Assessment Requirements for SITTTOP008 Allocate tour or activity resources

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- allocate and monitor resources for two different single tour activities and for one series of at least four tour activities that meet profitability, efficiency and service needs
- consider the following when allocating resources for the above as appropriate to the tour and activities:
  - human resources
  - physical resources
  - equipment
- meet time pressures and other work constraints that apply to the above resource allocation, and manage contingencies.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- operational elements and resources for tours or activities relevant to the work context:
  - human resources:
    - camp site cooks
    - drivers
    - guides
    - hosts
    - interpreters
    - specialist tour leaders
    - tour guides
    - tour managers
  - physical resources:
    - consumable goods
    - transportation
    - spare parts or equipment
  - equipment required for:
    - camping

- catering
- communication
- educational
- first aid
- maintenance
- recreation
- safety
- operational information considerations:
  - costing and sales price data
  - participant or customer profiles and, special requests
  - supplier information
  - reservations and sales data
  - technical or operational itineraries and schedules
- key aspects of relevant federal, and state or territory legal and safety requirements for resource allocation:
  - human resources
  - physical resources
- sustainability considerations in resource allocation:
  - economic sustainability
    - business profitability through waste minimisation
  - environmental sustainability
    - resource conservation and waste minimisation
  - social sustainability
    - effective management of human resources
- planning and scheduling processes for tour and activity operations in the context of resource allocation
- resource information requirements:
  - operational itineraries giving details of specific resources allocated
  - schedules allocating specific duties
  - schedules allocating specific physical resources
  - staffing rosters.

Assessment Conditions

Skills must be demonstrated within an operational touring environment. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- operational, reservations and sales data on which resource allocation is based
- systems and documentation used by tour operators to control resource allocation

- current information and communications technology used for resource allocation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694