

---

Global Certificate in Tour Guiding (United Kingdom)

## Safety and Emergency Procedures

---

### **\*\*Accident\*\***

An unexpected event that results in injury or damage. In the context of tour guiding, accidents can occur during tours and can pose a risk to the safety of tourists. Tour guides should be familiar with emergency procedures in case of accidents.

### **\*\*Emergency Procedures\*\***

A set of instructions that outline the steps to be taken in case of an emergency. Emergency procedures for tour guides may include evacuation plans, first aid procedures, and communication protocols.

### **\*\*First Aid\*\***

The initial assistance given to a person who has been injured or become ill, before professional medical help is available. Tour guides should be trained in first aid and be equipped with a first aid kit.

### **\*\*Fire Safety\*\***

The practices and procedures used to prevent and respond to fires. Tour guides should be familiar with fire safety regulations, evacuation procedures, and the location of fire extinguishers.

### **\*\*Health and Safety\*\***

The practices and procedures used to prevent accidents, injuries, and illnesses in the workplace. Tour guides should be familiar with health and safety regulations and take steps to ensure the safety of tourists during tours.

### **\*\*Incident Reporting\*\***

The process of documenting and reporting accidents, incidents, and near misses. Tour guides should be trained in incident reporting and be familiar with the procedures for reporting incidents.

### **\*\*Risk Assessment\*\***

The process of identifying, evaluating, and controlling potential risks. Tour guides should be trained in risk assessment and be able to identify potential hazards during tours.

### **\*\*Safety Briefing\*\***

A meeting with tourists to discuss safety procedures and expectations. Tour guides should conduct safety briefings before each tour and ensure that tourists understand the safety procedures.

### **\*\*Security\*\***

The practices and procedures used to protect tourists and property from harm or theft. Tour guides should be familiar with security procedures and take steps to ensure the safety of tourists during tours.

### **\*\*Tourist Safety\*\***

The practices and procedures used to ensure the safety of tourists during tours. Tour guides should be

---

trained in tourist safety and take steps to prevent accidents, injuries, and illnesses.

**\*\*Accident Prevention\*\***

The practices and procedures used to prevent accidents. Tour guides should be trained in accident prevention and take steps to identify and mitigate potential hazards during tours.

**\*\*Communication\*\***

The process of exchanging information between tour guides and tourists. Tour guides should be able to communicate effectively with tourists and provide clear instructions in case of an emergency.

**\*\*Crowd Management\*\***

The practices and procedures used to manage large groups of tourists. Tour guides should be trained in crowd management and be able to ensure the safety of tourists in crowded areas.

**\*\*Disability Access\*\***

The practices and procedures used to ensure that tourists with disabilities have equal access to tours and facilities. Tour guides should be trained in disability access and take steps to ensure that tourists with disabilities can participate in tours safely.

**\*\*Emergency Evacuation\*\***

The process of evacuating tourists from a dangerous situation. Tour guides should be trained in emergency evacuation procedures and be able to lead tourists to a safe location in case of an emergency.

**\*\*Environmental Safety\*\***

The practices and procedures used to protect the environment during tours. Tour guides should be trained in environmental safety and take steps to minimize the impact of tours on the environment.

**\*\*First Aid Kit\*\***

A container containing medical supplies for providing first aid. Tour guides should carry a first aid kit during tours and be trained in first aid procedures.

**\*\*Fire Extinguisher\*\***

A device used to put out small fires. Tour guides should be familiar with the location and operation of fire extinguishers.

**\*\*Health and Safety Regulations\*\***

The laws and regulations that govern health and safety in the workplace. Tour guides should be familiar with health and safety regulations and take steps to ensure compliance.

**\*\*Incident Report\*\***

A document that records the details of an accident, incident, or near miss. Tour guides should be trained in incident reporting and be able to complete an incident report in case of an emergency.

**\*\*Injury Prevention\*\***

The practices and procedures used to prevent injuries. Tour guides should be trained in injury prevention and take steps to minimize the risk of injuries during tours.

**\*\*Life Jacket\*\***

A device worn to keep a person afloat in water. Tour guides should ensure that tourists wear life jackets during water-based tours and be familiar with the proper use and maintenance of life jackets.

**\*\*Near Miss\*\***

An incident that could have resulted in injury or damage, but did not. Tour guides should be trained in incident reporting and be able to report near misses.

**\*\*Personal Protective Equipment (PPE)\*\***

Equipment worn to protect the user from injury or illness. Tour guides should be trained in the use and maintenance of PPE and ensure that tourists use PPE during tours.

**\*\*Risk Assessment Form\*\***

A document used to record the results of a risk assessment. Tour guides should be trained in risk assessment and be able to complete a risk assessment form for each tour.

**\*\*Safety Equipment\*\***

Equipment used to ensure the safety of tourists during tours. Tour guides should be trained in the use and maintenance of safety equipment and ensure that tourists use safety equipment during tours.

**\*\*Safety Gear\*\***

Clothing or equipment worn to protect the user from injury or illness. Tour guides should be trained in the use and maintenance of safety gear and ensure that tourists use safety gear during tours.

**\*\*Safety Training\*\***

The process of teaching tour guides about safety procedures and expectations. Tour guides should receive regular safety training and be familiar with emergency procedures.

**\*\*Tourist Behavior\*\***

The actions and behaviors of tourists during tours. Tour guides should be trained in managing tourist behavior and take steps to ensure the safety of tourists during tours.

**\*\*Tourist Safety Regulations\*\***

The laws and regulations that govern tourist safety. Tour guides should be familiar with tourist safety regulations and take steps to ensure compliance.

**\*\*Vehicle Safety\*\***

The practices and procedures used to ensure the safety of tourists during vehicle-based tours. Tour guides should be trained in vehicle safety and take steps to ensure the safety of tourists during vehicle-based tours.

**\*\*Weather Safety\*\***

The practices and procedures used to ensure the safety of tourists during adverse weather conditions. Tour guides should be trained in weather safety and take steps to minimize the risk of weather-related incidents during tours.

**\*\*Workplace Safety\*\***

The practices and procedures used to ensure the safety of employees in the workplace. Tour guides should be trained in workplace safety and take steps to ensure the safety of tourists and employees during tours.