



Develop protective environments for children in tourism destinations

D1.HRS.CL1.21

D1.HOT.CL1.14

D2.TCC.CL1.16

Trainee Manual



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Trainee Manual



William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality

Project Base

William Angliss Institute of TAFE
555 La Trobe Street
Melbourne 3000 Victoria
Telephone: (03) 9606 2111
Facsimile: (03) 9670 1330

Acknowledgements

Project Director: Wayne Crosbie
Chief Writer: Alan Hickman
Subject Writer: Rob Steer
Project Manager/Editor: Alan Maguire
DTP/Production: Daniel Chee, Mai Vu, Jirayu Thangcharoensamut

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Introduction to trainee manual

To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainees chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service

- Front Office
- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.

Unit descriptor

Develop protective environments for children in tourism destinations

This unit deals with the skills and knowledge required to Develop protective environments for children in tourism destinations in a range of settings within the hotel and travel industries workplace context.

Unit Code:

D1.HRS.CL1.21

D1.HOT.CL1.14

D2.TCC.CL1.16

Nominal Hours:

25 hours

Element 1: Identify the requirement for the hotel and travel industries to commit to practices which prevent the sexual exploitation of children by tourists

Performance Criteria

- 1.1 Define the problem of sexual exploitation of children by tourists (otherwise known as child-sex tourism) and explain the negative consequences impacting on the hotel and travel industries
- 1.2 Locate the issue of child protection in tourism destinations as a critical contributor to responsible and sustainable tourism
- 1.3 Examine efforts by global tourism stakeholders to prevent the sexual exploitation of children

Element 2: Evaluate workplace operations in the hotel and travel industries which can actively apply measures to prevent the sexual exploitation of children by tourists

Performance Criteria

- 2.1 Chart roles and functions in the hotel and travel industries which can positively influence a protective environment for children
- 2.2 Assess opportunities and methods to introduce child protection measures across a range of labour divisions in the hotel and travel industries
- 2.3 Identify local, national and regional support mechanisms available to assist with the implementation of child protection measures in the workplace

Element 3: Prepare a workplace policy which promotes organisational commitment and action to prevent the sexual exploitation of children by tourists

Performance Criteria

- 3.1 Develop a workplace child protection policy which serves to prevent the sexual exploitation of children by tourists
- 3.2 Create a plan for ensuring the ongoing commitment to and implementation of the workplace child protection policy

Assessment matrix

Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

		Work Projects	Written Questions	Oral Questions
Element 1: Identify the requirement for the hotel and travel industries to commit to practices which prevent the sexual exploitation of children by tourists				
1.1	Define the problem of sexual exploitation of children by tourists (otherwise known as child-sex tourism) and explain the negative consequences impacting on the hotel and travel industries	1.1	1 - 4	1
1.2	Locate the issue of child protection in tourism destinations as a critical contributor to responsible and sustainable tourism	1.2	5 – 6	2
1.3	Examine efforts by global tourism stakeholders to prevent the sexual exploitation of children	1.3	7 - 9	3
Element 2: Chart roles and functions in the hotel and travel industries which can positively influence a protective environment for children				
2.1	Chart roles and functions in the hotel and travel industries which can positively influence a protective environment for children	2.1	10 - 11	4
2.2	Assess opportunities and methods to introduce child protection measures across a range of labour divisions in the hotel and travel industries	2.2	12 - 14	5
2.3	Identify local, national and regional support mechanisms available to assist with the implementation of child protection measures in the workplace	2.3 Handout and Exercise	15 - 16	6
Element 3: Prepare a workplace policy which promotes organisational commitment and action to prevent the sexual exploitation of children by tourists				
3.1	Develop a workplace child protection policy which serves to prevent the sexual exploitation of children by tourists	3.1	17 – 19	7
3.2	Create a plan for ensuring the ongoing commitment to and implementation of the workplace child protection policy	3.2	20 - 22	8

Glossary

Term	Explanation
Child	According to Article 1 of the United Nations Convention on the Rights of the Child, every human being under the age of 18 is considered a child. The only exception to this rule is when national laws state a different age.
UN CRC	United Nations Convention on the Rights of the Child. This convention was approved and signed by 191 countries in 1989 and is a legally binding international agreement.
Child Sex Tourism	Child Sex Tourism refers to the sexual abuse of children by offenders who normally live outside the region where the abuse is occurring. Offenders could be tourists, expatriates, foreign workers, business travellers or anyone who is in the area for a short term period.
CSEC	The term 'Commercial Sexual Exploitation of Children (or CSEC) is used to describe the various activities that exploit children for their commercial value including child sex tourism, child prostitution, child pornography and the trafficking of children for sexual purposes.' (Childwise Factsheet: About Commercial Sexual Exploitation of Children: http://www.childwise.net/Resources/fact-sheets.html 13/12/2011)
ECPAT	The ECPAT network is composed of ECPAT groups based all over the world; the International Board, elected by the International Assembly and the International Secretariat. In 1996, the network consisted of 17 groups. By 1999, it had grown to 53 groups and, in 2007; there are over 80 groups in more than 70 countries. ECPAT groups are very diverse. Some are large coalitions of NGOs, some are small groups composed of individuals. Some groups have activities covering a wide range of CSEC issues while others concentrate on only one aspect. (http://ecpat.net/EI/Ecpat_vision.asp 4/1/2012)
Child Safe	Refers to businesses and organisations that have adopted the ECPAT Code of Ethics and use it as part of their staff induction and training and as a core operating policy and procedure.
Code of Ethics	'An ethical code is adopted by an organization in an attempt to assist those in the organization called upon to make a decision (usually most, if not all) understand the difference between 'right' and 'wrong' and to apply this understanding to their decision'. (http://en.wikipedia.org/wiki/Ethical_code 13/12/2011)
International Action	Describes action taken across international borders that involves international co-operation between governments, non-governmental organisations and law enforcement agencies.
Airline Inflight Videos	Short Video Segments that airlines play as part of their onboard information for travellers.
Extra Territorial Laws	These laws make it possible for foreign sex tourists to be prosecuted in their home country when they return. Extraterritorial laws enable a country to hold its citizens accountable under their home country laws

Term	Explanation
	for committing crimes abroad. Currently there are 23 countries with these laws. (http://www.thefuturegroup.org/youwillbecaught/laws.html 13/12/2011)
NTA or NTO	National Tourism Administration or National Tourism Office
Paedophile	This is a person who has a sexual attraction to children. They can be attracted to boys or girls or both.
Situational Sex Offender	This is a person who accesses children in bars, brothels or on the street while they are away from home. This person is not considered a paedophile as they would probably not exhibit this behaviour while at home.
WTO	World Tourism Organisation
NGO	Non Governmental Organisation
Responsible Tourism	Responsible tourism can apply to any type of holiday, from a luxury beach villa to a volunteering project. Responsible tourism simply means holidays that care about local communities and culture as well as wildlife conservation and the environment . (http://www.responsibletravel.com/copy/responsible-tourism 13/12/2011)
Sustainable Tourism	Sustainable tourism in its purest sense, is an industry which attempts to make a low impact on the environment and local culture, while helping to generate income, employment, and the conservation of local ecosystems. It is responsible tourism that is both ecologically and culturally sensitive. Thus, sustainable tourism activities have minimal impact on the environment and culture of the host community. (http://www.gdrc.org/uem/eco-tour/st-what-is.html 13/12/2011)

Element 1: Identify the requirement for the hotel and travel industries to commit to practices which prevent the sexual exploitation of children by tourists

1.1 Define the problem of sexual exploitation of children by tourists (otherwise known as child-sex tourism) and explain the negative consequences impacting on the hotel and travel industries

Introduction



According to UNICEF, three million children are victims of sexual exploitation every year.

Under the UNICEF definition a Child is anyone under the age of 18.

The sexual exploitation of children by tourists is a global issue with far reaching negative impacts for the children involved, host destinations and the hotel and travel industries.

Children who are abused sexually suffer a lifetime of ongoing physical, emotional and social impacts. Remember that Child Sexual abuse is a crime no matter where and when it happens and that it is never ever the child's fault. The person abusing the child is entirely responsible.

Under the UN CRC all children have a right to live free from harm and abuse of all kinds, therefore all governments, businesses, employees, volunteers and citizens have a legal and moral obligation to protect vulnerable children.

The Offenders

While it is recognized that the majority of offences involving the sexual abuse of children involve local men, the massive increase in international travel over the last 30 years to many third world and developing nations has led to an explosion in cases of child sex tourism and to foreigners travelling for the specific purpose of accessing children for sex.

There is no stereotypical offender but we do know that:

- 95% of Child Sex Offenders are male and that they can be married and have children of their own
- Up to a third of offences are committed by adolescents
- Most sexual offences are committed by men between the ages of 25 – 40 years.

(References: <http://www.childwise.net/Resources/online-publications.html> 'Wise Up' to Child Sexual Abuse Downloadable PDF)

The Internet

The internet has also played an integral part in the sexual exploitation of children by foreigners. It has allowed offenders, both situational and paedophiles, to access and share information about destinations where there are vulnerable children and lax law enforcement. It has provided information about hotels, bars, restaurants and other hospitality and tourism venues where children can be accessed and abused without threat of being caught and prosecuted. The internet has also allowed these offenders to form networks that keep each other up to date about 'new' destinations where children can be accessed easily as well as allowing offenders to share videos and photographs of abused children.



While the reasons may be many and varied for these occurrences, there is never an excuse that child sex tourism is OK.

Impact on the Hotel and Travel Industries

It is common knowledge amongst the travel and hotel industries that many tourists are not willing to visit areas where child sex tourism (or sex tourism) is openly occurring. The majority of tourists will avoid such destinations, hotels, restaurants, bars and other businesses that allow such activities to occur.

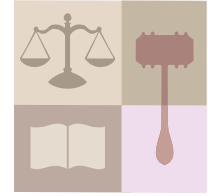


Direct Impacts on the Hotel and Travel Industries

- Loss of Reputation and Goodwill
 - Genuine tourists will recognize that your business allows its premises to be used for child sex tourism activities. This information will spread quickly via the Internet and other paedophiles and situational offenders may recognize your business as a 'safe' place
 - Genuine tourists will also use the Internet to perhaps 'review' your business on sights such as Trip Advisor
 - Genuine tourists may also inform their Travel Agents about your business, which could affect future bookings and recommendations to use your business
 - Tourists from countries that provide information about Child Sex Tourism to outbound travellers or that are flying with an airline that shows 'In-flight Videos' may notify their local embassy, the local police or the National Tourism Administration about your business's toleration of child sex tourism. This can bring much unwanted attention to your business
 - Tourists may also inform a non-governmental organization such as ECPAT, which has more than 80 groups in over 70 countries working against the commercial sexual exploitation of children, about what is going on at your business premises
 - Organizations such as ECPAT have extensive contacts with local police and government officials and will quickly act to have your business investigated
 - Tourists may also inform a Media Outlet, such as a newspaper, television station and investigative magazine about what is going on at your business premises.

Legal Obligations for the Hotel and Travel Industries

- Most governments have now implemented specific laws, policies and practices in an attempt to stop the increase in child sex tourism. This includes the prosecution of business operators, managers, supervisors and staff who participate in or allow child sex tourism to occur
- Currently over 30 countries have Extraterritorial laws in place. Some of these countries include: Australia, Austria, Belgium, Canada, China, Denmark, Finland, France, Germany, Iceland, Italy, Japan, Morocco, Netherlands, New Zealand, Norway, Portugal, Spain, Sweden, Switzerland, Taiwan, United Kingdom and the United States
- These laws make it possible for foreign sex tourists to be prosecuted in their home country when they return. Extraterritorial laws enable a country to hold its citizens accountable under their home country laws for committing crimes abroad. (<http://www.thefuturegroup.org/youwillbecaught/laws.html> 13/12/2011)
- Witnesses from overseas and foreign police forces can be used to build the case for prosecution. In the last decade, these laws have proliferated as a way to address child sex tourism. (<http://www.thefuturegroup.org/youwillbecaught/laws.html> 13/12/2011)
- With over 191 countries signing the UNCRC this means that Child Sex Tourism is illegal in most countries.



1.2 Locate the issue of child protection in tourism destinations as a critical contributor to responsible and sustainable tourism

Introduction



The basis of Responsible and Sustainable Tourism is to promote respect and understanding of local culture, customs, opinions, input and natural environments.

The aim of Responsible and Sustainable Tourism is for Tourism and Hotel Businesses, as well as tourists, to contribute positively to local host communities economically and socially while protecting and enhancing the local environment. In effect it is to give something back to the hosts, as they must also benefit from the tourism experience. There should be no negatives for local people.

Responsible and Sustainable Tourism is about raising awareness of different cultures, promoting education, awareness, respect and equal rights while recognizing the vulnerability of local people, especially women and children.

Child Protection is a Necessity to Maintain the Sustainability of a Tourism Destination

Alongside the stated aims above, both the UN Declaration of Human Rights and the UN CRC make it very clear that children's rights are inalienable and must be protected by stringent laws, policies and practices that protect children wherever they may be.

If children are abused sexually in particular tourism destinations, then not only have both local and international laws been broken but the sustainability of a tourism destination is in doubt and the responsibility may lie with local businesses that are not operating legally or morally. Inevitably this may have a disproportional negative impact on those Tourism and Hotel businesses that are operating legally, responsibly and sustainably.

As Tourism and Hotel Businesses and Employees you have a legal obligation to protect children. If you do not this can have an effect on not only your business but an entire region that may depend on tourism to generate income, with the loss of reputation and goodwill. This inevitably will lead to a noticeable decrease in visitation over time, the growth in other areas of crime such as drug abuse and sales, alcoholism, gambling and a change from perhaps a family destination to one that attracts predominantly single males. All of these factors lead to the unsustainability of a business.

1.3 Examine efforts by global tourism stakeholders to prevent the sexual exploitation of children

Introduction

There has been a huge effort over the last 20 years by governments, NGO's and various International Tourism and Hotel Organisations to work towards ending the CSEC. There has been many international meetings and an adoption by all concerned of Codes of Ethics and policies and procedures that aim to end the CSEC.



In many cases these have been successful, with the adoption of industry wide policies and procedures that educate, train, provide assistance and clear steps for an organisation or business to follow to be considered 'Child Safe'.

NGO's such as ECPAT (http://ecpat.net/EI/Ecpat_network.asp) and Childwise (<http://www.childwise.net/>) have worked tirelessly to develop relevant training programs for Hotel and Tourism Industry operators and stakeholders assisting businesses to become and remain 'Child Safe'.

The development of Extraterritorial Laws in 30 countries is also acting as a deterrent, although to date prosecutions have been few and the laws are somewhat difficult to implement as countries must work together and form agreements to make them work successfully.

What must be recognized is that while many laws and organisational policies exist, if local law enforcement is weak, under resourced, corrupt or just unwilling to act then no amount of international agreements and laws will end the CSEC.

That is why Hotel and Travel Industry businesses must also act to stop CSEC through policy and procedure development, staff training and forming local networks with other stakeholder businesses to ensure they also act within the law, with dignity and with a sustainable and responsible business focus. In effect, the Hotel and Travel Industry is at the forefront of where the CSEC is occurring on a physical level and by taking a strong business stance against the CSEC, the Hotel and Travel Industry can have a huge impact on helping to eliminate the CSEC from tourism destinations.

If offenders have nowhere to go to offend or places to procure vulnerable children this will dramatically decrease the current levels of the CSEC.

Examples of Global Efforts to Prevent the CSEC

- First World Congress Against the Commercial Sexual Exploitation of Children 1996 (<http://www.escap-hrd.org/cedc/csec4.htm>)
- Second World Congress Against the Commercial Sexual Exploitation of Children 2001 (<http://www.unicef.org/events/yokohama/>)
- The Third World Congress against Commercial Sexual Exploitation of Children 2008 (<http://www.ecpat.net/worldcongressIII/overview.php>)
- WTO Code of Ethics (<http://www.unwto.org/ethics/index.php>)
- UN Study on Violence Against Children (<http://www.crin.org/violence/unstudy/index.asp>)
- Global Campaign for Universal Ratification of UN Optional Protocols on Children's Rights (<http://www.crin.org/violence/search/closeup.asp?infoid=22559>)
- Child Rights International Network (<http://www.crin.org/violence/>).



Work Project Element 1

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

The following questions can be conducted as in class activities either for individual completion or as group work or perhaps as a question and answer session at the end of theory delivery.

1.1 What is the definition of a child according to UNICEF?

- How many children annually are the victims of sexual exploitation?
- What are the impacts on children who have been victims of sexual exploitation?
- What are the negative impacts on the hotel and travel industries of the sexual exploitation of children?
- How has the Internet impacted Tourism destinations and Hotels regarding the CSEC?

1.2 Why is Child Protection a critical Sustainability issue?

- Why is a Child Safe workplace environment important to a Responsible Tourism industry?

1.3 Provide 3 examples of global efforts to prevent the sexual exploitation of children. This question requires internet research if possible and the attaching of that information to this question.

Summary

Identify the requirement for the hotel and travel industries to commit to practices which prevent the sexual exploitation of children by tourists

Sex Tourism is a Global Issue

- UNICEF states that over 3 million children are the victims of sexual exploitation every year
- Children who are abused sexually suffer a lifetime of ongoing physical, emotional and social impacts
- The massive increase in international travel to many third world and developing nations has led to an explosion in cases of child sex tourism and to foreigners travelling for the specific purpose of accessing children for sex
- The internet has also played a massive part in the sexual exploitation of children by tourists
- Genuine Tourists and Visitors will stay away from areas of Child Sex Tourism and Sex Tourism. They will also use their power and knowledge to inform authorities, NGO's, media outlets and review based websites about what is going on at certain businesses and destinations
- Child Sex Tourism is illegal in 191 countries with local laws reflecting this international agreement
- Extra Territorial Laws exist in over 30 countries
- Your business and employees can be prosecuted for allowing child abuse to occur
- Child Protection is a core principle of a Sustainable, Responsible and Culturally Appropriate business
- There is a strong global effort to end CSEC. At the forefront of this effort are ECPAT, WTO, UNICEF and the Child Rights Network.

Element 2: Evaluate workplace operations in the hotel and travel industries which can actively apply measures to prevent the sexual exploitation of children by tourists

2.1 Chart roles and functions in the hotel and travel industries which can positively influence a protective environment for children

Introduction

It is of vital importance that the Hotel and Travel Industries work towards implementing practical policies and procedures that will aid in ending the CSEC.



It is also important for the Hotel and Travel Industries to contact and work with the various destination government departments tasked with sustainability planning, licensing and accreditation.

Additionally, it is important to contact and work with the various local Child Protection Agencies such as ECPAT, to assist in the development of 'Child Safe' business policies, Staff Training, Reporting Procedures and Operating Procedures.

It is important to do the above as both government and private agencies are tasked with upholding the law, disseminating information, providing expertise, training, advice and child advocacy. They have detailed experience in the area of Child Safety and can assist the Hotel and Travel Industry to become Child Safe.

The Hotel and Travel Industries should develop a 'zero policy' regarding the CSEC and make this one of their main aims.

The Hotel and Travel Industries should align themselves with other Responsible and Sustainable business operators and stakeholders and implement ECPAT's 'Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism' (<http://www.thecode.org/> 13/12/2011) into their Staff Training and Induction Programs and directly into their operating procedures.

The Hotel and Travel Industries should look closely at all operations conducted in the course of their business activities where staff come into contact with children and what these interactions involve and where and how they take place.

Additionally, the Hotel and Travel Industries need to assess areas where their staff are approached by potential offenders or where guests and customers have the opportunity to offend. These are areas that may require additional training and policy and procedural development to eradicate the opportunities for staff, customers and clients to offend.

2.2 Assess opportunities and methods to introduce child protection measures across a range of labour divisions in the hotel and travel industries

Introduction

The first thing to do is to recognise that Child Sex Tourism is an issue in many parts of the world and to research the area that your Hotel or Tourism business operates in to see if this is an issue that could impact on your business.

Either way you will need to have clear operating policies and procedures that include staff induction and training.

As stated there are many government departments and NGOs that specialise in the area of Child Protection and their assistance would be invaluable in developing these policies, procedures and staff training programs.

All staff members regardless of position should be trained in 'Child Safe' workplace policies and procedures.

Remember that Reception Staff, Bartenders, House Keeping Staff, Waiters and Waitresses, Porters, Doormen, Security, Tour Guides, Information Staff, Child Activity Staff, Child Minders, Swimming Pool and Beach Lifeguards, Theme Park Staff, Bus Drivers and Taxi Drivers are generally the people that those looking to procure children for sex will come into contact with.

What Can You Do As a Business to Prevent the CSEC?

- Having a dedicated Staff Training Program, which educates and trains staff about the company's policies and procedures and their responsibilities in the workplace will aid dramatically in the decrease of the CSEC and send a signal that these type of people are not welcome
- Many approaches to Hotel and Travel Industry staff go unreported as staff are unsure of what to do due to a lack of training and knowledge or clear business policies regarding the CSEC. So train staff in what to do
- Hotel and Travel Industry businesses should also state what their policies regarding the CSEC are on their websites, booking agreements and in the advertising materials alongside their other policies
- Marketing and Promotional activities should take into consideration how and when images of children are used and whether these are appropriate



- Reception and first point of contact staff should be trained and know how to react when approached by someone they suspect of looking to procure child sex or that is entering their business premises for this purpose. It is important that staff and management are encouraged to report child abuse to the relevant authorities. After all the stated aim of the business is to be 'Child Safe'
- The Hotel and Travel Industry could also block access to internet porn sites over their Wi-Fi and Internet in-house systems both for staff and customer use.

Hotel and Travel Industry businesses should look at fellow operators and see what they are doing regarding the CSEC. There are many dedicated businesses out there such as the ACCOR Hotel Group who has achieved the following:

- Accor has been committed since 2001 to the NGO ECPAT for the deployment of its awareness campaigns in all of its hotels
- In 2009 13,000 employees were trained, of which more than 4,000 were in Brazil. In Morocco, awareness sessions for team members were launched in partnership with the nongovernmental organisation Acting for Life
- At the end of 2009, Accor was a signatory to the Code of Conduct developed by ECPAT and the WTO in 34 countries where the Group operates
- Since 2008, Accor has held a seat on the executive committee of the Code organization. This international organization unites various partners from associations, in both the public and private sectors (tour operators, hotel groups).

Reference: <http://www.accor.com/en/sustainable-development/ego-priorities/child-protection.html> 13/12/2011

2.3 Identify local, national and regional support mechanisms available to assist with the implementation of child protection measures in the workplace

Introduction

As stated above, there are a multitude of local, national and regional organisations and government bodies that have clear policies and procedures regarding the operation of 'Child Safe' businesses.

Local, National and Regional Support



Many of these same organisations have extensive educational websites with a multitude of links to current relevant resources that can aid in the implementation of child protection measures in the workplace. These organisations also deliver extensive training programs that cater to all types of businesses and employees.

ECPAT, as perhaps the largest Child Protection NGO in the world (beside UNICEF), with a strong emphasis on the elimination of the CSEC conducts the following Training Programs in many of the 70 countries it is active in:

- Training of Trainers: *Offenders Beware*
- Training: *Prevention of CSEC in Travel and Tourism.*

Reference: http://ecpat.net/EI/Programmes_activity.asp?groupID=3 4/1/2012

Childwise, the Australian based arm of ECPAT, also conducts many of the following Training Programs in the ASEAN region:

1. Indigenous Community Training Programs
2. Wise Child (Primary) – Personal Safety Training Program
3. Wise Child (Secondary) – Personal Safety Training Program
4. Wise Child (Disability and Special Needs) – Personal Safety Training Program
5. Speak Up’ – Understanding Child Abuse and your Response
6. Dynamics of Sex Offending
7. Managing Children with Sexualised Behaviours
8. Choose with Care
9. Behaviour Management Strategies
10. Trauma and Basic Counselling Skills
11. Professional Boundaries
12. Implementing child protection within international development programs
13. Cyber safety
14. Child Protection Training for Hotel Child Care Services
15. Train the Trainer (TOT)
16. Tailor made training on all aspects of Child Abuse.

Information on all of the above Training Programs can be found at this website address:
<http://www.childwise.net/Table/Available-Training-Programs/>.

Many of the above Training Programs can be used to train staff and management in Child Safe workplace procedures and policies and assist Hotel and Tourism businesses to develop their own specific Child Safe training, policies and procedures.

Additionally, Childwise and ECPAT have produced all sorts of awareness raising items such as t shirts, videos, brochures, stickers, travel wallets, signage for taxis, hotels, buses, trains and other forms of local transportation.

As a Hotel and Travel Business you could assist in the distribution of these items to staff, travellers and stakeholders, which then aids in the education of staff and customers and hopefully acts as a deterrent to potential offenders.

As a Hotel and Travel business, you need to form links with other businesses in your area and your country’s National Tourism Administration as they may already have Guidelines for the protection of children.

As a Hotel and Travel Business you should attend not only local but regional and nationwide meetings and if child sex tourism is not an agenda item but an issue, ask for it to be added and discussed.

Seek expert advice about the formation of policies, procedures and training programs. Do this through expert training, guest speakers and research.

Access your local child protection agency such as ECPAT and see what they can do to assist you. Talk to other hotel and tourism providers, such as airlines, bus companies, travel agencies and tour providers to see what they are doing. Most businesses that are ‘Child Safe’ will be happy to assist and proud of their status.

Work Project Element 2

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

The following questions and exercises can be conducted as in class activities either for individual completion, as group work or perhaps as a question and answer session at the end of theory delivery.

- 2.1 Provide examples of the role the Hotel and Travel Industries can play in providing a protective environment for children.
 - Who is ECPAT and what do they do?
 - How can ECPAT assist the Hotel and Travel Industries in becoming Child Safe?
- 2.2 Why is it important to train all staff in Child Safe workplace policies and procedures?
 - What types of staff might be approached by potential child abusers?
 - Provide examples of how different labour divisions within the Hotel and Travel Industries can influence a protective environment for children.
- 2.3 Why is it important to train all staff in Child Safe workplace policies and procedures? Give examples of local, regional and national support mechanisms available to assist you with the implementation of child protection measures in the workplace. Also explain how they can assist you.

Handout and Exercise

Source a copy of the WTO's Global Code of Ethics for Tourism. (You can find a copy of the WTO Code of Ethics at <http://www.world-tourism.org>)

Do the following:

- Comment on how it applies to the business they work for.
 - Give suggestions as to how this Code of Ethics could be practically adapted to their workplaces
 - Outline any policies and procedures that already exist within their workplaces that reflect the WTO Code of Ethics.
-

Summary

Evaluate workplace operations in the hotel and travel industries which can actively apply measures to prevent the sexual exploitation of children by tourists

It is of vital importance that the Hotel and Travel Industries work towards implementing practical policies and procedures that will aid in ending the CSEC.

- The Hotel and Travel Industries should develop a 'zero policy' regarding the CSEC and make this one of their main aims
- The Hotel and Travel Industries should implement internationally recognized Child Safe Codes of Ethics into their Staff Training, Induction and Workplace Performance Assessments
- The Hotel and Travel Industries should implement internationally recognized Child Safe Codes of Ethics into their marketing, promotion and booking agreements
- The Hotel and Travel Industries should work with locally recognized and accredited Child Welfare Organisations in the development of organisational policies and procedures, staff training and reporting cases of child abuse procedures
- All staff regardless of position must be trained in Child Safe policies and procedures
- The Hotel and Travel Industries should look closely at all operations conducted in the course of their business activities where staff and customers come into contact with children and what these interactions involve and where and how they take place
- Act as a Leader in the development and implementation of Child Safe policies by networking with stakeholders, suppliers, local tourism and hospitality associations. Only work with those that share your sustainability principles and that are also Child Safe.

Element 3: Prepare a workplace policy which promotes organisational commitment and action to prevent the sexual exploitation of children by tourists

3.1 Develop a workplace child protection policy which serves to prevent the sexual exploitation of children by tourists

Introduction



As a Hotel and Travel Business whose aim it is to be Child Safe, a company policy must be developed that prevents all forms of child abuse from occurring.

This policy must incorporate procedures for staff and management on how to prevent abuse occurring and steps on how to report abuse to authorities or an NGO that will act on your behalf.

Generally company policies are incorporated in the everyday operation of your business and will form a key part of staff behaviour, staff training and the operational standards of your business.

What Does a Child Safe Company Policy Look Like?

Firstly, a Child Safe company policy does not have to be long. It can merely be a statement such as:

“This company is a Child Safe business and we do not allow the exploitation of children in any form. This includes the use of our premises, services, products and staff to exploit children or to provide information as to where children are being exploited.”

As a business your second option would be to develop a much more detailed company policy that incorporates detailed procedures (this is the recommended option) such as:

- Nominating a staff member to be responsible for Child Safety. This includes:
 - Overseeing the development of policies and procedures
 - The development of staff training and induction programs, that equips staff with the knowledge on how to react to prevent child abuse
 - Liaison with government and concerned NGOs
 - Monitoring the outcomes of these policies, procedures and training
 - Collating a list of contact details for reporting child abuse.

Additionally, as part of the ongoing sustainable and responsible operation of a Child Safe Workplace where policies and procedures have been implemented via Staff Induction and Training, your procedures should include keeping records of the following:

- When staff or management have reported cases of Suspected Child Abuse, who they have reported to and what happened?
- When staff have been approached or contacted by Suspected Child Abusers, what have they done?
- Records of which staff have been trained and then only rostering them into areas where they will come into contact with children.

3.2 Create a plan for ensuring the ongoing commitment to and implementation of the workplace child protection policy

Introduction

Once clear Child Safe Policies and Procedures have been adopted and are prevalent throughout the operations and training of a Hotel and Travel business it is of vital importance that this system is monitored to ensure it is appropriate to local conditions and actually operating successfully.

There must be an ongoing commitment to remain Child Safe which should be result driven.



How Do You Ensure Ongoing Success?

- By developing a workplace monitoring system that ensures staff are aware of your policies and procedures and know what to do and who to contact if faced with a child safety situation. As a business you could develop a system where staff answer questions, go through role plays and set scenarios
- A workplace kit could be developed that is used to train managers to fight against child sex tourism. This kit would enable managers to train employees on how to recognize the risks of child sex tourism and how to react
- By developing a workplace monitoring system that ensures customers are aware of your policies and procedures and know what to do and who to contact if faced with a child safety situation. This could take the form of films, posters, flyers and other communication tools such as your booking agreements, brochures and website. This could be monitored through a hard copy or online customer survey or feedback form that tests customers knowledge of your policies and procedures and seeks feedback about other goods and services you offer
- By financially supporting your local ECPAT or Child Protection NGO through Membership, use of their Trainers and Training Programs and the dissemination of their Child Safe memorabilia and message.



Implementation and Results

Determining the success of such Child Safe programs has many positive outcomes for a Hotel and Travel Business such as:

- The safety of children is assured in the operation of your business
- As a business you have taken a high moral standing which generates goodwill, additional business and a safe operating environment
- You are operating lawfully
- You have raised awareness amongst staff, customers and stakeholders
- You have played a major part in forming Child Safe business networks
- You have brought your business in line with internationally recognized Child Safe standards by adopting the ECPAT/WTO Code of Ethics
- You have supported financially, morally and physically your local Child Protection NGO and have aided in the elimination of the CSEC in your local area and region
- You have sent a clear message to offenders that they are 'Not Welcome' at your business or that of any of your partners and stakeholders
- You are providing a Sustainable and Responsible Tourism Hotel Product or Service.



Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

The following questions, handouts and exercises can be conducted as in class activities either for individual completion or as group work or perhaps as a question and answer session at the end of theory delivery.

3.1 Case Study 1:

Harry Chin is an in house Tour Guide for the Sawadee Welcome Hotel who conducts day tours of the surrounding areas. Harry has become friendly with a regular hotel client that has now taken 3 daily tours. Harry has noticed that this client is particularly friendly with the local children, showing open affection and inviting the children back to the hotel swimming pool and up to his room. Harry is concerned about this unusual behaviour and wants to take action to stop this behaviour continuing.

Questions:

- What should Harry do?
- What could the Management and Human Resources departments of the Sawadee Welcome Hotel have done firstly, to stop this behaviour before it happened and secondly, to aid Harry in taking action?
- Provide examples of policies, procedures and training and induction programs that the Sawadee Welcome Hotel could have adopted to avoid this situation?

3.2. Create a plan that your employer could use to ensure the ongoing commitment and implementation of Child Safe Work practices.

- Develop a Customer Survey Form that checks customers' knowledge of your Child Safe Policies and Procedures.

Summary

Prepare a workplace policy which promotes organisational commitment and action to prevent the sexual exploitation of children by tourists

A workplace policy with clear procedures that promotes, educates, informs and assists in the eradication of the CSEC is a core operating principle of any business, but particularly businesses that aim to be Sustainable, Responsible, Culturally Appropriate and Lawful.

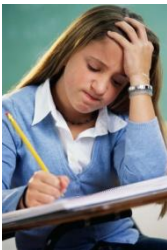
- Child Safe Workplace Policies and Procedures must fit your local situation and reflect what you do
- Practical training, induction and reporting procedures that are measurable need to be developed and implemented
- Use internationally recognised Child Welfare standards in the development of workplace policies and procedures
- Train all staff in Child Safe operating procedures
- Monitor the success of your Child Safe training and education programs amongst staff and customers.

Presentation of written work

1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organized. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognize and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, remember to:

- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

3. Presenting Written Work

Types of written work

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



Format

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

Cover Sheet

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism.

Keeping a Copy

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

Inclusive language

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind	<i>Humankind</i>
Barman/maid	<i>Bar attendant</i>
Host/hostess	<i>Host</i>
Waiter/waitress	<i>Waiter or waiting staff</i>

Recommended reading

UNICEF Convention on the Rights of the Child (<http://www.unicef.org/crc/>)

UN Declaration of Human Rights (<http://www.un.org/en/documents/udhr/>)

ECPAT Code of Conduct (http://www.thecode.org/index.php?page=1_1)

Childwise Website (<http://www.childwise.net/>)

CRIN Website (<http://www.crin.org>)

Extra Territorial Laws Information
(<http://www.thefuturegroup.org/youwillbecaught/laws.html>)

WTO Code of Ethics (<http://www.unwto.org/ethics/index.php>)

UN Study on Violence Against Children (<http://www.crin.org/violence/unstudy/index.asp>)

Global Campaign for Universal Ratification of UN Optional Protocols on Children's Rights
(<http://www.crin.org/violence/search/closeup.asp?infoid=22559>)

Trainee evaluation sheet

Develop protective environments for children in tourism destinations

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

The worst things about this unit were:

The things you should change in this unit are:



William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
AID** 