

Basic Hospitality Operation (Occupational Health and Safety) Programme Details

Basic Hospitality Operations	
BHO-OHS1	Follow workplace hygiene procedures
BHO-OHS2	Follow health, safety and security procedures
BHO-OHS3	Provide First Aid

Programme Descriptor

This Programme equips individuals with the skills and knowledge required to follow health / hygiene, safety and security procedures and also following the provision of essential first aid in recognising and responding to emergency using basic life support measures through an initial response where first aid is required.

BHO-OHS1**Follow health, safety and security procedures**

Element	Performance Criteria	Competent	Not Yet Competent
1 Follow workplace procedures for health, safety and security	<p>1.1 Follow correct health, safety and security procedures in accordance with enterprise policy, relevant legislation and insurance requirements.</p> <p>1.2 Identify and promptly report breaches of health, safety and security procedures.</p> <p>1.3 Report any suspicious behaviour or unusual occurrences promptly to the designated person.</p>		
2 Deal with emergency situations	<p>2.1 Recognise emergency and potential emergency situations promptly and determine and/or take required actions within the scope of individual responsibility.</p> <p>2.2 Follow emergency procedures correctly in accordance with enterprise procedures.</p> <p>2.3 Seek assistance promptly from colleagues and/or other authorities where appropriate.</p> <p>2.4 Report details of emergency situations accurately in accordance with enterprise policy.</p>		

3 Maintain safe personal presentation standards	3.1 Ensure that personal presentation takes account of the workplace environment and health and safety issues including: appropriate personal grooming and hygiene appropriate clothing and footwear.		
4 Provide feedback on health, safety and security	4.1 Identify issues requiring attention. 4.2 Raise issues with the designated person(s) in accordance with enterprise and legislative requirements.		

Verification Details

Name of participant	
Signature of participant	
Date	
Name of Trainer	
Signature of Trainer	
Date	

Comments by Trainer

Comments by Trainee

BHO-OHS2 Follow workplace hygiene procedures

Element	Performance Criteria	Competent	Not Yet Competent
1 Follow hygiene procedures	1.1 Follow workplace hygiene procedures in accordance with enterprise standards and legal requirements. 1.2 Handle and store all items according to enterprise requirements and legal obligations.		
2 Identify and prevent hygiene risks	2.1 Identify potential hygiene risks promptly. 2.2 Take action to minimise or remove the risk within the scope of individual responsibility and in accordance with enterprise and legal requirements. 2.3 Report hygiene risks beyond the control of individual staff members immediately to the appropriate person for follow up.		

Verification Details

Name of participant	
Signature of participant	
Date	
Name of Trainer	
Signature of Trainer	
Date	

Comments by Trainer

Comments by Trainee

BHO-OHS3**Provide first aid**

Element	Performance Criteria	Competent	Not Yet Competent
1 Assess the situation	<p>1.1 Identify physical hazards and risks to personal and others' health and safety.</p> <p>1.2 Minimise immediate risks to self and casualty's health and safety by controlling hazards in accordance with occupational health and safety requirements.</p> <p>1.3 Assess the situation and decide on actions required, promptly.</p> <p>1.4 Seek assistance from appropriate others, as required and at the appropriate time.</p>		
2 Apply basic first aid techniques	<p>2.1 Assess the casualty's physical condition and visible vital signs.</p> <p>2.2 Provide first aid to stabilise the patient's physical and mental condition in accordance with enterprise policy on provision of first aid and recognised first aid procedures.</p> <p>2.3 Use available first aid equipment as appropriate.</p>		

3 Monitor the situation	3.1 Identify and notify back-up services appropriate to the situation. 3.2 Convey information about the patient's condition accurately and clearly to emergency services personnel or health professionals.		
4 Prepare required documentation	4.1 Document emergency situations according to enterprise procedures. 4.2 Provide reports which are clear, accurate and within required time frames.		

Verification Details

Name of participant	
Signature of participant	
Date	
Name of Trainer	
Signature of Trainer	
Date	

Comments by Trainer

Comments by Trainee

Key Competencies Guide

Key Competencies are an integral part of all workplace competencies.
The table below describes those applicable to this unit.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies	Level	Examples	
Collecting, Organising and Analysing Information	1	Accessing legislation and regulations about workplace health and safety Reading procedures and manuals for using equipment and doing various jobs	Responding to emergency situations requiring first aid interventions Deciding on actions and interventions within safe parameters
Communicating Ideas and Information	1	Explaining workplace health, safety and security requirements to colleagues and customers	Receiving, following and giving instructions to others Communicating with emergency services personnel and health professionals
Planning and Organising Activities	1	Assembling clothing, protective gear and equipment for particular jobs	Planning, organising and prioritising first aid activities
Working with Others and in Teams	1	Participating pro-actively in an occupational health and safety committee	Working co-operatively with emergency services personnel and health professionals Clarifying what is required in specific situations
Using Mathematical Ideas and Techniques	1	Measuring specified quantities and ratios of chemicals and other substances for safe use	Calculating dilution rates for antiseptics.
Solving Problems	1	Dealing with issues such as health, safety and security breaches or problems	Dealing with immediate hazards Assessing injuries
Using Technology	1	Using safety and security equipment such as fire extinguishers and alarms	Taking temperature

Target Audience

- Students' registered in Hospitality & Restaurant Management Programme
- Individuals seeking for a competency based outcome learning

Intended Class Size

Minimum: 15 participants per class

Maximum: 20 participants per class

Trainer-Trainee Ratio

Theoretical trainer 1

20 participants (maximum)

Practical trainer 1

Assessment Methodology

- Observation of group discussions
- Assignments
- Audio Visual Presentation
- Practical Demonstration
- Oral Verification

System and Process to Administer

- Each participant will have to submit their programme work / assignment / written project to the trainer for marking and assessment.
- At the end of the module, each participant will have to be assessed in oral, underpinning knowledge and practical by the trainer.
- Practical assessment will be carried out at the end of each relevant unit.
- Each participant must obtain a minimum of 90% attendance in order to be eligible for successful completion.

Award of Certificate

Candidates who have successfully completed and satisfied Attendance , programme work / assignment / written project and have been assessed Competent will be awarded a Statement of Attainment for respective modules , for progression into :-

- Basic Hospitality, Operations - Duration 480 hrs

The Basic Operations, leads into

- Intermediate in Hospitality, Supervision - Duration 480 hrs

The Intermediate in Hospitality, Supervision leads into

- Employability Skills Training - 1 year

- Candidates who have misplaced or lost their Statement of Attainment MUST proof documents of report from Police / Relevant Authorities, clearly stating the Commencement and Completion period of the respective Programme.
- A replacement fee of 1,500 Php/= will be levied