



Australian Government

Department of Education, Employment and Workplace Relations

THHGLE22A Manage risk

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to create, implement and monitor risk management strategies in a range of tourism and hospitality contexts. This role could be undertaken by different people depending upon the industry context (eg. tour guides, event managers, operations managers). This unit is very closely related to the unit THHGLE04B Establish and maintain a safe and secure workplace and care should be taken to avoid duplication in training and assessment. This unit equates to unit BSBMGT615A Manage risk in the Business Services Training Package.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Develop risk management strategies	<ul style="list-style-type: none">1.1 Identify and document risks for a specific environment to include levels of probability and likely impacts.1.2 Integrate the perspective of all stakeholders when identifying risks.1.3 Develop and document contingency plans and procedures for risk elimination, minimisation and monitoring in consultation with colleagues and other stakeholders.1.4 Develop and document communication and reporting mechanisms in relation to identified risks including accountability and incident reporting.1.5 Establish mechanisms for the training and education of relevant colleagues and stakeholders.1.6 Establish procedures for ongoing identification of risks.
2 Implement risk management strategies	<ul style="list-style-type: none">2.1 Monitor activities to identify potential risk on a continuous basis.2.2 Eliminate unacceptable risks wherever practicable in accordance with agreed strategies.2.3 Minimise risks that cannot be eliminated in accordance with agreed strategies.2.4 Monitor risks classified as low in accordance with agreed strategies.
3 Monitor risk management strategies	<ul style="list-style-type: none">3.1 Make evaluation of risk management a key component of all projects/activities.3.2 Analyse incidents that indicate a "near miss" and review strategies on each occasion.3.3 Feed information on risk management into the organisation's overall health, safety and security planning processes at timely intervals.

Required Skills and Knowledge

Not applicable.

Evidence Guide

Essential Knowledge and Skills to be Assessed

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

- types of risks that apply within a given industry sector or context
- legal requirements to be considered within a risk management context
- OH&S and environmental requirements in a given workplace
- relevant industrial awards and agreement that impact on risk management
- overall emergency plans that apply to a specific industry context or enterprise
- strategic, tactical and operational plans and their impact on risk management in a given context.

Linkages to Other Units

This unit has strong linkage to many other units and combined assessment and/or training is recommended. Examples include:

All event management units

THHGLE20B Develop and maintain the legal knowledge required for business compliance

THHGLE04B Establish and maintain a safe and secure workplace

THTFTG04B Co-ordinate and operate a tour

Critical Aspects of Assessment

Evidence of the following is critical:

ability to demonstrate a systematic approach to the identification of risks and the development of strategies to address those risks

knowledge of the types of risks of particular relevance to a given industry sector.

Context of Assessment and Resource Implications

Assessment must ensure:

development of risk management strategies for a nominated workplace, activity or project and implementation within the relevant fully operational commercial environment (eg. at an event location, on tour)

application of current industry guidelines, codes of practice and legislation in relation to risk management

involvement of colleagues and stakeholders in the consultation and education process.

Assessment Methods

Assessment methods must be chosen to ensure that ability to manage risk can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

evaluation of risk management strategies and procedures prepared by the candidate for a given workplace

evaluation of the implementation process through interviews with key stakeholders or review of reports

case studies and problem solving to assess application of knowledge to specific operations and situations

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

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

Key Competencies

Collecting, Organising and Analysing Information

For example:

Gathering information to conduct a risk management audit (3)

Communicating Ideas and Information

For example:

Educating colleagues about the importance of risk management (3)

Planning and Organising Activities

For example:

Developing systems and procedures to eliminate or minimise risk (3)

Working with Others and in Teams

For example:

Consulting with colleagues on the effectiveness of strategies (3)

Using Mathematical Ideas and Techniques

For example:

Calculating the probability of risks (2)

Solving Problems

For example:

Adjusting a long-established operational procedure to minimise risk (3)

Using Technology

For example:

Distributing regular risk management updates across the organisation (2)

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Range Statement

This unit applies to all tourism and hospitality enterprises. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances. For generic pre-employment training and assessment, a range of industry contexts must be addressed. Where the focus is sector or workplace specific, training and assessment must be tailored to meet particular needs.

Risks may include:

- health
- injury
- product failure
- damage to property or equipment
- industrial dispute
- professional incompetence
- natural disasters
- security failure
- system or equipment failure
- financial loss
- political events.

Specific environments may include any environment where workplace activities are undertaken including:

- offices
- kitchens
- bars and restaurants
- accommodation establishments
- event venues
- outdoor event venues
- natural environments
- grandstands
- mosh pits
- racecourses
- attractions and theme parks
- aquatic venues.

Stakeholders may include:

- customers
- colleagues
- suppliers/contractors
- athletes
- performers
- participants
- audience.

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Unit Sector(s)

Not applicable.