



Australian Government

Department of Education, Employment and Workplace Relations

SITTTOP002A Load touring equipment and conduct pre-departure checks

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 interpret operational tour documentation in order to identify and load the required range and quantities of touring equipment and supplies. It also covers the requirement to conduct pre-departure checks on tour equipment and supplies.

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

Application of the Unit

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This unit applies 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. Personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for conducting pre-departure checks and loading touring equipment and supplies. This function is undertaken by people such as operations coordinators, owner-operators of a tour operating business, tour guides and 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 requirements.	1.1 Interpret <i>operational tour documentation</i> to accurately identify the range of <i>equipment and supplies</i> required.
2 Check equipment and supplies.	2.1 Select and check equipment and supplies against documented requirements for correct quantity to minimise waste and maximise profitability and to ensure appropriate quality 2.2 Conduct safety checks according to organisation

ELEMENT	PERFORMANCE CRITERIA
	procedures and statutory requirements.
	2.3 Identify shortfalls and problems promptly, report these and follow up to ensure rectification.
3 Load equipment and supplies.	3.1 Load equipment and supplies using safe <i>manual handling techniques</i> to avoid injury. 3.2 Take account of terrain to be covered and the need for access to equipment and supplies when loading equipment and supplies. 3.3 Identify any <i>hazardous items</i> and load these to minimise any health or safety risks. 3.4 Inspect load prior to departure to ensure that all items are stored in an appropriate position to allow ease of access and avoid damage and risk of injury.
4 Complete documentation.	4.1 Complete accurate <i>pre-departure documentation</i> according to organisation and statutory requirements. 4.2 Report any identified problems and suggest improvements.

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:

- vehicle or vessel loading techniques appropriate to workplace
- safe handling techniques for hazardous items
- safe manual handling techniques
- numeracy skills to calculate, count and load appropriate numbers of required touring equipment and supplies
- literacy skills to read and interpret documents such as technical itineraries, checklists, tour briefs, and passenger profiles providing details of types and amounts of equipment and supplies to be loaded
- writing skills to be able to complete pre-departure documents such as checklists, basic fault reports and supply lists.

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

basic product knowledge of the tours being operated

- working knowledge of the operation of the equipment used and supplies required for the tours being operated
- the fundamental features of hazardous items and safe methods of packing in various forms of transportation to minimise injury
- thorough understanding of the contents of operational tour documentation.

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 fundamental features of hazardous items and safe methods of packing in various forms of transportation to minimise injury

EVIDENCE GUIDE

- ability to check and effectively load equipment and supplies for multiple tours according to operational documentation
- project or work activities that show the candidate conducting pre-departure checks for a nominated operation on multiple occasions
- completion of loading and pre-departure checks within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a venue, such as an operational depot where pre-departure checks take place
- access to the full range of supplies and equipment used in the operation of a tour
- realistic ratios of operational staff to equipment and supplies
- use of a full range of operational tour documentation.

EVIDENCE GUIDE

Methods of assessment

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

- direct observation of the candidate loading equipment and supplies and conducting pre-departure checks
- review of loading and checking plans, notes or operational checklists prepared by the candidate
- written and oral questioning to test knowledge of OHS issues and legislative requirements pertaining to loading and checking equipment and supplies
- written and oral questioning to test knowledge of the candidate's interpretation of operational tour documentation
- 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:

TLIC107C Drive vehicle

TLIC807C Drive coach/bus

SITTTOP006B Operate tours in a remote area.

Assessing employability skills

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

Employability skills embedded in this unit should be assessed holistically with other relevant units that 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

RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

- Operational tour documentation*** may include:
- passenger lists
 - rooming lists
 - passenger profiles, including special requests
 - passenger descriptive itinerary
 - technical or operations itinerary
 - written tour brief
 - catering information
 - itemised lists of required supplies and equipment.

- Equipment and supplies:***
- may include:
 - camping equipment
 - catering equipment
 - maintenance equipment
 - recreational equipment
 - educational equipment
 - protective clothing and equipment
 - communication equipment
 - fuel
 - water
 - food and beverage
 - luggage
 - medication and first aid kit
 - commercial cargo
 - may be loaded on:
 - vehicles
 - vessels
 - any other form of transportation.

- Manual handling techniques*** may involve:
- lifting
 - shifting
 - using equipment to assist lifting or shifting
 - seeking assistance from others.

RANGE STATEMENT

- Hazardous items*** may include:
- sharp tools or equipment
 - glass containers or bottles
 - gas containers
 - aerosols, which are heat-sensitive
 - medication
 - petrol, fuel or inflammable materials.

- Pre-departure documentation*** may include:
- completed checklists
 - basic fault reports
 - supply lists.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tour Operations