



Australian Government

SITTTOP003 Allocate tour or activity resources

Release: 1

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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:	interpret tour information and customer data.
Writing skills to:	prepare wide ranging operational information, rosters, resource schedules and operational itineraries in established formats.
Oral communication skills to:	provide and seek regular feedback on efficiency of resource allocation.
Numeracy skills to:	- calculate and allocate appropriate resources - calculate costs within a predetermined budget.
Problem-solving skills to:	develop and implement resource contingency plans.
Initiative and enterprise skills to:	assess and respond to potentially complex and competing operational, profitability and service priorities.
Planning and organising skills to:	coordinate and schedule multiple operational resources.
Technology skills to:	work with resource allocation systems.

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>

Assessment Requirements for SITTTOP003 Allocate tour or activity resources

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 different tour activities that meet profitability, efficiency and service needs
- demonstrate consideration of the following when allocating resources for the above as appropriate to the tour and activities:
 - human resources:
 - camp site cooks
 - drivers
 - guides
 - hostesses
 - interpreters
 - specialist tour leaders
 - tour guides
 - tour managers
 - physical resources:
 - consumable goods
 - transportation
 - spare parts or equipment
 - equipment:
 - camping
 - catering
 - communication
 - educational
 - first aid equipment
 - maintenance equipment
 - recreational equipment
 - safety equipment
- meet time pressures and other work constraints that apply to the above resource allocation, including demonstrating the application of contingency management skills.

Knowledge Evidence

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

- operational elements of tours or activities relevant to the work context
- 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:
 - award provisions
 - safe hours of work
 - workplace relations
 - physical resources:
 - equipment safety
 - maintenance and registration requirements
- sustainability considerations in above 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 for which resources are allocated. This can be:

- an industry workplace
- 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.

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