

# Competency Standard

<b>UNIT TITLE:</b> OPERATE TOURS IN REMOTE AREAS		<b>NOMINAL HOURS:</b> 80
<b>UNIT NUMBER:</b> D2.TTO.CL4.15		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to conduct a day tour or extended tour of any style in a remote area		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Prepare for the remote area tour</b></p> <p>1.1 Obtain <i>information on destination</i> for the tour to be conducted</p> <p>1.2 Confirm <i>standard equipment and supplies</i> for the tour</p> <p>1.3 Obtain <i>necessary supplies and equipment</i> to support the tour</p> <p>1.4 <i>Notify required people</i></p> <p>1.5 Confirm supplies and equipment ready for the tour</p> <p><b>Element 2: Advise customers regarding the remote area tour</b></p> <p>2.1 <i>Provide verbal information</i> about the tour</p> <p>2.2 Supply <i>printed information</i></p> <p>2.3 <i>Stress the need for environmental and cultural sensitivity</i></p>	<p><b>Unit Variables</b></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 the conduct of tours in remote areas within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Travel Agencies</li> <li>2. Tour Operation</li> </ol> <p><i>Information on destination</i> may be related to:</p> <ul style="list-style-type: none"> <li>• Local information</li> <li>• Weather conditions</li> <li>• Maps</li> <li>• Routes and road conditions</li> <li>• Facilities that exist in the area</li> <li>• Local emergency and other contacts, including names, numbers, locations</li> <li>• Local customs</li> </ul>	

<p><b>Element 3: Apply safety and survival techniques on the remote area tour</b></p> <p>3.1 <i>Navigate the tour route</i></p> <p>3.2 <i>Monitor safety of tour members</i></p> <p>3.3 <i>Monitor the condition of tour vehicles, where applicable</i></p> <p>3.4 <i>Monitor environmental conditions</i></p> <p>3.5 <i>Respond to emergency situations</i></p> <p>3.6 <i>Operate communication equipment</i></p> <p><b>Element 4: Address issues arising on the remote area tour</b></p> <p>4.1 Explain <i>extraordinary conditions</i> to tour members</p> <p>4.2 Present <i>viable options</i> for addressing issues arising</p> <p>4.3 Select alternative course of action</p>	<ul style="list-style-type: none"> <li>• Local regulations and conditions of entry</li> <li>• Permits and authorisations required.</li> </ul> <p><i>Standard equipment and supplies</i> may include:</p> <ul style="list-style-type: none"> <li>• Vehicles</li> <li>• Food and drinks</li> <li>• Accommodation requirements, including tents, sleeping requirements</li> <li>• Cooking and food related equipment/terrain</li> <li>• Navigation equipment</li> <li>• Communication equipment</li> <li>• Equipment related to specific anticipated activities</li> <li>• First aid kit.</li> </ul> <p><i>Obtain necessary supplies and equipment</i> is related to:</p> <ul style="list-style-type: none"> <li>• Acquiring resources to support activities unique to the tour</li> <li>• Acquiring resources to replace items deemed insufficient, inappropriate or unsafe</li> <li>• Knowing what supplies or equipment are available at remote destinations.</li> </ul> <p><i>Notify required people</i> may include:</p> <ul style="list-style-type: none"> <li>• Staff</li> <li>• Local communities</li> <li>• Relevant authorities.</li> </ul> <p><i>Provide verbal information</i> should relate to:</p> <ul style="list-style-type: none"> <li>• Explaining the tour to the tour group highlighting: <ul style="list-style-type: none"> <li>▪ Anticipated dangers and related safety requirements and protocols</li> <li>▪ Emergency procedures</li> </ul> </li> </ul>
---	--

- Re-confirming itinerary
- Re-confirming scheduled activities
- Advising of relevant and/or non-negotiable timelines and deadlines
- Encouraging participation.

*Printed information* may include:

- Maps
- Itineraries
- Fact sheets
- Emergency advice
- Contact details
- Required level of fitness to undertake tour activities.

*Stress the need for environmental and cultural sensitivity* may include:

- Environmental awareness, including specific factors relating to the tour regarding:
  - Flora and fauna
  - The landscape
  - Buildings and property
- Local customs in the area and the need for cultural sensitivity and respect for locals.

*Navigate the tour* may include:

- Using maps
- Using global positioning systems (GPS), including hand-held and in-vehicle systems
- Using compass
- Following designated roads
- Using local knowledge.

*Monitor safety of tour members may include:*

- Regular meetings to advise of potential dangers
- Checking ongoing progress of individual tour members in terms of personal ability
- Overseeing activities, including evaluating each activity for safety prior to undertaking the activity, pre-activity briefings, demonstration, practice and monitoring during activities
- Seeking feedback from tour members regarding their progress
- Contacting authorities for safety related advice and updates
- Administering basic first aid as required
- De-briefing with tour members after activities to identify possible issues.

*Monitor the condition of tour vehicles may include:*

- Conducting daily safety checks, including visual and operating inspections
- Providing regular and scheduled preventative maintenance
- Checking the operational safety of tour vehicles after engagement with harsh conditions, or after extended usage
- Safety inspections of the interior of the vehicle.

*Environmental conditions will include:*

- Weather-related, including weather conditions in other geographic areas that have the capacity to impact on the tour, temperature, amount of available light
- Human, including the presence of people who may pose a threat
- Physical factors, including the condition of the ground, buildings and facilities.

*Respond to emergency situations may include:*

- Implementing the requirements of established emergency and contingency plans
- Responding to issues arising for which no emergency plans have been established
- Seeking the assistance of authorities

- Placing the safety of life above the security of equipment
  - Implementing evacuation and retrieval plans.
- Operate communication equipment* may include:
- On-board two-way radio
  - Hand-held communications equipment.
- Extraordinary conditions* may include:
- Extreme weather conditions
  - Unanticipated ground, environmental or other factors
  - Factors affecting individual members of the tour group
  - Vehicle breakdowns
  - Unexpected conditions and limitations imposed by authorities or local communities
  - Results of emergency situations that have been successfully dealt with but which have resulted in extraordinary conditions.
- Viable options* may include:
- Disciplining tour group members
  - Adjusting the length of the itinerary
  - Adjusting activities scheduled in the itinerary, including removal of activities and replacement of scheduled activities with alternatives
  - Incorporating extra rest periods, meal breaks and free time
  - Revising seating, sleeping and other arrangements to accommodate interpersonal issues
  - Changing the intended destinations, sites and tour locations
  - Cancelling the tour.

**Assessment Guide**

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

- Enterprise policies and procedures in regard to preparations prior to conducting a remote tour, on tour practices and post tour debriefings
- Principles of tour guiding, emergency procedures and first aid
- Ability to use survival and safety techniques
- Knowledge of touring equipment and tour vehicles
- General knowledge and ability in relation to vehicle and equipment maintenance
- Knowledge and ability in relation to navigation
- Ability to deliver basic first aid
- Ability to use communication, negotiation, leadership and group management skills.

**Linkages To Other Units**

- Work as a tour guide
- Allocate tour resources
- Conduct pre-departure checks
- Coordinate and operate a day-tour (or short excursions)
- Lead tour groups in a responsible manner
- Establish and maintain safe touring conditions
- Manage and facilitate an extended tour experience
- Manage and execute a detailed tour itinerary
- Manage operational risk
- Set up and operate a camp site
- 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 preparations prior to conducting a remote tour, on tour practices and post tour debriefings
- Demonstrated ability to prepare for the operation of a nominated tour in a remote area for a nominated group for a given itinerary, including identification of necessary equipment and supplies, and identification of relevant people who must be notified about the tour and the nature of the notification that must occur
- Demonstrated ability to provide verbal and printed safety, cultural and destination advice and information to tour group members in relation to a nominated remote tour
- Demonstrated ability to respond effectively to nominated emergency situations and issues arising on a designated remote area tour with a nominated group.

**Context of Assessment**

This unit may be assessed on or off the job:

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility.

**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.

**Assessment Methods**

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

- Observation of practical candidate performance
- Role plays
- Practical demonstrations
- Feedback from tour group participants

- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work
- Simulations.

**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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	1	Collect information relevant to the tour and the destinations
Communicating ideas and information	1	Provide verbal and printed information to tour group members
Planning and organising activities	2	Plan responses to emergency situations
Working with others and in teams	2	Monitor tour group activities and safety
Using mathematical ideas and techniques	1	Calculate resources required for a tour
Solving problems	3	Design solutions for issues arising during the tour
Using technology	1	Operate communication and other tour equipment