



New Zealand Education Tours Risk Assessment Management

The following Risk Assessment and Management information is provided to support tour managers to identify and limit potential hazards while on tour. An electronic copy of the Risk Assessment and Management document can be found at <http://www.nzet.com>

The purpose of risk assessment is to identify:

- possible hazards
- measures that will eliminate, isolate or minimise identified hazards
- the action to control and minimise the extent of an injury

The definition of ‘hazard’, as defined in the Health and Safety in Employment Act 1992, is:

a) an activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation or substance (whether arising or caused within or outside a place of work) that is an actual or potential cause or source of harm



Relevant documents:

New Zealand Educational Tours Procedures

New Zealand Educational Tours “Tour Managers Handbook”

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General Hazard Identification for all tours

Hazard Identification	Potential Harm	Responsibility Area	Hazard Management
<p style="text-align: center;">Student Sickness or Injury</p>	<p style="text-align: center;"><i>Minor or major injuries and sickness while on tour</i></p>	<p style="text-align: center;">Tour Manager</p>	<ul style="list-style-type: none"> • Tour Managers have current first aid certificates • Tour Managers have full up to date list of students medical conditions • High levels of hygiene are used when cooking • Full first aid kits are carried at all times • One adult responsible to administer first aid • Tour Managers have detailed procedures to manage sickness and injury on tour to refer to • Refer Adventure Activities
<p style="text-align: center;">Students placing themselves or others at risk</p>	<p style="text-align: center;"><i>Students placing themselves in or inadvertently getting into dangerous situations</i></p>	<p style="text-align: center;">Students Tour Manager</p>	<ul style="list-style-type: none"> • Tour Managers discuss safe practices at the start of the tour with students • Students must be in groups when leaving all accommodation • All students have an emergency contact card • Students will inform staff if they leave any accommodation at anytime • Tour Managers have detailed procedures on how to keep students safe while on tour, refer to NZET Tour Managers Bible
<p style="text-align: center;">Transport</p> 	<p style="text-align: center;"><i>Coach accident</i></p>	<p style="text-align: center;">Coach Driver Tour Manager</p>	<ul style="list-style-type: none"> • NZET will only use reputable and experienced high quality coach operators. • Tour Managers will be responsible for the safety and support of all students • Tour Managers will manage the situation as per NZET procedures. • All students must wear seatbelts when travelling in the Coach <p style="text-align: center;">http://www.oclnz.com</p>
<p style="text-align: center;">Adventure Activities</p> 	<p style="text-align: center;"><i>Injury to students or staff while participating in an adventure based activity</i></p>	<p style="text-align: center;">Adventure Based Operators Tour Manager</p>	<ul style="list-style-type: none"> • Tour Managers will follow NZET procedures for injury • NZET will only use Operators who have passed the Adventure activity audit http://www.dol.govt.nz/Tools/AAOAudit/Audit/Register • NZET will only use Qualmark adventure based operators <p style="text-align: center;"><i>Qualmark is New Zealand tourism's official quality assurance organisation, providing a trusted guide to quality travel experiences. A business displaying the Qualmark symbol means that the business has met stringent quality standards and environmental criteria</i></p> <p style="text-align: center;">http://www.qualmark.co.nz</p>

Natural Disasters	<i>Earthquake</i> <i>Fire</i> <i>Flood</i> <i>Tsunami</i> <i>Volcanic eruption</i>	Tour Manager	<ul style="list-style-type: none">• On the first night Tour Manager will collect students cell phone numbers and input into their own phone• Tour Managers have detailed procedures to in relation to natural Disasters tour to refer to.• Tour Managers will be responsible for the safety and support of all students• Tour Managers will liaise with relevant organizations at ground level
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Specific Tour Hazards

South Island			
Hazard Identification	Potential Harm	Responsibility Area	Hazard Management
Able Tasman National Park Kayaking/ Tramping	<i>Students getting lost Water accidents</i>	Adventure Operator Tour Manager	<ul style="list-style-type: none"> • NZET will use only Qualmark operators • NZET will ensure that all kayaking guides are certified through SKOANZ or have equivalent qualifications. • Tour Managers will follow all safety procedures required by the operator • Tour Manager will follow instructions in Tour Manager Handbook
Seal Colony Ohau Point Kaikoura	<i>Road crossing</i>	Tour Manager	<ul style="list-style-type: none"> • Drivers park so students do not have to cross the road.
Punakaiki Rocks West coast South Island	<i>Road Crossing</i>	Tour Manager	<ul style="list-style-type: none"> • Tour Managers direct students to the crossing across the state highway

North Island			
Hazard Identification	Potential Harm	Responsibility Area	Hazard Management
Te Puia Geothermal Park	Falling into boiling water, mud	Te Puia Guide and Tour Manager	<ul style="list-style-type: none"> • Tour Manager will remind students to stay on the paths as directed by the guide • Tour Manager will walk at the back of the group to ensure everyone keeps up
Surfing Raglan	Potential drowning or injury Equipment failure Exposure to Elements (sunburn/severe weather)	Tour Manager, surf instructors Surf Instructors Surf Instructors/Tour Manager	<ul style="list-style-type: none"> • Tour Manager and Surf leader will check the conditions before allowing surf lessons to commence • Tour Manager will inform all surf instructors of any medical conditions • Life saving equipment available • Staff to ensure students understand all instructions • Lead instructor to ensure enough staff to cover all students involved • Soft wide surfboards used for learners • All boards checked on a daily basis • Tour Manager ensure all students have sun protection • Instructors have up to date weather forecasting
Dive Tutukaka Perfect day Cruise	Potential drowning or injury	Tour Manager and instructors on boat	<ul style="list-style-type: none"> • Tour Manager will inform of any medical conditions • Life saving equipment available • Clients to follow the instructors' directions at all times.