



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/resources>

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 by section 231(1) of the Health and Safety at Work Act 2015, is: Anything that has the potential to cause harm (injury or ill-health) or damage to property or equipment in connection with a work activity.

Relevant documents:

New Zealand Educational Tours Procedures

New Zealand Educational Tours ‘Identifying Hazards’ spreadsheet

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 in the 'Tour managers Bible' • Refer Adventure Activities for further procedures
<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 • Students text the TM their name and number and join the tour WhatsApp group. • 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. <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>
<p style="text-align: center;">Natural Disasters</p>	<p style="text-align: center;"><i>Earthquake Fire Flood Tsunami Volcanic eruption</i></p>	<p style="text-align: center;">Tour Manager</p>	<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

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
Jet boat ride	<i>Injury, death by on water accident</i>	Adventure Operator Tour Manager	<ul style="list-style-type: none"> • NZET will use only Qualmark operators • NZET will ensure that all operators are certified through Maritime New Zealand • Tour Managers will follow all safety procedures required by the operator
General Toilet / lunch stops	<i>Road crossing</i>	Coach Driver Tour Manager	<ul style="list-style-type: none"> • Use Oceania Coachlines – Qualmarked operator with 5* coaches, trained drivers whenever possible. • Drivers park so students do not have to cross the road, or near a pedestrian crossing. Where this is not possible, station staff at the front and back of the bus to monitor traffic.
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, using traffic islands.
Luge – Skyline Queenstown	<i>Falls, accident or injury</i>	Luge staff Tour manager	<ul style="list-style-type: none"> • Skyline luge is a Qualmark Gold approved operator and all safety audits and procedures which come with that certification. • Ensure Students follow staff instructions. • Wear helmets, secure loose clothing. • Follow the luge code of conduct.

North Island

Hazard Identification	Potential Harm	Responsibility Area	Hazard Management
General Toilet / lunch stops	<i>Road crossing</i>	Coach Driver Tour Manager	<ul style="list-style-type: none"> • Use Oceania Coachlines – Qualmarked operator with 5* coaches, trained drivers whenever possible. • Drivers park so students do not have to cross the road, or near a pedestrian crossing. Where this is not possible, station staff at the front and back of the bus to monitor traffic.
Luge – Skyline Rotorua	<i>Falls, accident or injury</i>	Luge staff Tour manager	<ul style="list-style-type: none"> • Skyline luge is a Qualmark Gold approved operator and all safety audits and procedures which come with that certification. • Ensure Students follow staff instructions. • Wear helmets, secure loose clothing. • Follow the luge code of conduct.
Paddle boarding and Waka Ama with Mauao Adventures	Drowning, being blown out to sea	Mauao Adventures instructors Tour Manager	<ul style="list-style-type: none"> • Qualmark certified operator • Instructors hold relevant water safety qualifications. • Correct instructor / student ratios. • Lifejackets worn • Tour Managers to ensure that all safety instructions are followed.