

Competency Standard

UNIT TITLE: PERFORM BASIC FIRST AID PROCEDURES		NOMINAL HOURS: 25 hours
UNIT NUMBER: D1.HRS.CL1.12 D1.HOT.CL1.12 D2.TCC.CL1.15		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to perform basic first aid procedures in a range of settings within the in the hotel and travel industries workplace context.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Assess the situation</p> <p>1.1 Identify <i>physical hazards</i> to own and others' health and safety</p> <p>1.2 Minimise immediate risk to self and health and safety of the casualty by controlling hazard/s in accordance with accepted practice</p> <p>1.3 Assess <i>casualty's vital signs and physical condition</i> in accordance with accepted practice.</p> <p>Element 2: Apply basic first aid techniques</p> <p>2.1 Provide <i>first aid management</i> in accordance with established first aid procedures and available resources and equipment</p> <p>2.2 Monitor casualty's condition and respond to the casualty's condition in accordance with accepted <i>first aid</i> principles and enterprise guidelines</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 performing basic first aid procedures 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 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation. <p><i>Physical hazards</i> may include:</p> <ul style="list-style-type: none"> • Workplace hazards, e.g. Machinery, vehicles, environment • Hazards associated with casualty management processes, such as being bitten, confused casualty becomes violent 	

<p>2.3 Seek <i>first aid assistance</i> from others in a timely manner as appropriate</p> <p>2.4 Record accidents and injuries in accordance with enterprise procedures.</p> <p>Element 3: Communicate details of the incident</p> <p>3.1 Request appropriate medical assistance using the most relevant and appropriate communication mechanism</p> <p>3.2 Convey <i>details</i> of casualty's condition and first-aid management activities accurately to emergency services or relieving personnel</p> <p>3.3 Prepare reports to supervisors in a timely manner, presenting all relevant facts according to enterprise guidelines.</p>	<ul style="list-style-type: none"> • Bodily fluids • Risk of further injury to the casualty. <p><i>Casualty's vital signs and physical condition</i> are managed for:</p> <ul style="list-style-type: none"> • Response, i.e. Conscious or unconscious • Airways, i.e. Blocked, likely to become blocked • Breathing, e.g. Regular, irregular, possible problem with lungs • Circulation, e.g. Pulse, heart-beat is strong/ weak, or racing pulse • Possible neck or back injury • Shock • Allergic reaction/s • Bleeding. <p><i>First aid management</i> may include:</p> <ul style="list-style-type: none"> • Management of external bleeding and shock • Management of minor wounds and infection control • Management of venomous bites and stings/poisons/allergic reactions, including anaphylaxis • Management of fractures • Management of head and spinal injuries • Management of airways including asthma. <p><i>First aid</i> may include:</p> <ul style="list-style-type: none"> • Resuscitation techniques • CPR technique • Bleeding and wound care • Burns and scalds care
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- Infection control
- Bandaging/splinting.

Seek first aid assistance may include:

- Obtaining co worker support
- Obtaining support from designated first aider
- Requesting emergency services (ambulance) assistance
- Requesting medical assistance.

Details may relate to:

- Casualties conditions
- Location
- Assistance provided
- Number of casualties
- Assistance required.

Assessment Guide

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

- Knowledge of enterprise policies and procedures in regard to administering first aid
- Knowledge of enterprise policies and procedures in regard to completing records of first aid
- Ability to apply the basic principles of administering first aid
- Ability to carry out necessary procedures to manage a life-threatening situation.

Linkages To Other Units

This is a core unit that underpins effective performance in all other units; combined training and assessment may be appropriate.

Critical Aspects of Assessment

	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • Demonstrated ability to take care of an unconscious person including CPR and resuscitation techniques • Demonstrated ability to apply first aid casualty management principles, assessing and minimizing danger, maintain the casualty's airway, breathing and circulation • Demonstrated ability to handle a casualty safely and prevent further injury • Knowledge of first aid management techniques. <p>Context of Assessment</p> <p>This unit may be assessed on or off the job:</p> <ul style="list-style-type: none"> • Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge • Assessment must relate to the individual's work area or area of responsibility • Assessment must include demonstration of CPR and resuscitation techniques. <p>Resource Implications</p> <p>Training and assessment to include access to a real or simulated workplace that has first aid equipment and dummies for resuscitation and CPR; and access to workplace standards, procedures, policies, guidelines, tools and equipment.</p> <p>Assessment Methods</p> <p>The following methods may be used to assess competency for this unit:</p> <ul style="list-style-type: none"> • Case studies • Observation of practical candidate performance
	<ul style="list-style-type: none"> • Oral and written questions • Portfolio evidence • Problem solving • Role plays

- 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 analysing information	2	Apply knowledge and skills to treat casualty
Communicating ideas and information	2	Communicate with casualty, bystanders and medical staff in emergency situations
Planning and organizing activities	2	Plan treatment and organize for follow up treatment to be administered by more advanced first aiders, emergency services staff, medical staff, etc.
Working with others and in teams	2	Work with other first aid providers, emergency services staff and bystanders
Using Mathematical ideas and techniques	-	
Solving problems	2	Respond to emergency to prevent further injury or complications arising
Using technology	1	Utilize resources contained within basic first aid kit