



Australian Government

SITTTOP401 Allocate tour or activity resources

Release 1

SITTTOP401 Allocate tour or activity resources

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITTTOP001A Allocate tour resources. Title simplified.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assess operational requirements and allocate human and physical resources to support efficient and effective tour operations.

Application of the Unit

This 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.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

- | | |
|--|--|
| 1. Evaluate resource requirements. | 1.1 Liaise with colleagues about tour or activity <i>resource requirements</i> . |
| | 1.2 Evaluate <i>operational information</i> to determine participant and operational needs. |
| 2. Allocate resources to meet operational needs. | 2.1 Assess <i>resource risks</i> 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 <i>resource information</i> 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. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - liaise with others on resource requirements
 - provide and seek regular feedback on efficiency of resource allocation
- critical thinking skills to assess and respond to potentially complex and competing operational, profitability and service priorities
- literacy skills to:
 - read and interpret tour information and customer data
 - prepare wide ranging operational information in established formats including rosters, resource schedules and operational itineraries
- numeracy skills to:
 - calculate and allocate appropriate resources
 - calculate costs within a predetermined budget
- planning and organising skills to coordinate and schedule multiple operational resources
- problem-solving skills to develop and implement resource contingency plans
- technology skills to work with resource allocation systems.

Required knowledge

- operational elements of tours or activities relevant to the work context
- key aspects of relevant federal, and state or territory legal requirements for resource allocation, including those related to:
 - human resources - award provisions, safe hours of work, workplace relations
 - physical resources - equipment safety, maintenance and registration requirements
- sustainability considerations in resource allocation, including those related to:
 - 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
- systems and documentation used by tourism operators to control resource allocation.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- allocate and monitor resources for multiple tours or activities to meet profitability, efficiency and service needs
- cope with time pressures and other work constraints that apply to the resource allocation role, including for the application of contingency management skills
- demonstrate knowledge of the legal and safety requirements that impact on resource allocation in the relevant context.

Context of and specific resources for assessment

Assessment must ensure use of:

- real or simulated tours or activities for which resources can be allocated
- operational, reservations and sales data on which resource allocation is based
- current information and communications technology used for resource allocation.

Method of assessment

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

- review of allocation documentation and reports prepared by the individual for particular tours or activities
- use of case studies to assess ability to allocate resources for specific operating circumstances
- written or oral questioning to assess knowledge of safety and legal requirements and the key organisational issues to be considered in resource allocation
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITXHRM401 Roster staff.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Resource requirements may include:

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

Operational information may include:

- costing and sales price data
- participant or customer profiles, including special requests
- supplier information
- reservations and sales data
- technical or operational itineraries and schedules.

Resource risks may include:

- breakdown
- equipment failure
- exhaustion of regulated equipment or human resource hours during tour or activity
- inadequate equipment to meet the needs of the tour or activity
- over allocation of consumable goods and associated

- Resource information*** may include:
- wastage
 - sickness or injury to personnel
 - wear and tear.
 - operational itineraries giving details of specific resources allocated
 - schedules allocating specific duties
 - schedules allocating specific physical resources
 - staffing rosters.

Unit Sector(s)

Tourism

Competency Field

Tour Operations