the buildings, rooms to look for people
- Maintaining personal safety
- Not placing anyone else at risk.

Internal forms and reports may relate to:

- Compiling and presenting vehicle and personal movements
- Completing incident details and logs/registers
- Complying with special requests from management or the authorities
- Completing damage and loss assessment reports
- Completing patrol logs and identifying security issues, breaches and potential risks
- Assisting in filing insurance claims
- Compiling witness statements.

Contain the situation refers to:

- Ensuring no more people are subject to seeing the body than already have
- Maintaining dignity for the deceased
- Closing doors
- Blocking pedestrian and vehicular traffic and creating alternative routes
- Limiting the fallout from the death.

Preserve the scene may include:

- Erecting barriers to prevent unauthorised access
- Not touching anything at the scene
- Not allowing people to remove things from the scene
- Taking photographs
- Taking down names of witnesses and other relevant people
- Protecting obvious evidence from interference or contamination.

Comfort those affected may include:

- Providing counselling/referral
- Providing first aid or hospitalisation for shock
- Debriefing staff
- Demonstrating a calming and reassuring influence.

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 patron and staff safety
- Techniques to re-set and de-activate alarms
- Full understanding of the safety aspects of the emergency management plan for the enterprise, including knowledge of layout of the premises and location of safety equipment
- Understanding of the legal obligations that are attached to responsibilities of person safety and duty of care, as dictated by the laws of the host country
- Principles of safety management relevant to the industry sector
- Ability to use standard first aid and fire fighting equipment
- Ability to communicate effectively with members of the public in an emergency situation
- Ability to identify risks and hazards in the workplace
- Standard report writing and written communication skills.

Linkages To Other Units

- Implement occupational health and safety procedures
- Establish and maintain a safe working environment
- Provide for the safety of VIPs
- Follow safety and security procedures
- Manage responsible service of alcohol

- Manage operational risk
- Maintain the security of premises and property.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host country legislation applicable to patron care and customer safety on premises
- Demonstrated ability to apply house policies in relation to patron and staff safety
- Demonstrated ability to respond effectively to nominated alarms in designated workplace areas to protect patron and staff safety
- Demonstrated ability to obtain appropriate assistance from emergency services as determined by the nature and scope of the simulated emergency
- Demonstrated ability to provide first response assistance to a range of nominated emergency situations
- Demonstrated ability to predict unsafe situations involving patron behaviour and equipment/building issues and take appropriate preventative measures to optimise the personal safety of others
- Demonstrated ability to effectively handle patrons who are displaying obvious unacceptable, threatening, violent or otherwise anti-social behaviour
- Demonstrated ability to protect patron and staff safety during nominated and simulated emergency situations
- Demonstrated ability to conduct an evacuation of a building, or other nominated area, in accordance with the instructions and requirements of the emergency management plan for the host enterprise.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of safety protocols.

Resource Implications

Training and assessment must include the use of real buildings, plant, equipment, communication systems, emergency equipment together with actual people in real or simulated workplace scenarios.

Assessment Methods

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

- Observation of practical candidate performance
- Simulated exercises
- Case studies
- 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, organising and analysing information | 1 | Read the Emergency Management Plan for the premises |
| Communicating ideas and information | 1 | Liaise with others in the event of an emergency |
| Planning and organising activities | 1 | Determine priorities for actions to be taken in the event of an emergency |

| | | | |
|--|---|---|--|
| | Working with others and in teams | 1 | Gain support from and cooperate with others in the event of an emergency |
| | Using mathematical ideas and techniques | - | |
| | Solving problems | 1 | Determine the best course of action in a given safety or emergency situation |
| | Using technology | 1 | Use communication equipment and safety equipment |