

Competency Standard

UNIT TITLE: ALLOCATE TOUR RESOURCES		NOMINAL HOURS: 40
UNIT NUMBER: D2.TTG.CL3.02 D2.TTO.CL4.01		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to assign the necessary human and physical resources to enable the safe, effective and profitable implementation of tour operations.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Determine resource requirements</p> <p>1.1 Identify the <i>factors that will determine resource requirements for a tour</i></p> <p>1.2 <i>Discuss resource needs with colleagues</i></p> <p>1.3 <i>Consider previous tours</i> that have been conducted</p> <p>1.4 Identify safety and legal issues that must be complied with</p> <p>1.5 Determine <i>availability of required resources</i></p> <p>1.6 <i>Identify specific resources</i> for individual tours</p> <p>1.7 Prepare short and long-term plans for resource acquisition</p> <p>Element 2: Allocate resources</p> <p>2.1 Coordinate the <i>availability of physical resources</i></p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors that allocate human and physical resources to support tour operations within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Tour Operation</p> <p><i>Factors that will determine resource requirements for a tour</i> may be related to:</p> <ul style="list-style-type: none"> • Type of tour • Location of tour • Duration of tour • Starting and finishing time of tour • Size of tour group • Special needs and special requests 	

<p>2.2 <i>Match resources to identified tour requirements</i></p> <p>2.3 <i>Comply with budget limitations when allocating resources</i></p> <p>2.4 <i>Provide resource information and support to colleagues</i></p> <p>2.5 <i>Issue the identified physical resources as identified</i></p> <p>2.6 <i>Distribute physical resources to required locations</i></p> <p>2.7 <i>Arrange for third party supply of resources</i></p> <p>2.8 <i>Verify supply of appropriate and adequate resources with tour guide and other personnel</i></p>	<ul style="list-style-type: none"> • Types of customers expected on tour including considerations that may apply to infants, children, the elderly and the disabled • Resources available on-tour and/or at tour site from third parties, via vouchers and specific arrangements that have been made • Conditions of the tour including weather, environmental, geographical and other issues that may impact • Understanding activities, products and services advertised for the tour. <p><i>Discuss resource needs with colleagues will include:</i></p> <ul style="list-style-type: none"> • Analysing operational issues • Considering how lack of resources impacts timing and safety issues • Identifying emerging resource needs. <p><i>Consider previous tours may be related to:</i></p> <ul style="list-style-type: none"> • Analysing feedback • Investigating accidents, incidents and near-misses • Checking levels of customer satisfaction. <p><i>Availability of required resources may relate to:</i></p> <ul style="list-style-type: none"> • Use of resources for other tours • Damaged, malfunctioning or missing items • Equipment that no longer meets changed needs • Physical location of items • Roster considerations for human resources. <p><i>Identify specific resources should relate to:</i></p> <ul style="list-style-type: none"> • Naming types and forms of physical resources required including: <ul style="list-style-type: none"> ▪ Vehicles and vessels
<p>Element 3: Review resource allocation</p> <p>3.1 <i>Compare resources used with budget and revenue raised</i></p> <p>3.2 <i>Review actual conduct of tour and compare with expectations</i></p> <p>3.3 <i>Identify resources that need to be revised for subsequent tours</i></p> <p>3.4 <i>Revise standard tour-related documentation</i></p>	

	<ul style="list-style-type: none"> ▪ Aircraft and other types of transport including live transport such as horse or camels, bikes and motorbikes ▪ Camping and catering equipment including food, beverages and refreshments ▪ Safety equipment including first aid kits and communication equipment ▪ Recreational and activity equipment ▪ Maintenance equipment ▪ Educational equipment ▪ Cash ▪ Vouchers • Naming staff required to conduct tour including identification of roles and responsibilities based on experience, qualifications, training and integration of skill sets. Human resources may include: <ul style="list-style-type: none"> ▪ Drivers ▪ Tourist guides ▪ Driver guides ▪ Hosts and hostesses ▪ Campsite cooks ▪ Interpreters ▪ Camp and tour assistants • Quantifying physical resources by number, amounts, values and volumes • Quantifying human resources by number and hours. <p><i>Availability of physical resources may relate to:</i></p> <ul style="list-style-type: none"> • Cleaning requirements • Scheduled service
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- Repairs and replacements
- Items being used elsewhere, or on other tours
- Purchasing additional items.

Match resources must include:

- Ensuring correct types and amount of physical resources
- Ensuring appropriate staff with required skills, knowledge and experience.

Comply with budget limitations must include:

- Ensuring safety is not compromised
- Obtaining authority for budget over-runs
- Adjusting resource allocation, where possible, to eliminate cost over-runs.

Resource information and support may include:

- Written information including handouts, data sheets, checklists and manufacturer's information and instructions
- Verbal information including descriptions, cautions and advice
- Demonstrations
- Training
- Practice.

Issue the identified physical resources may include:

- Locating the items in storage
- Removing them from storage
- Completing internal stock control/management documentation including requisitions, bin cards, stock sheets, computer files and fields

- Completing tour resource checklists
- Checking safety and completeness of each item issued
- Recording identification/serial numbers of items, tickets and vouchers
- Obtaining signature(s) from tour guide or other colleagues for equipment, cash and vouchers.

Distribute physical resources may include:

- Transporting resources to tour destinations including starting points, activity points and refreshment/meal break locations.

Arrange for third party supply may include:

- Organising the provision of perishable items from local suppliers and venue
- Making arrangements regarding vehicle requirements including fuel and service
- Issuing vouchers for on-site provisions, such as entry, meals, refreshments, samples and rides.

Review actual conduct of tour may include:

- Soliciting feedback from colleagues and customers
- Analysing incident reports.

Resources that need to be revised for subsequent tours may include:

- Purchasing additional equipment to meet emerging need
- Replacing damaged or stolen items
- Complying with new legislated requirements
- Substituting items.

Standard tour-related documentation may include:

- Advertising material
- Tour checklists
- Tour itineraries
- Tour resource stock sheets, duty allocations and rosters
- Plans including emergency responses.

Assessment Guide

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

- Enterprise policies and procedures in regard to resource acquisition, purchasing, storage, use, control and allocation
- Principles of control, planning and management of physical and human resources
- Ability to use planning, scheduling, organisational and contingency management skills and techniques
- General industry knowledge in relation to resource requirements for different tour types, groups, locations and customer need.

Linkages To Other Units

- Work as a tour guide
- Drive various types of service vehicles
- Lead tour groups in a responsible manner
- Prepare and present tour commentaries
- Provide arrival and departure assistance
- Carry out vehicle maintenance or minor repairs
- Manage and execute a detailed tour itinerary

- Manage operational risk
- Maintain tourism vehicles in safe and clean operational condition
- Operate and maintain a 4-WD vehicle in safe working condition
- Operate tours in remote areas
- Set up and operate a camp site
- Provide camp site catering.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding the legal and safety implications of providing adequate and suitable resources for tours
- Demonstrated ability to identify, quantify and cost the physical and human resources required to effectively and safely enable the conduct of a nominated tour at a given location for a stated number of customers from a specified market sector
- Demonstrated ability to provide tour staff with necessary information and training to enable them to effectively use a nominated range of physical resources required on a designated tour/tour type
- Demonstrated ability to debrief tour staff with a view to identifying resource modifications and/or requirements for subsequent similar tours.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of resource identification, storage, acquisition and control procedures
- Actual or simulated itineraries for tours of varying durations at various locations for groups of various sizes and various types.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment. Training and assessment must include the use of real or simulated pre-tour requirements and information and the use of real tour facilities, equipment, resources and staff.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Inspection and assessment of allocated resources against given tour requirements and parameters
- Case studies
- Role plays
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	2	Capture information to use as the basis for resource identification and allocation
Communicating ideas and information	2	Discuss resource needs with staff

	Planning and organising activities	3	Determine resources to be purchased, obtained and allocated for nominated tours
	Working with others and in teams	3	Liaise with staff in post-tour debriefings
	Using mathematical ideas and techniques	2	Calculate rosters, costings and quantities of resources needed
	Solving problems	3	Resolve an equipment shortage situations
	Using technology	2	Use calculator to cost resources; operate emergency and communication equipment