

<ul style="list-style-type: none"> UN sustainable development goals 		
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RISK MANAGEMENT SKILLS IN THE HOSPITALITY AND TOURISM INDUSTRY

UNIT CODE: TO/CU/TG/CC/04/4/A

RELATIONSHIP TO OCCUPATIONAL STANDARDS

This unit addresses the Unit of Competency: Demonstrate Risk Management Skills

DURATION OF UNIT: 30 hours

UNIT DESCRIPTION

This unit describes the competencies required to demonstrate risk management skills in hospitality and tourism industry. It involves identifying and categorizing risks, developing analysis of risks, implementing a risk management system, controlling and monitoring the implementation of a risk management system and preparing reports on risk management.

SUMMARY OF LEARNING OUTCOMES

1. Identify and categorize risks
2. Develop analysis of risks and risk control methods
3. Develop analysis of resource use
4. Implement risk management system
5. Monitor and evaluate implementation of risk management system
6. Prepare reports on risk management

LEARNING OUTCOMES, CONTENT AND METHODS OF ASSESSMENT

Learning Outcome	Content	Methods of assessment
1. Identify and classify risks	Theory: <ul style="list-style-type: none"> Sources of risks in hospitality and tourism industry Categories of risks in hospitality and tourism industry Risk management in relation to hospitality and tourism 	<ul style="list-style-type: none"> Observation Written Oral Third party report

2. Develop analysis of risks and risk control methods	<p>Theory:</p> <ul style="list-style-type: none"> • Considerations for risk management process and procedures in the hospitality and tourism industry • Risk management process • Risk management procedures • Risk control techniques for the hospitality and tourism industry • Analysis, evaluation and selection of sustainable risk management process, procedures and risk control techniques in the hospitality and tourism industry. <p>Practice:</p> <ul style="list-style-type: none"> • Develop risk management plan for hospitality and tourism industry. 	<ul style="list-style-type: none"> • Observation • Written • Oral • Third party report
3. Develop analysis of resources use	<ul style="list-style-type: none"> • Resources required for risk control methods • Quantity and nature of resources for risk control methods • Resource flow through different parts of the risk control methods 	<ul style="list-style-type: none"> • Observation • Written • Oral • Third party report
4. Implement sustainable risk management system	<p>Theory:</p> <ol style="list-style-type: none"> a. Development of a risk management implementation plan b. Mapping out the social-economic scope of the risk management implementation plan c. Identification of objectives of stakeholders 	<ul style="list-style-type: none"> • Observation • Written • Oral • Third party report • Case study report

	<p>d. Identification of activities of stakeholders</p> <p>e. Communication of the risk management implementation plan to stakeholders</p> <p>Practice:</p> <ul style="list-style-type: none"> • Implement risk management system (case study) 	
5. Monitor and evaluate implementation of risk management system	<p>Theory:</p> <ul style="list-style-type: none"> • Development of a risk management system monitoring and evaluation tools • Reviewing implementation plans • Monitoring and evaluating risk management responses: negative (threats) and positive(opportunities); high risk, medium risk and low risk • Monitoring and evaluating risk management implementation plan, procedures and risk control techniques in the hospitality and tourism industry <p>Practice:</p> <ul style="list-style-type: none"> • Develop risk management monitoring and evaluation tool • Carry out impact assessment (case study) 	<ul style="list-style-type: none"> • Oral • Observation • Written • Third party report • Case study report
6. Prepare reports on risk management	<p>Theory:</p> <ul style="list-style-type: none"> • Preparation of risk management reports • Evaluation and dissemination of risk management reports • Carrying out impact assessment • Implementation of report recommendations <p>Practice:</p> <ul style="list-style-type: none"> • Carry out impact assessment • Prepare risk management reports 	<ul style="list-style-type: none"> • Oral • Observation • Written • Third party report

Suggested Methods of Instruction

- Instructor lead facilitation of theory

- Practical demonstration of tasks
- Practice by trainee
- Simulation/Role play
- Group Discussion

List of Recommended Resources

<ul style="list-style-type: none"> • Stationary • Computers, printers and photocopying machines • Telephones • Sample risk management case studies • Sample risk management systems • Risk Management Standard Operating Procedures • Sample strategic plan • Sample key performance indicators • Risk management policy • UN sustainable development goals 	<ul style="list-style-type: none"> • Legal and statutory requirements • Risk management checklists • Sample risk management reports • National policy for Disaster Risk Management in Kenya,2009. • Hotels and Restaurants Act (494), Revised edition 2009(1986). • Tourism Regulatory Authority: Tourism Hospitality Events and Entertainment Guidelines draft, 2017. • ISO (2009) “Risk management - Principles and guidelines, 13000:2009”. International Organization for Standardization; Geneva, Switzerland. • National Museums And Heritage Act No. 6 Of 2006 Revised Edition 2012 [2006]Lists of tour product quality standards • Law Of Contract Act Chapter 23 Revised Edition 2012 [2002] 	<ul style="list-style-type: none"> • Tourism Act No. 28 Of 2011 Revised Edition 2012 [2011] • The Occupational Safety and Health Act, 2007 • Cosumer protection Act 2012 • EMPLOYMENT ACT 2007 • EMCA 1999 • Wildlife (Conservation And Management) Act Chapter 376 Revised Edition 2012 [1985]
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