



**Australian Government**

# **SITTTOP003 Allocate tour or activity resources**

**Release: 1**

## SITTTOP003 Allocate tour or activity resources

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to assess operational tour requirements and allocate human and physical resources to support efficient and effective tour operations.

The unit applies to industry sectors that provide tours and activities for customers. It has particular application to tour operators and to some attractions and theme parks that allocate resources to single or series activities. Individuals working independently with limited guidance from others undertake this role. This could include senior guides or operations managers. The unit also applies to owner-operators of small organisations.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Competency Field

Tour Operations

### Unit Sector

Tourism

### Elements and Performance Criteria

#### ELEMENTS

Elements describe the essential outcomes.

1. Evaluate resource requirements.
2. Allocate resources to meet operational needs.

#### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1.Liaise with colleagues about tour or activity resource requirements.
- 1.2.Evaluate operational information to determine participant and operational needs.
- 2.1.Assess resource risks and make contingency plans to avoid disruptions.
- 2.2.Maximise profitability in the allocation of resources and

- consider ways to enhance operational sustainability.
- 2.3. Take account of maintenance, safety and statutory requirements.
  - 2.4. Provide colleagues and participants with resource information in a timely manner.
3. Monitor and adjust resource allocation.
    - 3.1. Monitor resource efficiency and effectiveness, and action contingency arrangements as required.
    - 3.2. Recognise and respond to changes in resource priorities.
    - 3.3. Provide and seek regular feedback to facilitate continuous improvement of the operation.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>• interpret tour information and customer data.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>• prepare wide ranging operational information, rosters, resource schedules and operational itineraries in established formats.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>• provide and seek regular feedback on efficiency of resource allocation.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>• calculate and allocate appropriate resources</li> <li>• calculate costs within a predetermined budget.</li> </ul>
Problem-solving skills to:	<ul style="list-style-type: none"> <li>• develop and implement resource contingency plans.</li> </ul>
Initiative and enterprise skills to:	<ul style="list-style-type: none"> <li>• assess and respond to potentially complex and competing operational, profitability and service priorities.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>• coordinate and schedule multiple operational resources.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>• work with resource allocation systems.</li> </ul>

## Unit Mapping Information

SITTTOP401 Allocate tour or activity resources

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>