

Competency Standard

UNIT TITLE: PLAN, TRIAL AND IMPLEMENT MINIMAL IMPACT OPERATIONS		NOMINAL HOURS: 80
UNIT NUMBER: D2.TTG.CL3.15		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to plan and conduct tourism activities that will have a minimal negative impact on the environment and the society in which it is conducted so as to optimise the concept of sustainable tourism		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Plan minimal impact operations</p> <p>1.1 Identify the <i>proposed activity/operation</i> to be conducted</p> <p>1.2 Identify the <i>location</i> in which the identified activity/operation is proposed to be conducted</p> <p>1.3 Research the <i>factors that may be impacted by the proposed activity</i></p> <p>1.4 Research the <i>compliance requirements</i> that apply to the proposed activity/operation and location</p> <p>1.5 Develop a <i>plan that details the experiences and activities to be implemented</i></p> <p>Element 2: Trial minimal impact operations</p> <p>2.1 <i>Organise for the trial</i> to be conducted</p> <p>2.2 Conduct the trial operation as planned</p> <p>2.3 <i>Monitor the impacts</i> of the trial</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 within the labour divisions of the hotel and travel industries and may include:</p> <p>Travel Agencies Tour Operation</p> <p><i>Proposed activity/operation</i> may be related to:</p> <ul style="list-style-type: none"> • Constructing facilities • Introducing tours • Introducing interpretive activities • Establishing camps • Interaction with wildlife. 	

<p>2.4 Evaluate the information generated by the trial</p> <p>2.5 Utilise the information from the trial to <i>modify previous plans</i> so as to minimise negative effects and maximise positive impacts</p> <p>Element 3: Implement minimal impact operations</p> <p>3.1 Apply revised plans to the practical application of minimal impact tourism activities/operations</p> <p>3.2 Conduct the activity/operation in such a way that encourages others to engage in minimal impact actions</p> <p>3.3 Implement ongoing monitoring protocols</p> <p>Element 4: Evaluate minimal impact operations</p> <p>4.1 Collect objective environmental data</p> <p>4.2 Solicit feedback from the local community and staff</p> <p>4.3 Collaborate with local authorities to manage local environmental and social issues caused by, or related to, the minimal impact activity/operation</p> <p>4.4 Modify previous plans on the basis of valid data obtained</p>	<p><i>Location</i> refers to:</p> <ul style="list-style-type: none"> • The immediate geographic vicinity in which the activity/operation is proposed • Other geographic locations that may be impacted by the activity/operation, including consideration of routes that will enable access. <p><i>Factors that</i> may be impacted by the proposed activity can be either positive or negative and may include:</p> <ul style="list-style-type: none"> • Environmental, including the natural and built environment • Social, including social dislocation and changes to existing social interactions within the local community • Ecological, addressing the impact on animals and their habitat, plants and other organisms • Economic, including employment, investment, inflation, impact on local income, effects of partial reliance on tourism-related income and contribution to regional development • Cultural, including art, dance, music, storytelling, tools, implements, foods, artefacts, symbols, symbolic actions, rituals, rites, ceremonies, celebrations, heroes, significant figures, individuals, beliefs, assumptions, values, attitudes, language, religion, education, social institutions and cultural sites. <p><i>Compliance requirements</i> relate to:</p> <ul style="list-style-type: none"> • Local rules, regulations and by-laws • National legislation of the host country • Codes of practice • Requirements imposed by existing businesses and operations. <p><i>Plan that details the experiences and activities to be implemented</i> should address:</p> <ul style="list-style-type: none"> • How the proposal meets identified local needs and addresses identified concerns, including action to minimise negative effects and maximise positive impacts
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- Extent and type of activities and operations proposed, including specification of the site/location to be used and the nature of the activities/operations to be conducted
 - Timing details, including development time, commencement dates, duration of the activity/operation and specification of daily hours of operation
 - Evidence of gaining appropriate approvals, permissions, authorities, licenses and registrations from local communities and authorities
 - Behaviour stipulations for tour group members who visit
 - Details of the trial process that will be followed prior to full implementation of the proposal
 - Explanation of how objectors can register their objection to the proposal and explanation of the process that will be followed when an objection is received
 - Consultation that will occur with relevant communities and individuals prior to the final implementation decision being made
 - Monitoring protocols that will be used to assess the impact of the proposal on the local environment and communities.
- Organise for the trial* may include:
- Notifying key stakeholders and gaining their approval and cooperation
 - Establishing the infrastructure to support the initiative
 - Putting identified monitoring equipment and systems in place
 - Detailing the parameters of the trial and the criteria by which it will be evaluated
 - Committing to transparency in the implementation of the trial and the release of the data gathered during the monitoring process
 - Establishing initial benchmarks against which comparisons will be made following the trial.
- Monitor the impacts* may include the use of:
- Completing logbooks

- Filling in sighting forms
 - Making personal observations
 - Taking basic measurements, including temperature, weather conditions, estimations of percentage cover, water flow, water volumes and customer traffic counts
 - Photography
 - Gathering anecdotal evidence
 - Liaising with key stakeholders.
- Evaluate the information* should include consideration, quantification and analysis of positive and negative impacts which can include:
- Environmental – positive:
 - Opportunities for conservation and protection of buildings and facilities
 - Opportunities for conservation and protection of the natural environment
 - Education of visitors relating to local environmental issues
 - Potential to improve sites that have been de-graded prior to the initiative
 - Environmental – negative:
 - Physical damage to building, facilities and the natural environment, including erosion
 - Pollution
 - Waste, energy and consumable demands on the local area
 - Adverse visual impacts
 - Social – positive:
 - Improved facilities and infrastructure
 - Improved understanding regarding local issues
 - Improved relationships between the local community and other communities
 - More things to do and increased opportunities to interact with others

- Social – negative:
 - Social dislocation
 - Potential for increase in criminal activities
 - Reduced focus on and potential interruptions to traditional social interactions and activities
- Ecological – positive:
 - Increased awareness of ecological issues
 - Potential for investment to create additional habitat to encourage the growth and development in numbers and species of flora and fauna
- Ecological – negative:
 - Disturbance to flora and fauna
 - Introduction of feral/exotic species
- Economic – positive:
 - Increased employment opportunities for local population
 - Increased investment
 - Increased local revenue, foreign exchange earnings and spending potential
- Economic – negative:
 - Potential for unacceptable levels of inflation
 - Obligations that can result from reliance on tourism income
- Cultural – positive:
 - Sharing of culture with the wider community
 - Better understanding of culture amongst other communities
- Cultural – negative:
 - Trivialisation of the culture

- Potential for established culture to be altered against the will of and despite the activities of the local community.

Modify previous plans may include:

- Cancelling the proposed activity/operation
- Revising aspects of the plan that were highlighted as negative, including the types and nature of activities, the physical location and size of the proposal, timing considerations and amount of investment
- Expanding plans for those aspects of the plan that received a positive trial result
- Gaining necessary approvals and authorisations from key stakeholders for the revised plans
- Organising, conducting, monitoring and evaluating a supplementary trial, where required and appropriate.

Apply revised plans should include:

- Implementing the plans as proposed
- Using minimal impact techniques and procedures, including education on appropriate behavioural patterns, site hardening, technological solutions, restricting or limiting access and staged authenticity, as appropriate
- Liaising with key stakeholders to ensure ongoing support and positive relationships.

Conduct the activity/operation in such a way that encourages others to engage in minimal impact actions may include:

- Acting as a role model
- Sharing lessons learned with others seeking to apply minimal impact operations
- Promoting the benefits that have flowed from running a minimal impact operation.

Collect objective environmental data will include:

- Implementing the planned data gathering procedures
- Analysing and evaluating the collected data

- Sharing the data and analysis with key stakeholders
- Demonstrating transparency in data collection and analysis.

Solicit feedback may include:

- Verbal and written feedback
- Maintaining a feedback database/file
- Proactively seeking feedback
- Conducting consultation and feedback meetings
- Sharing the feedback with key stakeholders
- Thanking contributors who provide feedback
- Requiring staff to provide feedback.

Assessment Guide

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

- The enterprise's policies and procedures in regard to planning, trialling and implementing minimal impact operations
- Knowledge of legislation, regulations, codes of practice and requirements of the host country where the tourism operation is proposed
- Principles of communication and negotiation with communities and authorities
- Knowledge of global environmental issues and measures to address them
- Ability to use techniques and technologies that will minimise the impact of tourism activity/operation
- Ability to capture data on the impact of tourism operations
- Ability to use planning, negotiation, organisational monitoring and management skills.

Linkages To Other Units

- Develop and update tourism industry knowledge

- Coordinate and operate a day-tour or short excursions
- Manage and facilitate an extended tour experience
- Plan, develop and evaluate interpretive activities
- Develop interpretive content for eco-tourism activities
- Conduct interpretive activities in the field
- Develop and coordinate appropriate cultural tourism activity
- Research and share information on indigenous cultures
- Develop and implement operational plans
- Manage operational risk
- Monitor tourism operations
- Assess and plan tourism opportunities for local communities
- Develop and monitor culturally appropriate tourism activity
- Develop/monitor ecologically sustainable tourism operations.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to planning, trialling and implementing minimal impact operations
- Demonstrated ability to research, develop and present a viable written plan to support the trial of a small-scale minimal impact activity/operation, chosen by the candidate, in a nominated location
- Demonstrated ability to put into practice a nominated prepared plan to trial the implementation of a small-scale minimal impact activity/operation, and record and evaluate the results of the trial in such a way that they can be used to prepare a revised plan

- Demonstrated ability to prepare a revised plan to enable the implementation of a nominated small-scale minimal impact activity/operation in a nominated location that reflects the information gained as a result of a trial of the activity/operation
- Demonstrated ability to collect relevant data and feedback in relation to the implementation of a nominated small-scale minimal impact activity/operation and demonstrate how this information may be used to modify the original plan on which the activity/operation was based.

Context of Assessment

Assessment must ensure:

- Actual or simulated office environment for the planning phase and an actual location and activity/operation for the demonstration of practical trialling, implementation and evaluation skills.

Resource Implications

Training and assessment must include the use of a real location, real communities and stakeholders and a real or simulated activity/operation; and access to workplace standards, procedures, policies, guidelines, tools and equipment. Note: all practical assessment requirements may relate to the one location and the same activity/operation and the assessments may flow from each other.

Assessment Methods

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

- Observation of practical candidate performance
- Portfolio of documentation, including plans, permissions and feedback sheets
- Feedback from local communities
- Role plays
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit		
<i>Level 1 = competence to undertake tasks effectively</i>		
<i>Level 2 = competence to manage tasks</i>		
<i>Level 3 = competence to use concepts for evaluating</i>		
Key Competencies	Level	Examples
Collecting, organising and analysing information	2	Research initial information for the preparation of plans; monitor data, evaluate and draw conclusions
Communicating ideas and information	2	Explain the potential impact of the proposed activity/operation to key stakeholders
Planning and organising activities	2	Develop and revise plans
Working with others and in teams	2	Liaise with local communities and key stakeholders
Using mathematical ideas and techniques	1	Calculate data gathered from monitoring equipment; calculating costs
Solving problems	2	Address negative impacts to achieve a positive result
Using technology	1	Use the internet to research material; use monitoring equipment to capture data