



Australian Government

Department of Education, Employment and Workplace Relations

SITTTOP001A Allocate tour resources

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to allocate human and physical resources to ensure efficient and effective tour operations. It requires the ability to correctly interpret operational documentation in order to identify and allocate appropriate types and quantities of resources to meet operational needs.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit has particular application to tour operators who operate day tours or tours of several days' duration to one or more destinations and who may use any form of transportation or operate walking tours. The unit can also apply to attraction and theme park activities.

Resource allocation requires the application of significant planning, organisational and contingency management skills and this role is generally undertaken by senior personnel who operate autonomously or under limited guidance from others. Tour resources are allocated by people such as operations managers, owner-operators of a tour operating business, senior tour guides and senior driver guides.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|-----------------------------------|---|
| 1 Identify resource requirements. | 1.1 Liaise with appropriate colleagues and other departments to identify <i>tour or activity resource requirements</i> . |
| | 1.2 Interpret <i>operational documentation</i> and determine resource requirements that specifically meet the product delivery requirements of the tour or activity. |

ELEMENT	PERFORMANCE CRITERIA
2 Allocate resources to meet operational needs.	2.1 Organise human and physical resources to comply with organisation requirements for long and short-term planning. 2.2 Identify risks involved with resources and make resource allocation contingency plans to avoid disruption to tour or activity. 2.3 Coordinate resources to meet the needs of the particular tour or activity and specific customer requirements. 2.4 Allocate resources according to predetermined tour costings to minimise waste and maximise profitability. 2.5 Allocate resources according to maintenance, safety and other statutory requirements. 2.6 Provide colleagues and customers with resource information in a timely manner. 2.7 Prepare and distribute accurate and sufficiently detailed documentation, minimising use of printed materials and maximising electronic transmission of all documents to reduce negative environmental impacts. 2.8 Action any contingency arrangements when required. 2.9 Recognise any changes in resource priorities and make necessary adjustments. 2.10 Organise any necessary additional or external resources.
3 Monitor and adjust resource allocation.	3.1 Monitor and adjust efficiency and effectiveness of resource allocation. 3.2 Provide and seek regular and accurate feedback to and from colleagues to facilitate continuous improvement of the operation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication skills to liaise with other departments on resource requirements and provide and seek regular feedback on efficiency of resource allocation
- numeracy skills to calculate and allocate appropriate numbers of required touring resources and calculate costs within a predetermined budget
- literacy skills to read and interpret complex technical itineraries, sales and reservations data
- writing skills to be able to prepare documents such as rosters, resource schedules and operational itineraries.

The following knowledge must be assessed as part of this unit:

- in-depth product knowledge of all elements of the tour or activity being operated
- the existence and key aspects of the relevant federal, and state or territory legal compliance requirements for both human and physical resource allocation
- principles of planning and scheduling that relate to tour operations and resource allocation
- systems and documentation used by tourism operators to control resource allocation
- operational, sales and reservations data appropriate to particular sector or workplace.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of the legal and safety requirements that impact on resource allocation in tour operations
- ability to identify and cost effectively allocate the full range of resources required for the effective and efficient operation of multiple tours

EVIDENCE GUIDE

- project or work activities showing the candidate allocating resources for a nominated operation on multiple occasions
- ability to cope with the time pressures and other work constraints that generally apply to the resource allocation role, including problems and the need for contingency management.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic tourism operation where resources would be allocated, e.g. an office environment or tour operating depot using appropriate computers, printers, database programs currently used within the industry for resource allocation
- access to operational, reservations and sales data in order to identify the required resources.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to allocate tour resources. The following examples are appropriate for this unit:

- review of resource allocation activities undertaken by the candidate for a specific tour operation, conducted with the involvement of an industry operator
- review of actual allocation documentation and reports prepared by the candidate
- case studies to assess ability to allocate resource for specific operating circumstances
- written and oral questioning or interview to test knowledge of safety and legal knowledge required to allocate appropriate resources
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITXHRM003A Roster staff.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and broadly consistent across industry sectors. How these skills are applied varies between occupations and between qualifications due to the different work function and context.

Employability skills embedded in this unit should be assessed holistically with other relevant units which make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the

RANGE STATEMENT

performance criteria is detailed below.

Tour or activity resource requirements may be for:

- single tour or activity
- tour or activity series.

Operational documentation may include:

- paper-based or electronically transmitted materials
- reservations and sales data
- tour schedules
- technical or operations itineraries
- passenger or customer profiles, including special requests.

RANGE STATEMENT

Resources may include:

- human resources, including:
 - drivers
 - tour guides
 - tour managers
 - drivers and guides
 - hostesses
 - camp site cooks
 - interpreters
 - specialist tour leaders
- physical resources, including:
 - vehicles
 - vessels and aircraft
 - any form of transportation
 - camping equipment
 - catering equipment
 - safety equipment
 - first aid equipment
 - spare parts or equipment
 - recreational equipment
 - maintenance equipment
 - educational equipment
 - communication equipment
 - consumable goods.

Risks involved with resources may include:

- breakdown
- complete equipment failure
- wear and tear
- exhaustion of regulated equipment or human resource hours during tour or activity
- over allocation of consumable goods and associated wastage
- inadequate equipment to meet the needs of the tour or activity
- sickness or injury to personnel.

RANGE STATEMENT***Allocate resources may be:***

- manual
- by computer.

Documentation may include:

- staffing rosters
- schedules allocating specific duties
- schedules allocating specific physical resources
- operational itineraries giving details of specific resources allocated.

Unit Sector(s)**Sector**

Tourism

Competency field**Competency field**

Tour Operations