



Australian Government

Department of Education, Employment and Workplace Relations

SITTVAF003A Operate a ride location

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 conduct the day-to-day operation of rides.

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 individuals, usually called ride attendants, who are responsible for the safe and efficient operation of rides. Rides are operated within attractions or theme parks and sometimes as part of a travelling show or temporary attraction structure.

The unit requires a good knowledge of operational, safety and emergency procedures combined with some problem-solving skills to address typical ride operational problems. A person undertaking this role works under general supervision and applies some individual discretion and judgement to work activities.

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 Prepare and inspect ride location.	1.1 Inspect the <i>ride location</i> prior to arrival of customers and according to approved <i>checklist</i> for a specific ride. 1.2 Check <i>general equipment and supplies</i> in the ride location to ensure readiness for operation and reorder supplies according to organisation procedures. 1.3 Check <i>safety equipment</i> to ensure readiness for operation. 1.4 Check for cleanliness and standard of presentation, and take remedial action promptly where appropriate.

ELEMENT	PERFORMANCE CRITERIA
2 Inspect rides.	2.1 Inspect rides prior to the arrival of customers according to approved checklist. 2.2 Note all items accurately according to organisation procedures. 2.3 Report all discrepancies or irregularities to the appropriate supervisor immediately.
3 Prepare to operate ride.	3.1 Check loading procedures prior to commencement of the ride according to organisation procedures. 3.2 Maintain appropriate communication with the ride loader to ensure the ride commences safely.
4 Operate and monitor ride.	4.1 Operate the ride or device according to specifications and organisation requirements and procedures. 4.2 Continuously monitor operator controls during the operation of the ride. 4.3 Monitor the overall ride, ride area and rider behaviour and reactions at all times. 4.4 Take any required action in response to observations made during the ride, and ensure these conform to organisation safety procedures. 4.5 Action emergency procedures strictly according to organisation and specific ride procedures. 4.6 Treat customers in a friendly and courteous manner throughout the ride. 4.7 Identify quality control issues or problems during the ride advising the appropriate supervisor for action.
5 Close down ride.	5.1 Commence close-down procedures when all customers have left the ride location. 5.2 Close-down ride following organisation procedures for the specific ride. 5.3 Identify defects or deficiencies and promptly report to appropriate supervisor for action.

ELEMENT	PERFORMANCE CRITERIA
6 Close and secure ride.	6.1 Check that all areas of the ride meet organisation guidelines. 6.2 Clean and prepare location and equipment for the next operation. 6.3 Secure the ride location according to organisation procedures.
7 Prepare ride documentation.	7.1 Identify issues and events requiring documentation. 7.2 Make notations accurately and comprehensively according to organisation procedures. 7.3 Complete and distribute accurate documentation within required timeframe, minimising use of printed materials and maximising electronic transmission of documents to reduce negative environmental impacts. 7.4 Forward reports and documentation to the appropriate area within the required timeframe.

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:

- problem-solving skills to identify and respond to ride operation problems in the context of established procedures
- communication skills to allow for friendly and courteous interaction with customers
- literacy skills to interpret and prepare simple, standard documentation
- numeracy skills to interpret instructions involving numbers correctly.

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

- health and safety procedures for specific rides
- emergency procedures for specific rides
- technical and equipment procedures for specific rides
- types of documentation and reports to be completed in ride operations.

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:

- ability to consistently follow procedures in ride operations to ensure safety of customers and colleagues
- understanding of the health, safety and emergency issues associated with ride operations
- specific demonstration of all safety procedures
- demonstration of skills across multiple operations of the ride and for an appropriate range of rides (as required by the attraction).

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational ride location
- commercially realistic ratios of customers to candidate to reflect typical workplace conditions.

EVIDENCE GUIDE

Methods of assessment

Assessment methods must be chosen to ensure that the skills required to operate a ride location can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate safely operating a ride location
- direct observation of the candidate performing actual or simulated emergency procedures
- review of ride operational reports and checklists prepared or completed by the candidate
- written and oral questioning or interview to test knowledge of OHS issues, equipment features and emergency procedures
- problem-solving activities to assess ability to respond to various situations during the operation of a ride location, especially emergency aspects
- 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:

- SITTVAF002A Provide a briefing or scripted commentary
- SITTVAF004A Load and unload a ride.

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

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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 performance criteria is detailed below.

Ride location may include:

- perimeter
- walkways
- gates
- queue house
- bridges
- ramps
- fences or barriers
- netting.

Checklist may relate to:

- mechanical components
- restraints, seating and harnesses
- mounts
- couplings and chains
- fibreglass and metal
- overall structure.

General equipment may include:

- booth area
- chairs
- water cooler
- cleaning equipment
- microphone
- signage.

Safety equipment may include:

- signage
- health and safety restriction signs and monitors
- telephone
- fire extinguishers
- life preservers
- safety ropes
- communication devices
- emergency stop buttons and apparatus relevant to ride.

RANGE STATEMENT

Rides may be:

- mechanical
- computerised
- manual
- water-based.

Loading procedures may relate to:

- numbers of riders
- height of riders
- overall physical capacity of riders
- placement of riders on the ride (e.g. balance of weight).

Emergency procedures may include:

- closing down ride
- contacting supervisor
- calling for emergency assistance.

Quality control issues or problems may relate to:

- inappropriate customer behaviour
- rider discomfort
- any equipment malfunction
- negative impact of weather.

Documentation may include:

- paper-based or electronically transmitted materials
- safety reports
- equipment checklists
- incident reports
- customer numbers.

Unit Sector(s)

Sector

Tourism

Competency field

Competency field

Venue and Facility Operations