



Australian Government

Department of Education, Employment and Workplace Relations

SITTVAF004A Load and unload a ride

Revision Number: 1

SITTVAF004A Load and unload a ride

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to load and unload passengers safely onto and from a ride and to observe the operation of the ride.

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 applies to individuals, often called ride loaders, who undertake the specific function of loading or unloading a ride.

Rides are operated within attractions or theme parks and sometimes as part of a travelling show or temporary attraction.

The unit requires a good knowledge of safe ride loading procedures and an ability to strictly follow those procedures. A person undertaking this role works under direct supervision.

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.
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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 <i>bold italicised</i> 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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Load the ride.	1.1 Perform <i>loading procedures</i> correctly, safely, promptly and according to organisation requirements and procedures. 1.2 Load <i>ride</i> to the maximum number of persons approved to ride. 1.3 Check that all riders are secured according to requirement of the ride. 1.4 Advise all riders to secure any articles that may come loose while riding. 1.5 Treat all customers in a courteous and friendly manner during loading. 1.6 Check all load requirements prior to the start of the ride.

ELEMENT	PERFORMANCE CRITERIA
2 Observe the ride.	2.1 Continuously observe the ride according to safety procedures. 2.2 Identify <i>quality control issues or problems</i> during the ride advising appropriate supervisor immediately for action.
3 Unload the ride.	3.1 Ensure the ride is fully completed before unloading. 3.2 Follow unloading procedures correctly, safely, promptly and according to organisation requirements and procedures. 3.3 Unload customers in a courteous and friendly manner.

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 problems within a defined range and report appropriately
- communication skills to allow for friendly and courteous interaction with customers
- literacy skills to interpret basic procedural documentation
- numeracy skills to count accurately, and compare numbers or riders against capacity.

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

- health and safety procedures in relation to loading and unloading rides
- emergency procedures for specific rides
- specific ride instructions.

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 loading and unloading rides to ensure safety of customers and colleagues
- understanding of the health, safety and emergency issues associated with ride operations
- demonstration of skills across multiple operations of the ride and for an appropriate range of rides (as required by attraction)
- specific demonstration of safety procedures
- completion of loading and unloading rides within typical workplace time constraints.

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 candidates to reflect typical workplace conditions.

Methods of assessment

Assessment methods must be chosen to ensure that the skills required to load and unload a ride 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 loading and unloading a ride
- direct observation of the candidate performing actual or simulated emergency procedures
- written and oral questioning or interview to test knowledge of OHS issues, equipment features and capacity limitations
- problem-solving activities to assess ability to respond to various situations during the loading and unloading 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.

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

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).

Ride may be:

- mechanical
- computerised
- manual
- water-based
- part of a show.

Quality control issues or problems may relate to:

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

Unit Sector(s)

Sector Tourism

Competency field

Competency field Venue and Facility Operations

