

Competency Standard

UNIT TITLE: ESTABLISH AND MAINTAIN SAFE TOURING CONDITIONS		NOMINAL HOURS: 60
UNIT NUMBER: D2.TTG.CL3.10		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to establish and maintain safe conditions while on tour.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Plan the tour</p> <p>1.1 Determine the <i>risks</i> associated with the <i>tour</i></p> <p>1.2 <i>Prepare plans</i> to address identified tour risks</p> <p>1.3 <i>Undertake pre-departure activities</i> to optimise safe touring conditions</p> <p>Element 2: Inform tour members on safety issues</p> <p>2.1 <i>Train staff</i> in safety requirements</p> <p>2.2 <i>Brief tour customers</i></p> <p>2.3 <i>Demonstrate safety practices</i> to address identified risks</p> <p>2.4 Distribute safety <i>equipment</i></p> <p>Element 3: Establish safe conditions</p> <p>3.1 <i>Ensure equipment and vehicles are safe</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 establishing and maintaining safe conditions while on tour and applies to staff within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Tour Operation</p> <p><i>Risks</i> may be related to:</p> <ul style="list-style-type: none"> • Equipment and resources required • Route • Activities and specific itinerary requirements, including timing factors and potential service delivery issues • Group size and composition • Environmental factors • Time of day • Seasonal factors 	

<p>3.2 <i>Prepare for the safe conduct of tour activities</i></p> <p>Element 4: Monitor safety during the tour</p> <p>4.1 <i>Check the safety of tour inclusions prior to engagement</i></p> <p>4.2 <i>Monitor tour conditions</i></p> <p>4.3 <i>Observe customer behaviour</i></p> <p>4.4 <i>Provide assistance and advice where necessary to maintain safety</i></p> <p>Element 5: Deal with safety issues</p> <p>5.1 <i>Deal with unexpected events</i></p> <p>5.2 <i>Deal with emergencies</i></p> <p>5.3 <i>Provide basic first aid procedures</i></p>	<ul style="list-style-type: none"> • Customer special needs • Language and mobility considerations. <p><i>Tour may include:</i></p> <ul style="list-style-type: none"> • Half and full day tours • Extended tours • Site based tours, including general sightseeing tours and walking tours • Special interest tours, including cultural, educational, historic, city, rural, remote area and aerial tours • Water-based tours, including boating and cruise programs • Land based tours, including four-wheel drive tours, eco-tours, adventure and recreational tours. <p><i>Prepare plans</i> will include the preparation and validation of written documents designed to guide action in the event of an emergency.</p> <p><i>Undertake pre-departure activities</i> may include:</p> <ul style="list-style-type: none"> • Checking equipment • Providing maintenance to equipment • Purchasing additional/necessary equipment • Researching the tour route, activities, locations, providers and other issues • Talking to people with experience of the intended tour route, activities, locations, providers and other issues • Liaising with staff. <p><i>Train staff</i> should include:</p> <ul style="list-style-type: none"> • Providing theory-based and practical training • Assessing staff
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- Ensuring competency before staff are allowed to accompany the tour
- Recording the training and assessment that has been undertaken in order to demonstrate compliance with 'due diligence' requirements.

Brief tour customers should relate to:

- Providing hard copy safety information
- Advising customers of the need to be responsible for their own actions
- Identifying and explaining the matters that have been identified as presenting a safety risk
- Urging customers to be cautious
- Urging customers to monitor the activities of other customers
- Explaining the emergency plans that exist
- Notifying customers of the role of staff when an emergency or incident arises.

Demonstrate safety practices may relate to the demonstration of safety practice prior to tour departure and to demonstrations during the tour prior to engagement with nominated activities, and may include:

- Showing customers the actions, techniques and procedures to follow in order to avoid danger
- Showing customers the actions, techniques and procedures to follow when they get into a dangerous or unsafe situation
- Demonstrating the use of safety equipment, including personal protective equipment and clothing
- Assisting customers with implementing identified safety practices
- Verifying and recording that customers can follow required safety procedures.

Safety equipment will relate to specific identified risks and will vary depending on the nature of the activity and./or location but will include:

- Personal protective equipment
- Personal protective clothing.

Ensure equipment and vehicles are safe may include:

- Checking vehicles prior to departure and on a regular basis throughout the tour
- Checking equipment and resources prior to departure and on a regular basis throughout the tour
- Discarding and replacing unsafe items, including tagging items as 'unsafe'
- Performing recommended service where necessary to return items to a safe condition
- Using checklists to record inspections, maintenance and repairs that have been undertaken.

Prepare for the safe conduct of tour activities may include:

- Liaising with tour staff to prepare equipment and resources to support safety
- Re-capping previous safety advice relevant to the upcoming activity, location or topic that gives rise to risk
- Setting up and/or preparing safety equipment for use by customers
- Establishing a safe environment for the conduct of activities
- Providing additional and/or top-up and remedial training or demonstrations to customers.

Check the safety of tour inclusions must include:

- Determining if the intended activity should go ahead or be modified or cancelled in line with human, physical and environmental conditions that apply at the time
- Verifying that customers are prepared and able to safely undertake the activities.

Tour conditions relate to:

- Time of day, including 'day of the week' considerations, where applicable
- Weather conditions, such as wind, rain, heat, visibility and including weather events, such as flooding in other areas that may impact on the current location
- State and condition of customers, including previous observed/demonstrated abilities and capacities to undertake activities
- Amount of available natural or artificial light
- Geographical and physical environment, including condition of the ground, the need to travel on uneven or dangerous terrain, rating of climbs/descents, flow rate and depth of water
- Fire
- Closed roads and facilities
- Advice received from locals in relation to local conditions, including local events and activities.

Observe customer behaviour may include:

- Monitoring customers to ensure compliance with safety requirements
- Identifying instances where customers require assistance
- Modifying activities on the basis of observed behaviours.

Unexpected events should include planning for contingencies, as far as practicable, so that contingency plans can be put into effect when required. The nature of unexpected events will depend on the tour types and the specifics of individual routes and activities, but may include:

- Systems failure, including technical and equipment failure
- Injury, accident or death

- Adverse weather conditions, including the impact of adverse weather conditions in a near-by or associated area
- Inappropriate customer behaviour
- Unpredictable animal behaviour
- Cultural considerations
- Sudden closures, or change of access
- Closures of sites and unannounced restricted access to traditional areas
- Reassessment of customer wants, needs and/or preferences while on tour.

Deal with emergencies may include:

- Implementing contingency and/or emergency plans
- Notifying authorities and/or emergency services to obtain assistance
- Maintaining communication with customers to notify them of action to be taken in response to the emergency
- Optimising the safety of customers, including placing the safety of people above the protection of assets
- Assuming authority, taking charge and issuing directives to customers
- Taking action to minimise the adverse impact of the emergency on the conduct, and customer enjoyment of, the tour
- Apologising for the event
- Adhering to host enterprise policies and procedures in regard to not admitting liability and not promising recompense, including referring customers to management, head office or to duty supervisor on arrival back at the departure point, where applicable.

Basic first aid procedures may include treatment for:

- Heat exhaustion and heat stroke
- Hypothermia
- Simple fractures
- Burns and scalds
- Cuts and abrasions
- Bites and stings
- Heart attack.

Assessment Guide

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

- Enterprise policies and procedures in regard to preparing for safe tour operations and the responses to emergency situations
- Principles of bush craft and survival techniques
- Principles of risk identification, analysis and control
- Ability to apply basic first aid
- Ability to use safety equipment and clothing
- Ability to use on tour communication equipment
- Knowledge of equipment and resources required for tours.

Linkages To Other Units

- Work as a tour guide
- Conduct pre-departure checks
- Lead tour groups in a responsible manner

- Manage and facilitate an extended tour experience
- Provide arrival and departure assistance
- Develop and update tourism industry knowledge
- 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
- Implement occupational health and safety procedures
- Follow safety and security procedures.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to preparing for safe tour operations and the responses to emergency situations
- Demonstrated ability to identify the potential risks for a nominated tour itinerary, prepare appropriate plans to address these risks and develop a checklist to guide pre-departure safety inspections prior to departure of that tour
- Demonstrated ability to verbally brief and provide suitable demonstrations for tour group members to prepare them to safely participate in nominated tour activities
- Demonstrated ability to inspect nominated equipment and resources and identify any safety-related issues with those items
- Demonstrated ability to prepare resources, equipment and the environment in order to enable the safe undertaking of a nominated tour-related activity
- Demonstrated ability to effectively monitor and manage the safety of tour group members while participating in a nominated tour
- Demonstrated ability to respond effectively to maintain the safety of tour group members when faced with nominated, simulated emergency situations.

Context of Assessment

Assessment must ensure:

- Actual or simulated tour environment for the demonstration of practical safety-related skills.

Resource Implications

- Training and assessment must include a real or simulated tour with actual people and actual resources and equipment. Note: emergency and/or unexpected events may be simulated.

Assessment Methods

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

- Observation of practical candidate performance
- Portfolio of documents such as plans and checklists that relate to tour group safety
- 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 assist in risk identification

	Communicating ideas and information	2	Share safety requirements with staff
	Planning and organising activities	3	Prepare emergency plans
	Working with others and in teams	1	Liaise with customers to address safety-related issues
	Using mathematical ideas and techniques	1	Calculate statistics to use in the event of an accident or other emergency
	Solving problems	3	Respond to unexpected events in such a way that maintains customer safety
	Using technology	1	Use communication systems and personal protective equipment