Hospitality

**Mandatory Focus Area: Safety**

Welcome.

This module will assist you to review and revise content in the area of ‘Safety’ in the NSW HSC Hospitality syllabus.

The unit of competency associated with the mandatory focus area ‘Safety’ in Hospitality is [SITXWHS001 Participate in safe work practices](http://training.gov.au/Training/Details/SITXWHS001).

The full scope of learning appears in ‘HSC Focus Areas’.

This module is broken up into:

* Important notes
* Key terms and concepts
* Activities
* Putting the theory into practice
* HSC Focus Areas

How to use the resource

Work through the notes and the suggested activities in any order. Great revision techniques include working through how a problem is solved, explaining the concept, testing yourself and retrieving information from your memory. Spread your revision over a number of sessions rather than sitting at one subject for lengthy periods.

Discuss your responses with your teacher, fellow students or an interested family member.

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# Important Notes

There are separate examination papers for ‘Kitchen Operations and Cookery’ and ‘Food and Beverage’.

The mandatory focus area content is the same for ‘Kitchen Operations and Cookery’ and ‘Food and Beverage’.

You should use the information in this module as a prompt and guide when revising your **study notes** or **text-book information** or **other resources** provided by your teacher.

### Importance of keeping up to date

If you are working or wishing to work in the hospitality industry, it is important to be up to date with current with industry information. Even people who have had long careers in the hospitality industry need to keep up to date with current trends and changes in the industry. This is because currency helps to:

* maintain professionalism
* ensure quality service
* better promote products and services
* improve working relationships.

For instance, in the day-to-day activities of a hospitality enterprise, an up to date employer can implement current legislation, a chef may prepare menus that reflect the latest food trends and the concierge will be aware of local attractions to inform guests.

Having an up to date knowledge of the hospitality industry is also important for the Higher School Certificate examination. Students are expected to use correct industry terminology, give detailed industry examples and demonstrate understanding of current issues affecting the industry.

### Other useful links

The [FairWork website](https://www.fairwork.gov.au/) is a federal government site outlining the latest information on workplace relations legislation and explaining options for employment, such as awards and workplace agreements.

The [Australian Hotels Association website](http://aha.org.au/) provides information about current hospitality industry issues and trends, as well as information and support for employers and employees in the hospitality industry.

The [Accommodation Association website](https://www.aaoa.com.au/) provides current hospitality industry trends and is a support for employers and employees in the hospitality industry, providing information on current issues.

[ClubsNSW](https://www.clubsnsw.com.au/) provides current information on current issues affecting clubs such as workplace relations and licensing.

The [Restaurant and Catering Association of Australia](http://rca.asn.au/rca/) provides information on current trends and issues in restaurants and catering as well as information on careers in restaurants and catering.

The [Liquor, Hospitality and Miscellaneous Union website](https://www.lhdunitedvoice.org/) provide support to hospitality employees with information on current workplace relations issues.

The [Australian Council of Trade Unions Worksite website](https://www.actu.org.au/about-the-actu/the-actu-network) (ACTU) provides information on the roles of unions, as well as information and case studies on award conditions, workplace agreements, work experience and workplace legislation.

The outcomes of the HSC Hospitality mandatory focus area ‘**Safety**’ require that the student:

* demonstrates an understanding of work health and safety (WHS) compliance, participation and consultation in the hospitality industry
* explains workplace policy, procedures and practices that ensure the safety of the hospitality worker and their colleagues and customers
* describes security policy and procedures for a hospitality work environment
* applies risk management in a hospitality workplace
* proposes appropriate responses to emergency situations

The unit [SITXWHS001 Participate in safe work practices](https://training.gov.au/Training/Details/BSBWOR203)  describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices

Make sure you review all aspects of the HSC Focus Area as described at the end of this module.

# Key terms and concepts

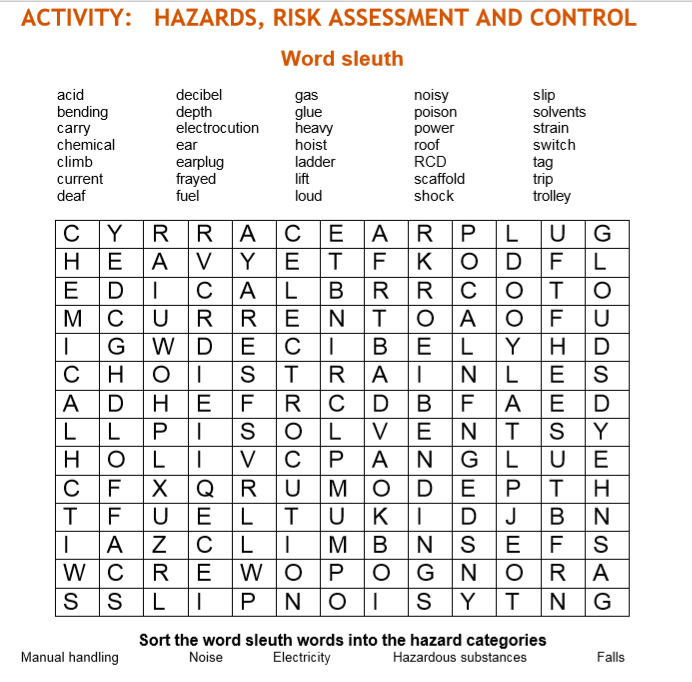
You can use the following information to revise the key terms and concepts from this unit of competency. Perhaps you could:

* Copy the table into your own file, remove all the key terms, then fill in the blanks (without peeking at the original file) with your own answers.
* Copy the table into your own file and remove the definitions. Write a definition in your own words – it doesn’t have to word perfect but should show you understand the concept.
* You could add an example of this term or concept relevant to the Hospitality environment. If the key term was ‘hazard’ your Hospitality example might be  
  ‘the use of dangerous chemicals or boiling liquids for cleaning can be hazardous’.

|  |  |
| --- | --- |
| Key term or concept | and Definition |
| Breach | Failure to follow requirements. | |
| Bullying | Workplace bullying is repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Examples include abusive or offensive language or comments, aggressive and intimidating behaviour, belittling, or humiliating comments, practical jokes or initiation and/or unjustified criticism or complaints. | |
| Compensation | The cost of workplace injuries is enormous to our society through both compensation monies and lost production time. Compensation monies may be paid to make up for someone's loss, damage, or injury, giving the injured party an appropriate benefit. | |
| Consultation | Consultation is a statutory requirement of most WHS legislations around the world. The aim is to gather information from all stakeholders in the organisation and allow effective participation in the establishment of meaningful health and safety policies and procedures. | |
| Control measures | The steps required to keep a hazard from causing injury, illness and/or damage. | |
| Dangerous goods | Dangerous Goods are substances or articles that are hazardous to people and property. They may be explosives, gases, chemicals, flammable solids or liquids or toxic substances. | |
| Duty of care | The legal and general obligation and responsibility expected of a person to protect themselves and others from harm in the workplace | |
| Emergency | An emergency is an incident or a situation which endangers, or may endanger, the health, safety and welfare of persons in the workplace, and which requires urgent action to control. | |
| Emergency Plan | An emergency plan is a written set of instructions that outlines what workers and others at the workplace should do in an emergency. | |
| Emergency services | Public services that deal with emergencies, such as the police, fire fighters, ambulance and medical response units | |
| Ergonomic | The design of equipment and environment to be safe, comfortable and productive for human use | |
| Evacuation | All organisations and businesses must have an Emergency Evacuation Plan that guides people inside the building, out to an assembly area, as quickly as possible. Procedures for fire and other emergencies should always include provisions for the evacuation of people including those with a disability. It is compulsory by law to have evacuation diagrams at relevant places. | |
| Feedback | Response to a query or reaction to something, used to facilitate future discussions and decisions. | |
| Food handling procedures | The skills and tasks needed to handle food safely | |
| Food poisoning | Illness occurring when a person ingests contaminated foods or beverages | |
| Harassment | Harassment can be against the law when a person is treated less favourably on the basis of certain personal characteristics, such as race, sex, pregnancy, marital status, breastfeeding, age, disability, sexual orientation, gender identity or intersex status. Harassment can include behaviours such as: telling insulting jokes about particular racial groups; sending explicit or sexually suggestive emails or text messages; displaying racially offensive or pornographic posters or screen savers; making derogatory comments or taunts about someone’s race; asking intrusive questions about someone’s personal life, including his or her sex life. | |
| Hazard | Standards Australia defines a hazard as ‘a source or a situation with the potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.’ | |
| Hazard identification | Recognising the risk of an item or situation that may lead to a potential accident or harm to a person | |
| Health | Includes both physical and psychological health. | |
| Health and Safety Representative | A worker who has been elected by their work group under the WHS Act to represent them on health and safety matters. | |
| Hygiene | Clean and sanitary conditions that promote health and safety | |
| Industry Safety Guidelines | These are developed with a particular industry to provide safety advice relevant to that industry. In Hospitality in Australia, for example, safety guidelines have been developed by SafeWork NSW and other industry organisations. | |
| Legislation | The making of laws, rules or standards by parliament, which are enforceable by the legal court system  The NSW Work Health and Safety Act 2011 (WHS Act) and the NSW Work Health and Safety Regulation 2017 (WHS Regulation) define the obligations both employers and workers have to health and safety in the workplace. The WHS legislation is supported by a Compliance policy and prosecution guidelines, which supplements the National compliance and enforcement policy. | |
| Managing risk | A process set out in the WHS regulations to eliminate health and safety risks so far as is reasonably practicable, or if this is not reasonably practicable, minimise the risks so far as is reasonably practicable. Includes identifying hazards, assessing and implementing control measures, and reviewing and maintaining the control measures to ensure ongoing effectiveness. | |
| Manual Handling | Any activity where the use of force physically, by a person, is exerted to push, pull, lift, lower, extend, restrain, carry, move or hold a stationary or moving, or animate or inanimate object. | |
| Mental health | A person’s mental health affects how they feel, think, behave and relate to others. | |
| Noise | Usually rated in decibels (dB), noise is the phenomena associated with sound pressure on the human ear drum. | |
| Occupational Overuse Syndrome (OOS) | Sometimes referred to as repetitive strain injury (RSI), OOS is a malady affecting bones, muscles, and ligaments, usually arising from repetitive stressing of those body parts, such as repetitive movement. It can be exacerbated by such mental pressures as dislike of the task, or pressure to get the job finished. | |
| Pain and suffering | ‘Pain and suffering’ is the legal term for the physical and emotional stress caused from an injury. | |
| Participation | Participation is the act of sharing in the activities of a group, encouraging involvement and engagement and action. The Work Health and Safety Act aims to provide for fair and effective workplace representation, consultation, co-operation and issue resolution in relation to work health and safety. | |
| PCBU | A PCBU is an umbrella concept which intends to capture all types of working arrangements. A ‘person conducting a business or undertaking’ (PCBU) might be a company, a partnership conducting a business, an unincorporated body or association, a sole trader or self-employed person. | |
| Personal hygiene | Factors that maintain positive, clean personal care and health of a person | |
| Personal Protective Equipment (PPE) | Equipment and clothing items designed to protect the user from potential hazards or injuries whilst doing a task at work. PPE includes such things as hats and hair nets, aprons, gloves, overalls, safety shoes and boots, eye and face protection such as goggles, face shields and masks; ear protection such as ear-muffs and ear plugs and breathing equipment | |
| Pest control | Actions designed to control and eradicate pests and vermin from workplaces | |
| Productivity | A link has been identified between WHS and productivity. Poor work, health and safety has been linked to lower levels of workplace productivity and performance. | |
| Repetitive Strain Injury (RSI) | An injury caused by stress of repeated movements. Also called Occupational Overuse Injury |
| Reporting | WHS reporting, like any other business intelligence, needs to provide management with relevant, robust and timely information that can inform the decisions that influence ongoing business performance. Reporting of incidents and concerns contributes to a safe workplace. | |
| Representation | The Work Health and Safety Act (the WHS Act) aims to provide for fair and effective workplace representation, consultation, co-operation and issue resolution in relation to work health and safety. Worker representation provides a means for facilitating consultation, involving workers and giving them a voice in health and safety matters. | |
| Risk | The likelihood of a hazard becoming a danger. The possibility that harm (death, injury, illness) might occur when exposed to a hazard. | |
| Risk management | The holistic approach to looking after health, safety and welfare of all people; a systematic process for addressing hazards in the workplace. | |
| Safe Work Practices | These include identifying potential hazards, training and inducting staff, ensuring all staff use the appropriate Personal Protective Equipment and ensuring that all equipment is properly maintained | |
| Safety Data Sheet (SDS) | The (Material) Safety Data Sheet is a document that describes the chemical and physical properties of a material and provides advice on safe handling and use of the material. | |
| SafeWork NSW | A state authority that manages workplace safety, injuries and incidents and compensation | |
| Significant Injury | Sometimes called ‘serious injury’ or ‘notifiable injury’, generally a significant injury is any injury likely to lead to a person being unable to perform their pre-injury functions for seven days or more. | |
| Standard Operating Procedures (SOP) | A set of step-by-step instructions compiled by an organisation to help workers carry out complex routine operations | |
| Visitor | Basically, under the conditions of the WHS Act, a visitor is considered to be anyone who is not doing ‘work’ on behalf of the organisation, sometimes described as ‘others’. This will include door-to-door salespeople, relatives, and friends of employees, and so on. | |
| WHS Policies and Procedures | WHS policies and procedures outline the requirements for complying with both external and internal WHS compliance requirements. | |
| Work Health and Safety (WH&S) | Legislation, policies, procedures and activities that aim to protect the health, safety and welfare of all people at the workplace | |
| Work Health and Safety Act 2011 | A balanced and nationally consistent legal framework to secure the health and safety of workers and workplaces. |
| Work Health and Safety Committee | PCBU/ PCBU and worker representatives participate in a group to review, advise and recommend on health, safety and security issues in a workplace | |
| Work Health and Safety Management System | A system that includes all the programmes, policies, procedures, organisational structures, planning activities, responsibilities, processes, practices and resources for developing, implementing, achieving, reviewing and maintaining the Work Health and Safety of all persons in, or affected by, the workplace. | |
| Work Health and Safety Regulation 2017 | The regulations currently in place that apply to Work Health and Safety in all NSW workplaces | |
| Worker/employee | A person who performs work for a PCBU. | |
| Worker’s responsibilities | All workers are responsible for the WHS impact of their own actions. They also have a duty to make sure their work is carried out in line with WHS procedures and any applicable legislation. More specifically, workers must take reasonable care for their own health and safety. | |
| Workers Compensation | Payments required by law for an injury to a worker for compensation for a work related injury | |
| Workplace hazards | An item, condition, event or situation that could lead to a potential accident or harm | |

# Activities

1. Watch the four minute video clip from [SafeWork](https://www.safework.nsw.gov.au/home) explaining [how to reduce sprains and strains at your workplace](https://www.safework.nsw.gov.au/hazards-a-z/manual-tasks).
   1. Identify the five steps suggested and provide examples of each.
   2. What are the benefits to an organisation? Think beyond ‘fewer accidents’.
2. The [NSW Work Health and Safety Act 2011](https://www.legislation.nsw.gov.au/#/view/act/2011/10) (WHS Act) and the [NSW Work Health and Safety Regulation 2017](https://www.legislation.nsw.gov.au/#/view/regulation/2017/404) (WHS Regulation) define the obligations that both employers and workers have to health and safety in the workplace.   
   List at least five obligations of the employer and at least five obligations of the employee.
3. Access [SafeWork Australia](https://www.safeworkaustralia.gov.au/electrical-safety) and answer the following questions:
   1. How many workers died as a result of contact with electricity between 2003 and 2015?
   2. What was the main cause of these deaths?
   3. Which industry appears the riskiest for electrical deaths? Does this mean you only have to take care if you work in this particular industry? Why would you need to take greater care?
   4. What types of equipment involve greater risk to workers? What electrical equipment is of concern in a Hospitality environment?
   5. Explain ‘inspect, test, tag’.
4. [**SmartMove**](https://smartmove.safetyline.wa.gov.au/certificate/) is a Work Health and Safety online educational program for senior high school students and young workers entering the workforce for the first time. Registering to use the resources and quizzes and work towards achieving a SmartMove Certificate is **free** and only takes a few minutes. Access [SmartMove](https://smartmove.safetyline.wa.gov.au/about/) and undertake the ‘General’ and ‘Hospitality and Tourism’ modules.
5. Research the following from [SafeWork NSW](https://www.safework.nsw.gov.au/legal-obligations/worker-obligations) and make notes explaining:
   1. Consultation (scroll down to this heading)
   2. A fair and just workplace
   3. Your safety responsibilities as a worker
6. Click on the link to SafeWork NSW to research [Top causes of injury](https://www.safework.nsw.gov.au/your-industry/accommodation-and-food-services) and answer the following.
   1. List the four common causes of injuries in hospitality.
   2. Why are these significant safety risks in this industry?
   3. Choose three of the common hazards listed and prepare around 50 words summarising the problem and the solution to each.
7. Have a break by completing this activity – find the words, then sort them into the five categories listed at the bottom. You may need to print this page.



1. Find examples of the type of [safety signs](https://www.australiansafetysigns.net.au/) you would see **in a Hospitality environment**. Try to find at least three in each category. Look for signs which:
2. indicate you must **not** do something (prohibition/stop signs: white background, red circle with cross bar)
3. warn you of a danger (caution signs: yellow background, black symbol)
4. provide emergency information (green and white)
5. indicate what you must do (mandatory signs: circle with a blue background and white symbol)
6. Describe how you could implement **control measures** when using chemicals. Refer to these [General Requirements](https://www.safework.nsw.gov.au/hazards-a-z/hazardous-chemical/general-requirements) from SafeWork NSW.

1. Construct a chart with the following headings, showing the [safe level of exposure](https://www.noisehelp.com/noise-dose.html) for various decibels. Find [examples](https://www.safeworkaustralia.gov.au/noise) between 0 and 140 dB. Add lines to the table by pressing ‘tab’ in the last box of the table.

**Safe levels of exposure**

|  |  |  |  |
| --- | --- | --- | --- |
| Sound pressure level | Example of sound source | Safe exposure time | Hearing protection measures |
| 85 dB | Front end loader | 8 hours |  |

1. The Department of Industry, Innovation and Science provides guidance on how to [manage risks in the workplace using a systematic process](https://www.business.gov.au/risk-management/health-and-safety/how-to-make-your-workplace-safer).
   1. Provide a definition for each step in the process.

**A systematic process for managing risks in the workplace**

|  |  |
| --- | --- |
| Step in the process | Definition |
| Identify hazards |  |
| Assess risks |  |
| Control risks |  |
| Review control measures |  |
| Record and report safety issues |  |
| Support return to work |  |
| Make your workplace healthier |  |

* 1. The same government department lists examples of [WHS in accommodation](https://www.business.gov.au/Planning/Industry-information/Accommodation-and-food-services-industry) and food services industry. Scroll down to ‘workplace health and safety’. Choose two and give examples relevant to your course.

1. SafeWork Australia has produced a [Model Code of Practice: How to manage work health and safety risks](https://www.safeworkaustralia.gov.au/book/model-code-practice-how-manage-work-health-and-safety-risks). Investigate:
2. Who has a duty in managing work health and safety risks? (1.1)   
   Hint: 5 dot points.
3. What are the four steps in risk management (1.2)?
4. List the hierarchy of control measures **from highest** level of protection and reliability, **to** **lowest** (4.1)
5. What is the difference between a risk and a hazard? Provide two examples of risks and two examples of hazards in Primary Industries.
6. Find at least five **examples** of risk control measures (4.1) to add to your mind map (at the end of this module). Make sure you understand ‘substitution’, ‘isolation’, ‘engineering controls’, ‘administrative controls’ and ‘PPE’.
7. Match the two halves of each sentence.   
   Draw a line between each or write (or cut and paste) the correct sentences, in full, below the table.

|  |  |
| --- | --- |
| Match the sentence parts |  |
| An employer | is the responsibility of an employer. |
| Hazards | law must provide workers with training and supervision and a safe and healthy workplace. |
| Safety Signs | employers and employees to consult and cooperate (work together) to make their workplace safe. |
| The title of the NSW safety legislation (laws) that protect workers is | should follow safety procedures, work safely and not put the safety and health of others in the workplace at risk. |
| The control of hazards | warn people of danger and provide safety information. |
| NSW safety and health laws encourage | The NSW Work Health and Safety Act 2011 (WHS Act) and the NSW Work Health and Safety Regulation 2017 (WHS Regulation). |
| An employee (worker) | is available from SafeWork NSW. |
| Information on safety and health at work | must be controlled by the employer, manager or supervisor. |

1. Sort the following hazards into one of the four categories listed in the table below. You can add an extra line to a table by pressing ‘tab’ in the last box of the table.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Hazards |  |  |  |  |
| hot oil | bleach | sharp knives | intoxicated customer | fatigue |
| overflowing garbage area | bullying by a colleague | insufficient disposable gloves | changes in the workplace | working short staffed |
| faulty equipment | steam | cleaning agents | rotting food | angry boss |
| broken glass | detergent | slippery wet floor | no lunch break | dim lighting |

|  |  |  |  |
| --- | --- | --- | --- |
| Chemical | Physical | Biological | Psychological |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

1. Indicate if the following statements are True or False.

|  |  |  |
| --- | --- | --- |
| Statement | True | False |
| The term “Manual Handling” refers to the security and handling of workplace procedure manuals |  |  |
| Chemicals should be stored separately, away from food and paper goods. |  |  |
| All injuries at work, even small cuts and minor sprains, should be reported and recorded. |  |  |
| The Work Health and Safety Regulation 2017 (WHS Regulation) is the overriding legal act covering workplace safety in NSW. |  |  |
| WorkCover inspectors can visit worksites, issue improvement notices, and on the spot fines. |  |  |
| Duty of Care is the duty of all PCBUs to be careful at work. |  |  |
| Safety concerns, faulty equipment and accidents should be verbally reported and discussed later at the next staff meeting |  |  |
| Staff must provide all their own protective clothing and equipment. |  |  |
| A Work Health and Safety committee should meet regularly at every workplace. |  |  |
| Workers need to report any safety breaches, accidents, concerns or incidents. |  |  |

1. Consider the following two Hospitality environments. For each one, develop a list of three safety topics to be discussed at a WHS Safety meeting.



This [commercial kitchen](https://commons.wikimedia.org/wiki/File:Guy_Fieri%27s_Vegas_Kitchen_(24053270345).jpg#/media/File:Guy_Fieri's_Vegas_Kitchen_(24053270345).jpg) [file](https://commons.wikimedia.org/wiki/File:Guy_Fieri%27s_Vegas_Kitchen_(24053270345).jpg#/media/File:Guy_Fieri's_Vegas_Kitchen_(24053270345).jpg) is licensed under [CC BY-SA 2.0](https://creativecommons.org/licenses/by-sa/2.0)



[Seating and kitchen](https://commons.wikimedia.org/wiki/File:Wursthall_seating_and_kitchen.jpg#/media/File:Wursthall_seating_and_kitchen.jpg) accessed from commons.wikimedia [Public Domain](https://commons.wikimedia.org/wiki/File:Wursthall_seating_and_kitchen.jpg)

1. Access websites <http://www.whitecardsafety.com/fire-safety.html> and <https://www.fireequipmentonline.com.au/6-fire-extinguisher-classes-in-australia> to complete the following:

| Fire is a chemical reaction requiring what three components? |
| --- |
|  |
|  |
|  |
| The way to extinguish a fire is to remove any, or all, of the components of the fire triangle. List four: |
|  |
|  |
|  |
|  |
| The type of alarm needed can range from a simple shout of 'fire', to sophisticated automatic systems. Whatever system is chosen, make sure it: |
|  |
|  |
|  |
| There are six classes or types of fires in Australia. List them below providing an example and indicating what extinguishing agent should be used on each. |
| Class A |
| Class B |
| Class C |
| Class D |
| Class E |
| Class F |

1. Fill in the blanks, using the words provided.

|  |  |  |  |
| --- | --- | --- | --- |
| Use these words |  |  |  |
| effective | communication | implementing | frequency |
| hazardous | earliest | instructions | activity |
| emergency | procedures | storage | workers |

[**What is an emergency plan?**](https://www.safeworkaustralia.gov.au/system/files/documents/1702/emergency_plans_fact_sheet.pdf)

An emergency plan is a written set of ( ) that outlines what ( ) and others at the workplace should do in an ( ). An emergency plan must provide for the following:

* emergency procedures, including: an ( ) response to an emergency
* evacuation ( )
* notifying emergency service organisations at the ( ) opportunity
* medical treatment and assistance, and
* effective ( ) between the person authorised to coordinate the emergency response and all people at the workplace
* testing of the emergency procedures—including the ( ) of testing, and
* information, training and instruction to relevant workers in relation to ( ) the emergency procedures.

**What types of emergencies should be covered?**

The types of emergencies to plan for may include fire, explosion, medical emergency, rescues, incidents with ( ) chemicals, bomb threats, armed confrontations and natural disasters.

The emergency plan should be based on a practical assessment of hazards associated with the work ( ) or workplace, and the possible consequences of an emergency occurring as a result of those hazards. External hazards should also be considered in preparing an emergency plan, for example a chemical ( ) facility across the road.

In developing the plan, consideration should be given to the application of all relevant laws, including public health ( ) (for example, workplaces that are also public places) and state or territory disaster plans.

1. Select the correct word from the following list and fill in the blank spaces in the case study below.

|  |  |  |  |
| --- | --- | --- | --- |
| Use these terms |  |  |  |
| emergency services | duty of care | fire blankets and extinguishers | The Work Health and Safety Act 2011 |
| chemicals | evacuation | hazards | emergency |
| jewellery | first aid | staff handbook | disposable |
| safety | workers | buddy | induction |

It was Jin’s first day of work at The Green Teahouse. Lee, the owner greeted her at 8.00am.

Before starting work in the kitchen Lee had organised an ( ) session. The training session started with Lee explaining ( ) as being the law that dealt with workplace ( )

Lee explained both PCBUs and ( ) shared ( ) responsibilities to keep everyone safe.

Next, Lee showed Jin some of the ( ) that could possibly cause her harm. These included ( ) knives and sharp blades, hot surfaces and liquids.

Safe work procedures were explained, to minimise any risk to Jin. Lee explained what Jin should do in ( ) situations. The contact details for ( ) were on a sign next to the phone. Fire exits, ( ) were pointed out to Jin. Plans for ( ) were on the walls. Jin was shown where the ( ) kit was located.

Later Jin watched a kitchen safety DVD and received a ( ) outlining her role and responsibilities, code of conduct, and safe work procedures. Jin noted that minimal ( ) was to be worn, and she needed to wear ( ) gloves when handling food.

Jin worked alongside David, her work ( ) for the first few days. David introduced her to the rest of the staff at the staff meeting.

1. Case Study questions:
   1. Did Jin’s induction session meet the PCBU’s legal responsibility under The Work Health and Safety Act 2011 (NSW) (as amended)?  
      Explain your answer.
   2. How did the induction session prepare Jin to work safely in the kitchen?
2. Consider some common causes of injuries in the hospitality workplace. Outline the causes and the steps you can take to prevent these injuries. As you add dot points the table will grow.

|  |  |  |
| --- | --- | --- |
| Type of injury | Common causes | How to prevent these injuries |
| Cuts | * Knives | * Use the correct knife for the task |
| Slips, trips, falls |  |  |
| Burns and scalds |  |  |
| Manual handling pain |  |  |
| Chemical exposure |  |  |

# Putting the theory into practice

The following questions are from [past years’ NSW HSC examination papers](https://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/resources/hsc-exam-papers) for this subject. HSC exams are intended to be rigorous and to challenge students of all abilities. To better understand a question, you should look for key words and identify the aspect of the course to which these relate. You are then in a position to formulate your answer from relevant knowledge, understanding and skills.

There are separate examination papers for ‘Kitchen Operations and Cookery’ and ‘Food and Beverage’. The mandatory focus area content is the same for each course of study.

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## Multiple Choice

1. What shape and colours are used on protective equipment safety signs?
   1. Blue circle, white symbol
   2. Yellow triangle, black symbol
   3. Green rectangle, white symbol
   4. Red circle, black symbol
2. How should a hospitality establishment comply with the requirement to identify damage, wear and faults in electrical equipment?
   1. Daily cleaning
   2. Electrical tagging
   3. Routine inspection
   4. Electrical stocktake
3. An employee experiences ongoing stress after witnessing an accident involving a colleague in the workplace.

What type of cost is this to the individual?

* 1. Economic
  2. Human
  3. Organisational
  4. Social

1. What is the first-aid treatment for a steam burn?
   1. Apply an ice pack.
   2. Place burn under cold running water.
   3. Place burn under warm running water.
   4. Apply a rotation of ice and cold water.
2. Which organisation coordinates return-to-work strategies for injured workers?
   1. SafeWork NSW
   2. NSW Fair Trading
   3. Hospitality Trade Union
   4. Workers Compensation Commission
3. Which of the following requires a safety data sheet (SDS) in a hospitality establishment?
   1. Seafood
   2. Vinegar
   3. Citrus fruits
   4. Coffee beans
4. A worker observes a spark when unplugging electrical equipment. How is this event categorised?
   1. Accident
   2. Breach
   3. Emergency
   4. Incident
5. Which procedure would be used to maintain security in a hospitality workplace?
   1. Evacuation
   2. First aid
   3. Key control
   4. Mediation
6. What is a work health and safety (WHS) code of practice?
   1. A document which details legal compliance requirements
   2. A standard operating procedure outlining how to carry out tasks
   3. A piece of legislation to ensure compliance within the workplace
   4. A guideline to ensure consistency of products, services and systems
7. How does a fire blanket extinguish a fire?
   1. It smothers the flames and limits oxygen available for the fire to burn.
   2. It smothers the flames and increases oxygen available for the fire to burn.
   3. It accelerates the flames and limits the oxygen available for the fire to burn.
   4. It accelerates the flames and increases the oxygen available for the fire to burn.

## Questions from Section II

These questions should be answered in the suggested number of lines (handwritten in the exam) as it gives a guide to the length of your response.

Plan out your answer and key points before you commence writing.

You may need to bring together knowledge from several areas of study/competencies to do justice to the answer.

Question 1

A customer who has been dining in a restaurant suddenly becomes confused and distressed. The customer starts wandering around the restaurant which disturbs other diners.

Describe the procedures that should be followed to respond to this incident. (4 marks)

Question 2

Explain the responsibilities of the Person Conducting Business or Undertaking (PCBU), the worker and the union in the implementation of work health and safety (WHS) requirements. (8 marks)

Question 3

* 1. Outline the role of Safe Work Australia. (2 marks)

* 1. Explain why employees may have restricted access to secured areas in a hospitality establishment. (3 marks)

* 1. Describe safe work practices for an individual working with hazardous substances in the hospitality industry. (5 marks)

## Questions from Section III

You will note that questions often require you to bring together knowledge from several areas of study/competencies to do justice to the answer. You should allow about 25 minutes for the question in Section III. Map out your answer using post-it notes or a sheet of paper before you start.

There will be one question in Section III, usually made up of several parts totalling 15 marks. This question may be contextualised to the course of study. Compare the following then answer the appropriate question for your course of study.

**Example Question 1 (from Hospitality Food and Beverage exam paper)**

Answer part (a) of the question in a writing booklet.

* 1. Describe the effects of a current trend on the hospitality industry (5 marks)

Answer part (b) of the question in a SEPARATE writing booklet.

* 1. Justify the importance of using environmentally-friendly products and work practices when operating a coffee van at a local market. (10 marks)

**Example Question 2 (from Hospitality Kitchen Operations and Cookery exam paper)**

Answer part (a) of the question in a writing booklet.

* 1. Describe the effects of a current trend on the hospitality industry (5 marks)

Answer part (b) of the question in a SEPARATE writing booklet.

* 1. Justify the importance of using environmentally-friendly products and work practices when operating a food stall at a local market. (10 marks)

## Questions from Section IV

In the HSC –

* there will be one structured extended response question (15 marks)
* the question will have an expected length of response of around four pages of an examination writing booklet (approximately 600 words)

Your answer will provide you with the opportunity to:

* demonstrate knowledge and understanding relevant to the question
* communicate ideas and information using relevant workplace examples and industry terminology
* present a logical and cohesive response

You will note that these questions usually require you to bring together knowledge from several areas of study/competencies to do justice to the answer. You should allow about 25-30 minutes for a question in Section III and the same for Section IV of the exam.

**Question 1 (15 marks)**

Evaluate the impact of current and emerging technologies on operational duties and service delivery in the hospitality industry.

**Question 2 (15 marks)**

A large multi-department resort has taken on a number of new employees, each starting in a different department.

Explain the importance of training the new employees in relation to safe work procedures and practices.

# HSC Focus Areas

The HSC Content for this industry curriculum framework is organised into focus areas. Each focus area prescribes the scope of learning for the HSC. This is drawn from the associated units of competency.

Students undertaking the 240 indicative hour course from the Hospitality Curriculum Framework must address **all** the **mandatory focus areas plus one stream focus area**.

The Hospitality Curriculum Framework **mandatory** focus areas are:

* Hygiene
* Safety
* Working in the hospitality industry and workplace.

The Hospitality Curriculum Framework **stream** focus areas are:

* Food and Beverage
* Kitchen Operations and Cookery.

The scope of learning describes the breadth and depth of the HSC Content, the minimum content that must be addressed, and the underpinning knowledge drawn from the associated unit(s) of competency.

The unit of competency associated with the mandatory focus area ‘Safety’ in Hospitality is [SITXWHS001 Participate in safe work practices](http://training.gov.au/Training/Details/SITXWHS001).

**How to use the scope of learning for ‘Safety’**

* draw up your own mind map showing the connection between the various concepts listed; examples appear on the last page of this module
* use the key terms and concepts to add to your mind map
* add examples or case study prompts to show how the concept is applied in the Hospitality working environment

The following information is taken directly from page 29 ff ‘[Hospitality Curriculum Framework Stage 6 Syllabus for implementation from 20](https://educationstandards.nsw.edu.au/wps/wcm/connect/3780c279-9e7f-45d1-a498-94e425e860c4/vet-hospitality-11-12-syllabus-based-on-sitv12-2018-1.2.pdf?MOD=AJPERES&CVID=)19’ © [2019 NSW Education Standards Authority (NESA) for and on behalf of the Crown in right of the State of New South Wales.](https://educationstandards.nsw.edu.au/wps/portal/nesa/mini-footer/copyright)

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| **work health and safety (WHS)** |
| * meaning of health, safety and security |
| * implications of the cost of workplace injury: * human * social * economic * organisational |
| * acknowledge that WHS is everyone’s responsibility in the workplace and the implications of this responsibility |
| * concept of ‘participation’ and ‘consultation’ in relation to WHS |
| * primary role/function of key bodies involved in WHS: * SafeWork NSW * Safe Work Australia * local councils * unions * professional associations |
| * internal and external sources of workplace WHS information |
| * importance of acting within scope of responsibility/level of authority in relation to WHS in the workplace: * taking initiative * problem-solving * decision-making |
| **WHS compliance** |
| * difference between an act, regulation, code of practice and standard (Australian, industry and workplace) |
| * purpose and intent of WHS legislation and codes of practice and their application to the hospitality industry and a hospitality workplace and job role: * WHS legislation:   + - *Work Health and Safety Act 2011* (NSW) (as amended)     - *Work Health and Safety Regulation 2011* (NSW) (as amended) * codes of practice related to:   + - hazardous substances and dangerous goods     - manual handling     - risk management     - WHS consultation |
| * WHS rights, duties and responsibilities of the person conducting a business or undertaking (PCBU), officer and worker (as defined in the legislation) |
| * consequences of failure to observe (non-compliance) WHS workplace policy and procedures and legislative requirements |

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| **WHS compliance cont/d** |
| * safety signs, symbols and barricades used in the hospitality industry and their use in the workplace: * legislative requirements * meaning of colour and shape * placement and positioning |
| * hospitality industry and workplace requirements for monitoring and reporting in relation to workplace safety |
| * describe how, when and to whom to report: * types of reports:   + - formal and informal     - written     - verbal * reporting to appropriate persons |
| * purpose and importance of monitoring and reporting |
| * application of workplace policy and protocols and regulatory requirements when recording and reporting in relation to WHS |
| **WHS consultation and participation** |
| * opportunities for workers to provide input into WHS consultation and participation processes: * formal and informal discussion * meeting * survey * training * WHS audit * WHS inspection |
| * requirements (including election/formation) of a health and safety committee or health and safety representative (HSR) and their role and responsibilities in the workplace |
| * role and responsibilities of relevant personnel in WHS consultation and participation: * PCBU * manager/supervisor/team leader * self * other workers * union |
| * importance of identifying and reporting: * WHS issues and concerns * workplace hazards * unsafe work practices * breaches of health, safety and security   and examples of each for the hospitality industry and workplace |

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| **risk management** |
| * difference between a hazard and a risk |
| * risk management and its application in the hospitality workplace: * hazard identification:   + - potential hazards to self, colleagues, customers and others typical to the industry     - range of hazards: * biological * human factors (self and others) * manual handling * materials * tools and equipment * work environment * work processes and practices * working with electricity and gas * risk assessment * risk control (hierarchy):   + - eliminate the risk     - minimise the risk: * substitution * modification * isolation * engineering control   + - other controls: * administration * safe work practices * personal protective equipment (PPE)   + - monitor and review |
| **safe work procedures and practices** |
| * safe work procedures and practices and their purposes, including: * WHS induction training * adherence to:   + - standard operating procedures (SOPs)     - work documentation     - work instructions     - workplace policy * selection, use and maintenance of PPE * manual handling techniques:   + - when working individually, in pairs and with a team: * bending and twisting * moving, lifting, carrying and placing items down * working with tools and equipment * loading and unloading * using mechanical aids/lifting equipment * undertaking repetitious tasks   + - recommended weight limits * ergonomics and posture:   + - correct placement of equipment     - sitting and standing positions     - task rotation     - use of adjustable furniture |
| **safe work procedures and practices cont/d** |
| * hazardous substances and dangerous goods:   + - correct handling, application, labelling, transport and storage     - safety data sheet (SDS) * tools and equipment:   + - selection appropriate to task/work activity     - pre-operational checks and correct use     - regular maintenance and correct storage     - electrical tagging * working with:   + - electricity     - liquid petroleum gas (LPG)     - inert gases * housekeeping:   + - clean-up procedures     - storage and disposal of waste     - consideration of WHS and the environment |
| * importance of safe work procedures and practices |
| * propose safe work procedures and practices for a hospitality workplace and job role |
| **security** |
| * potential breaches in security in a hospitality workplace |
| * workplace security policy and procedures in relation to: * cash * documents * equipment * keys/access pass * people:   + - staff     - customers     - others * records * stock/supplies * workplace/building:   + - secure areas     - general access areas |
| * strategies to deal with breaches in security |
| * reporting breaches in security to appropriate personnel |
| **incidents, accidents and emergencies** |
| * meaning of incident, accident and emergency |
| * a range of incidents, accidents and emergencies common to the hospitality industry |
| * distinguish between a manageable first aid situation and an emergency situation |

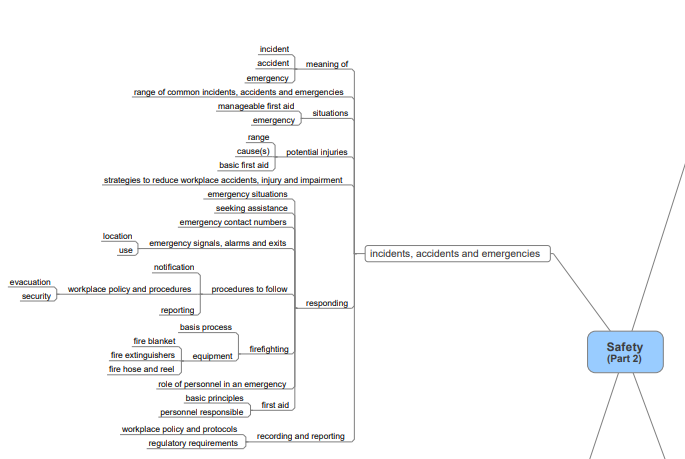
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| **incidents, accidents and emergencies cont/d** |
| * range of potential injuries common to the hospitality workplace, their cause(s) and basic first aid for these injuries |
| * strategies to reduce workplace accidents, injury and impairment |
| * responding to incidents, accidents and emergencies: * emergency situations * seeking assistance * emergency contact numbers * emergency signals, alarms and exits:   + - location     - use * procedures to follow:   + - notification     - workplace policy and procedures: * evacuation * security   + - reporting * basic process of fighting a fire and use of firefighting equipment:   + - fire blanket     - fire extinguishers     - fire hose and reel * role of personnel in an emergency * first aid:   + - basic principles     - personnel responsible |
| * application of workplace policy and protocols and regulatory requirements when recording and reporting in relation to incidents, accidents and emergencies |

Creating a mind map is a great way to organise your knowledge and understanding of the content of a topic.

You could use software such as a hierarchy chart, download ‘MindNode’ or similar or use a large sheet of paper (or several A4 sheets taped together)!

It is important to try to include all the detail you can, so add definitions, case studies or examples to prompt your memory. Include the information downloaded from the [unit of competency](#competency) and also from the [Scope of Learning](#Scope) and [Key Terms and Concepts](#terms).

Example of mind map being developed

[](https://educationstandards.nsw.edu.au/wps/wcm/connect/8b4af5c1-a4e9-48c7-9e4a-2ce6dc58fb7a/mind-map-vet-hospitality-stage-6-safety-part-1.pdf?MOD=AJPERES&CVID=)