



Australian Government

Department of Education, Employment and Workplace Relations

TLII3004A Manage camping procedures for coaches and buses

Release: 1

TLII3004A Manage camping procedures for coaches and buses

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage camping procedures for tour operations including preparing for a camping tour, overseeing the establishment of a camp site, and supervising the vacation of the campsite in accordance with regulations and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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Work must be carried out in compliance with the relevant regulations and permit requirements pertaining to camping activities conducted as part of tour operations.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine procedures to manage camping activities across a variety of tour operation contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for camping tour	1.1 Camping equipment requirements are identified and obtained 1.2 All equipment is checked for serviceability and damage prior to commencement of tour 1.3 Damaged items are repaired or replaced in accordance with workplace policy 1.4 All consumables required for the tour are determined and obtained in accordance with workplace procedures prior to commencement of tour
2 Oversee the establishment of the camp site	2.1 A suitable, level campsite is selected 2.2 Unloading of equipment and erection and commissioning of camping equipment is supervised 2.3 Appropriate arrangements are made with the host/cook for meals and other services during camping activity 2.4 Participants are advised of health and safety requirements and precautions including the safe use of fires
3 Vacate the campsite	3.1 The procedures for the vacation of the campsite are supervised in accordance with workplace procedures 3.2 The campsite is inspected for cleanliness and misplaced equipment in accordance with regulations and workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant regulations and permit requirements pertaining to camping activities
- Relevant OH&S and environmental procedures and regulations
- Workplace camping procedures
- Relevant camping equipment and instructions for its use
- Customer service policies and procedures
- Special needs of persons with disabilities
- Special needs of different community sectors and cultures
- Local knowledge including camping areas and facilities
- Typical problems that may arise during the management of camping activities for coaches and

REQUIRED KNOWLEDGE AND SKILLS

buses and action that should be taken

- Procedures to be followed in the event of a camping emergency

Required skills:

- Communicate effectively with others when managing camping activities for coaches and buses
- Handle complaints and conflicts that may arise during the management of camping activities for coaches and buses
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing camping activities for coaches and buses
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise during the management of camping activities for coaches and buses in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Implement contingency plans for unanticipated situations that may occur during the management of camping activities for coaches and buses
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Provide customer service during camping operations
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify and correctly use camping equipment
- Monitor condition and performance of camping equipment and take appropriate action if required
- Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

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.

Camping operations are those carried out as part of:	• tour operations, including coaches, buses and other relevant tourism vehicles
Campsite operations may be carried out:	• in any transport environment, including operations conducted at day or night and typical weather conditions
Procedures for the vacation of a campsite may include:	• dismantling of equipment • cleaning of the equipment and site • loading of coach/vehicle/trailer • extinguishing of fires
Camping hazards may include (examples only):	• fire or explosion • flood • animals • poisonous insects, spiders and snakes • damaged or faulty equipment
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Documentation/records may include:	• relevant state/territory regulations and permit requirements pertaining to camping activities • workplace camping instructions and procedures • equipment manufacturers instructions, specifications and recommended procedures, including pre-operational checks of equipment • emergency procedures • camping tour log book or record book (where required)
Applicable procedures and codes may include:	• relevant state/territory regulations and requirements pertaining to camping operations • relevant state/territory OH&S legislation • relevant state/territory food and health regulations • relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

I - Customer Service