

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARD**

**FOR**

**TOUR GUIDE**

**KNQF LEVEL 5**

**CODE FOR NOS: 1015 454 A**

# COPYRIGHT PAGE

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First Edition, 2024

# FOREWORD

Provision of quality education and training is fundamental to the Government’s overall strategy for socio-economic development. Quality education and training contribute to achievement focused on Kenya’s development blueprint and sustainable development goals.

Reforms in the education and training sector are necessary for achievement of Kenya Vision 2030 and meeting the provisions the Constitution of Kenya. The education sector had to be aligned to the Constitution and this resulted in formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 1 of 2019). A key feature of this policy is the change in the design and delivery of TVET training. The reforms include making TVET competency-based, developing the curriculum in collaboration with industry, certifying learners based on demonstrated competence, and allowing multiple entry and exit points in TVET programmes.

These reforms emphasize the role of industry as key collaborators in curriculum development to ensure it aligns with their competence needs. It is against this background that this Curriculum has been developed.

It is my conviction that this curriculum will play a great role towards development of competent human resource for the tourism sector’s growth and sustainable development.

**PREFACE**

The development of this National Occupational Standards (NOS) for accommodation operations attendant marks a significant milestone in our ongoing efforts to enhance the quality and professionalism of Kenya's hospitality sector. These standards, aligned with the Kenya National Qualifications Framework (KNQF) Level 4, provide a comprehensive framework of the competencies required for accommodation operations attendants to excel in their role as key operational leaders.

In an era where the hospitality industry plays a crucial role in our economy, particularly in supporting tourism and local businesses, the need for skilled and competent professionals at the supervisory level cannot be overstated. These standards have been meticulously crafted to ensure that they reflect current industry practices, technological advancements, and customer service expectations.

The National Occupational Standard (NOS) cover a wide range of competencies, from team leadership and operational management to the intricacies of food and beverage service, quality control, and customer experience enhancement. They are designed to serve as a benchmark for training institutions, a guide for employers, and a roadmap for career development for those in or aspiring to supervisory positions in food and beverage operations.

We encourage all stakeholders - training providers, employers, and practitioners - to adopt these standards. Their implementation will contribute significantly to raising the bar in service quality, enhancing operational efficiency, and ultimately, strengthening Kenya's position in the hospitality market.

# ACKNOWLEDGEMENT

The successful development of the accommodation operations attendant occupational standards was a result of collaborative efforts and invaluable contributions from various stakeholders. I extend my deepest gratitude to the hospitality industry for their unwavering support and insight into the current and future skills required in this rapidly evolving sector.

I recognize with appreciation the role of industry experts who dedicated their time and expertise to ensure this curriculum meets the demands of the hospitality field. Their guidance has been instrumental in creating a program that is both practical and aligned with industry standards.

I also wish to acknowledge the subject matter experts for their commitment to ensuring the curriculum is academically robust and competency-based. Their efforts have been pivotal in bridging the gap between theoretical knowledge and practical application.

Finally, I express my sincere appreciation to the TVET Authority (TVETA) for their guidance, oversight, and dedication throughout the development process. Their commitment to upholding quality and relevance in TVET education has been a cornerstone of this initiative.

To all who contributed in one way or another, your efforts have ensured that this curriculum will serve as a benchmark for excellence in training and a pathway for producing highly skilled professionals in the Tourism Sector.

**ACRONYMS**

|  |  |
| --- | --- |
| KNQF | Kenya National Qualification Framework |
| TVETA | Technical and Vocational Education and Training Authority |
| KNQA | Kenya National Qualification Authority |

**KEY TO UNIT CODE**

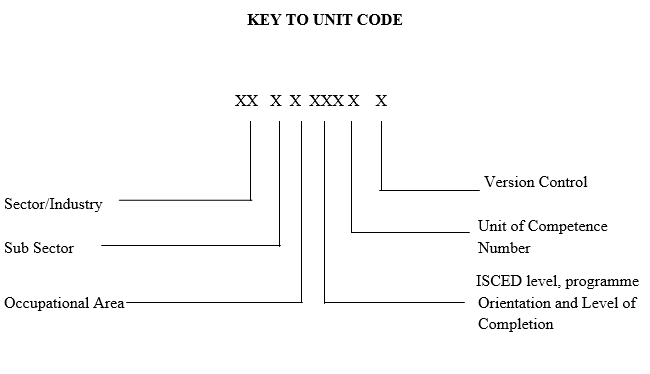


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# OCCUPATION STANDARD OVERVIEW

Tour Guide Level 5 Occupational Standard describes the competencies required to work as a Tour Guide. The core competencies required by Tour Guide includes handle tourist arrival and departure perform tour guiding, perform camping operations and provide outdoor activities

**SUMMARY OF UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **BASIC UNITS OF COMPETENCY** | |
| **UNIT CODE** | **UNIT TITLE** |
| 0413 441 01A | Apply Digital Literacy |
| 0031 441 02A | Apply Communication Skills |
| 0417 441 03A | Apply Work Ethics and Practices |
| 0413 441 04A | Apply Entrepreneurial Skills |
| **COMMON UNITS OF COMPETENCY** | |
| 1015 451 05A | Apply Flora And Fauna Knowledge |
| 1015 451 07A | Apply Tourism Fundamentals |
| 1015 451 06A | Apply First Aid |
| 1041 451 07A | Perform Tour Vehicle Operations |
| 1015 451 08A | Speak Foreign Language |
| 1015 451 09A | Read and Write Foreign Language |
| **CORE UNITS OF COMPETENCY** | |
| 1015 451 10A | Handle Tourist Arrival and Departure |
| 1015 451 11A | Perform Tour Guiding |
| 1015 451 12A | Perform Camping Operations |
| 1015 451 13A | Provide Outdoor Activities |

# BASIC UNITS OF COMPETENCY

# APPLY DIGITAL LITERACY

**UNIT CODE: 0413 411 01A**

**UNIT DESCRIPTION:**

This unit covers the competencies required to demonstrate digital literacy. It involves operating computer devices, solving tasks using the Office suite, accessing online/offline data and information, performing online communication and collaboration, applying cyber security skills and performing jobs online. It also involves applying job entry techniques.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes that make up workplace functions | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the range)*** |
| 1. Operate computer devices | * 1. C***omputer device*** usage is determined as per workplace requirements.   2. ***Computer hardware*** is identified according to job requirements.   3. ***Computer software*** is identified according to workplace requirements.   4. Computer devices are turned on or off as per the correct workplace procedure.   5. ***Mouse techniques*** are applied in solving tasks as per workplace requirements.   6. Keyboard techniques are applied in solving tasks as per workplace requirements.   7. Computer files and folders are created and managed as per workplace requirements.   8. ***Internet connection option***s are identified and applied in connecting computer devices to the Internet.   9. ***External devices*** are identified and connected to the computer devices as per the job requirement. |
| 1. Solve tasks using Office suite | 1. ***Word processing concepts*** are applied in solving workplace tasks as per job requirements. 2. Worksheet data is entered and prepared in accordance with work procedures. 3. Worksheet data is built and edited in accordance with Workplace procedures. |
| **ELEMENT**  These describe the key outcomes that make up workplace functions | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the range)*** |
|  | 1. ***Data manipulation*** on a worksheet is undertaken in accordance with work requirements. 2. Worksheets are saved and printed in accordance with job requirements. 3. ***Electronic presentation concepts*** are applied in solving Workplace tasks as per job requirements. |
| 1. Manage data and information | 1. Office ***internet services*** are identified and applied in accordance with office procedures. 2. ***Internet access applications*** are determined in accordance with office operation procedures. 3. Internet search is performed as per job requirements. 4. Online digital content is downloaded in accordance with workplace requirements. 5. Digital content is identified and backed up in accordance with Workplace procedures. |
| 1. Perform online communication and collaboration | 1. Netiquette principles are observed as per work requirements. 2. Electronic mail communication is executed in accordance with workplace policy. 3. Digital content copyright and licenses are identified and applied according to workplace policies and regulatory requirements. 4. ***Online collaboration tools*** are applied in accordance with Workplace policies and regulatory requirements. |
| 1. Apply cyber security   skills | 1. ***Data protection*** and ***privacy*** is classified in accordance with workplace policies and regulatory requirements. 2. ***Internet security threats*** are identified as per workplace policies and regulatory requirements. 3. Computer threats and crimes are detected in accordance to Information Management security guidelines 4. ***Cyber security control measures*** are applied in accordance with workplace policies and regulatory requirements. |
| 1. Perform online jobs | 1. ***Online job platforms*** are identified as per the job requirements. |
| **ELEMENT**  These describe the key outcomes that make up workplace functions | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the range)*** |
|  | 1. Online accounts and profiles are created in accordance with the work requirements. 2. Online jobs are identified according to the bidder’s skillset. 3. Online digital identity is managed according to industry best practices. 4. Online job bidding is done as per the specific job requirements. 5. Online tasks are executed according to the job requirements. 6. Personal online payment account is managed in accordance with financial regulations. |
| 1. Apply job entry techniques | 1. ***Job opportunities*** are sought based on competencies. 2. A winning resume/CV is developed as per job advertisement. 3. An application/cover letter is developed based on the job advertisement. 4. ***Certificates and testimonials*** are organized as per resume. ***Interview skills*** are demonstrated as per job advertisement. |

**RANGE**

This section provides a work environment and conditions to which the performance criteria apply. It allows for a different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| * + - 1. Computer devices may include but are not limited to: | * Desktops * Laptops * Smartphones * Tablets * Smartwatches |
| **Variable** | **Range** |
| * + - 1. Computer hardware may include but are not limited to: | * The System Unit E.g. Motherboard, CPU, casing, * Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices. * Output Devices e.g. hardcopy output and softcopy output * Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs & DVDs, Memory cards, Flash drives * Computer Ports e.g. HDMI, DVI, VGA, USB type C etc. |
| * + - 1. Computer software may include but are not limited to: | * System software e.g. Operating System   (Windows, Macintosh, Linux, Android, iOS)   * Application Software e.g. Word Processors, Spreadsheets, Presentations etc. * Utility Software e.g. Antivirus programs |
| * + - 1. External devices may include but are not limited to: | * Printers * Projectors * Smart Boards * Speakers * External storage drives * Digital/Smart TVs |
| * + - 1. Word processing concepts may include but are not limited to: | * Creating word documents * Editing word documents * Formatting word documents * Saving word documents * Printing word documents |
| * + - 1. Mouse techniques may include but are not limited to: | * Clicking * Double-clicking * Right-clicking * Drag and drop |
| * + - 1. Internet connection options may include but are not limited to: | * Mobile Networks/Data Plans * Wireless Hotspots * Cabled (Ethernet/Fiber) * Dial-Up * Satellite |
| **Variable** | **Range** |
|  | ● ISDN (Integrated Services Digital Network) |
| * + - 1. Data manipulation may include but are not limited to: | * Use of formulae * Use of functions * Sorting * Filtering * Visual representation using charts |
| * + - 1. Electronic presentation concepts may include but are not limited to: | * Creating slides * Editing slides * Formatting slides * Applying slide effects and transitions * Creating and playing slideshows * Saving presentations * Printing slides and handouts |
| * + - 1. Internet services may include but are not limited to: | * Communication Services * Information Retrieval Services * File Transfer * World Wide Web Services * Web Services * Directory Services * Automatic Network Address Configuration * NewsGroup * Ecommerce |
| * + - 1. Internet access applications/software may include but are not limited to: | * Browsers * Email Apps * eCommerce Apps |
| * + - 1. Online collaboration tools may include but are not limited to: | * Online Storage * Online productivity applications * Online meetings, * Online learning environments, * Online calendars * Social networks |
| * + - 1. Data protection and privacy may include but not limited to: | * Confidentiality of data/information * Integrity of data/information * Availability of data/information |
| **Variable** | **Range** |
| * + - 1. Internet security threats may include but not limited to: | * Malware attacks * Social engineering attacks * Software supply chain attacks * Advanced persistent threats (APT) * Distributed denial of service (DDoS) * Man-in-the-middle attack (MitM) * Password attacks * IoT Attacks * [Phishing Attacks](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#phishing-attacks) * [Ransomware](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#ransomware) |
| * + - 1. Security threats control measures may include but not limited to: | * Counter measures against cyber terrorism * Physical Controls * Technical/Logical Controls * Operational Controls |
| * + - 1. Online job platforms may include but are not limited to: | * Remotask * Data annotation.tech * Cloudworker * Upwork * Oneforma * Appen |
| * + - 1. Job opportunities may include but not limited to: | * Self-employment * Service provision * product development * salaried employment |
| * + - 1. Certificates and testimonials may include but not limited to: | * Academic credentials * Letters of previous employments/ services rendered * Letters of commendation * Certifications of participation * Awards |
| * + - 1. Interview skills may include but not limited to: | * Listening skills * Grooming * Language command * Articulation of issues * Body language * Time management * Honesty |
| **Variable** | **Range** |
|  | ● Generally knowledgeable in current affairs and technical area |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Computer Hardware and Software Concepts
* Computer Security Concepts (Data security and privacy)
* Cyber security threats and control measures
* Understanding Computer Crimes
* Detection and protection against computer crimes
* Laws governing protection of ICT in Kenya
* Digital Identity Management
* Netiquette Principles
* Fundamentals of Copyright and Licenses
* Word processing;
* Functions and concepts of word processing;
* Documents and tables creation and manipulations;
* Document editing;
* Document formatting;
* Word processing utilities
* Spreadsheets;

* Meaning, types and importance of spreadsheets;
* Components of spreadsheets;
* Functions, formulae, and charts, uses and layout;
* Data formulation, manipulation and application to cells;
* Editing & formatting spreadsheets;
* Presentation Packages;

* Types of presentation Packages.
* Creating, formulating, running, editing, printing and presenting slides and

handouts

* Networking and Internet;
* Internet connectivity.
* Browser and digital content management;
* Managing data, information, and digital content
* Electronic mail and World Wide Web
* Fundamentals of Online Working;
* Online Profile Management;
* e-Portfolio Management;
* Online Jobs Bidding;
* Online Payment Systems;
* Job entry techniques
* Job searching sites
* Interview preparation skills
* Interview handling

**Required skills**

The individual needs to demonstrate the following skills:

* Active listening
* Keyboard Skills
* Mouse Skills
* Analytical skills
* Creativity
* Interpretation Skills
* Communication
* Spreadsheet operations (applying fundamental operations such as addition, subtraction, division and multiplication)
* Computer Use Safety Skills
* Document Editing Skills
* Document Formatting Skills
* Document Printing Skills
* Netiquette Skills
* Internet Browsing Skills
* Problem Solving Skills
* Online Collaboration Skills
* Cyber security Skills
* CV writing

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge, and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | ***Assessment requires evidence that the candidate:***   1. Operated computer devices as per workplace policies and regulations. 2. Solved tasks using the office suite as per workplace policies and regulations. 3. Manage data and information as per workplace policies and regulations. 4. Performed online communication and collaboration as per workplace policies and regulations. 5. Applied cyber security skills in accordance with workplace policies and regulations. 6. Executed online tasks according to the job requirements. 7. Searched for job opportunity based on competencies. 8. Prepared job requirement documentations based on job opportunity. 9. Demonstrated interview skills based on the job opportunity. |
| 2. Resource implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place. 2. Access to relevant work environments where assessment can take place. 3. Resources relevant to the proposed activities or task. |
| 3. Methods of assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral assessment 3. Portfolio of evidence 4. Interviews 5. Third party report 6. Written assessment 7. Practical assessment 8. Projects |
| 4. Context of assessment | Competency may be assessed:   1. Workplace or simulated workplace. |
| 5. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# APPLY COMMUNICATION SKILLS

**UNIT CODE: 0031 441 03A**

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate communication skills. It involves applying communication channels, written, non-verbal, oral, and group communication skills.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes that make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Apply communication channels | 1. Specific communication channels are identified and applied based on workplace requirements. 2. Challenges are identified and addressed as per the operational standards of the organization. 3. Communication channels are evaluated to meet workplace needs. |
| 2. Apply written communication  skills | 1. Types of written communication are identified and applied according to the workplace requirements. 2. Written communication needs are identified and implemented according to workplace procedures. 3. Written communication guidelines are analyzed, evaluated, and revised based on workplace needs. |
| 3. Apply non-verbal communication  skills | 1. Existing non-verbal communication techniques are identified and applied based on organization policy. 2. Non-verbal communication techniques are articulated and modeled to enhance inclusivity according to workplace requirements. |
| 4. Apply oral communication  skills | 1. Types of oral communication are identified and established as per organization policy. 2. Pathways of oral communication are identified and established as per organization policy. 3. Pathways of oral communication are reviewed according to organization procedures. 4. Pathways of oral communication are maintained according to the organization standards. |
| 5. Apply group communication  skills | 1. Group communication strategies are applied based on the workplace needs. 2. Groups are organized in accordance with workplace procedures. |
| **ELEMENT**  These describe the key outcomes that make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
|  | 1. Effective questioning, listening and non-verbal communication techniques are used as per needs. 2. Group communication challenges are identified and addressed according to the workplace needs. |

**RANGE**

This section provides the work environment and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Communication strategies may include but are not limited to: | * Language switch * Comprehension check * Repetition * Asking confirmation * Paraphrasing * Clarification request * Translation * Restructuring * Generalization |
| 1. Effective group interaction may include but not limited to: | * Identifying and evaluating what is occurring within an interaction in a non-judgmental way. * Using active listening. * Making decision about appropriate words, behavior. * Putting together response which is culturally appropriate. * Expressing an individual perspective. * Expressing own philosophy, ideology and background and exploring impact with relevance to communication |
| 1. Situations may include but are not limited to: | * Establishing rapport * Eliciting facts and information * Facilitating resolution of issues * Developing action plans |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Active listening
* Interpretation
* Negotiation
* Writing
* Oral skills
* Creative thinking
* Critical thinking
* Decision making
* Analytical
* Innovation
* Conflict skills
* Leadership
* Problem solving skills
* Management
* Organizational
* Teamwork

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Communication process
* Dynamics of groups
* Styles of group leadership
* Key elements of communications strategy
* Principles of effective communication
* Turn-taking techniques
* Conflict resolution techniques
* Work planning
* Work organization
* Company policies
* Company operations and procedure standards
* Fundamental rights at the workplace
* Personal hygiene
* Accountability
* Workplace problems and how to deal with them

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge, and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency. | Assessment requires evidence that the candidate:   1. Identified and applied specific communication channels based on workplace requirements. 2. Identified and applied specific written communication correspondence according to the workplace requirements. 3. Applied and developed non-verbal strategies to communicate in all areas of the workplace requirements. 4. Established pathways of oral communication as per workplace policy. 5. Applied group communication strategies based on workplace needs. |
| 2. Resource  Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place. 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 3. Methods of  Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral assessment 3. Portfolio of evidence 4. Interviews 5. Third party report 6. Written assessment 7. Practical assessment 8. Projects |
| 4. Context of  Assessment | Competency may be assessed:   1. On-the-job 2. In a simulated work environment |
| 5. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# APPLY WORK ETHICS AND PRACTICES

**UNIT CODE: 0417 441 06A**

**UNIT DESCRIPTION**

This unit covers competencies required to effectively apply work ethics and practices. It involves the ability to: conduct self-management, promote ethical work practices and values, promote teamwork, manage workplace conflicts, maintain professional and personal development, apply problem-solving and promote customer care.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in Range*** |
| 1. Apply self- management skills | 1. Personal vision, mission and goals are formulated based on potential and concerning organization objectives and strategic plan 2. Self-esteem and a positive self-image are developed and maintained based on value 3. Emotional intelligence and stress management are demonstrated as per workplace requirements. 4. Assertiveness is developed and maintained based on the requirements of the job. 5. Accountability and responsibility for one's actions are demonstrated based on workplace instructions. 6. Time management, attendance and punctuality are observed as per the organization’s policy. 7. Personal goals are managed as per the organization’s objective 8. Self-strengths and weaknesses are identified based on personal objectives 9. Motivation, initiative and proactivity are utilized as per the organization policy 10. Individual performance is evaluated and monitored according to the agreed targets. |
| 1. Promote ethical work practices and values | 1. Integrity is demonstrated as per acceptable norms 2. Codes of conduct is applied as per the workplace requirements |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in Range*** |
|  | 1. Policies and guidelines are observed as per the workplace requirements. 2. Professionalism is exercised in line with organizational policies. |
| 1. Promote Team work | 1. ***Teams*** are formed to enhance productivity based on organization’s objectives 2. Duties are assigned to teams under the organization policy. 3.3 Team activities are managed and coordinated as per set objectives. 3. Team performance is evaluated based on set targets as per workplace policy. 4. ***Conflicts*** are resolved between team members in line with organization policy. 5. Gender and diversity-related issues are identified and mainstreamed in accordance with workplace policy. 6. Healthy ***relationships*** are developed and maintained in line with the workplace. 7. Adaptability and flexibility are applied in dealing with team members as per workplace policies |
| 1. Maintain professional and personal development | 1. ***Personal growth and development*** needs are identified and assessed in line with the requirements of the job. 2. ***Training and career opportunities*** are identified and utilized based on job requirements. 3. ***Resources*** for training are mobilized and allocated based on organizations and individual skills needs. 4. Licenses and certifications relevant to the job and career are obtained and renewed as per policy. 5. Recognitions are sought as proof of career advancement in line with professional requirements. 6. Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives. 7. Dynamism and on-the-job learning are embraced in line with the organization’s goals and objectives. |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in Range*** |
| 1. Apply Problem solving skills | 1. ***Creative, innovative*** and practical solutions are developed based on the problem 2. Independence and initiative in identifying and solving problems are demonstrated based on the requirements of the job. 3. Team problems are solved as per the workplace guidelines 4. Problem-solving strategies are applied as per the workplace guidelines 5. Problems are analyzed and assumptions tested as per the context of data and circumstances |
| 1. Promote Customer Care | 1. Customers' needs are identified based on their characteristics 2. Customer ***feedback*** is allowed and facilitated in line with organization policies. 3. Customer concerns and complaints are analyzed and resolved in line with the set organizational culture. 4. Proactive customer outreach programs are implemented as per organizational policies 5. Customer retention strategies are developed and implemented in line with the organizational policy |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Feedback may include but not limited to: | * Verbal * Written * Informal * Formal |
| 1. Conflicts include but are not limited to: | * Interpersonal Conflict. * Intrapersonal Conflict. * Intergroup Conflict. * Intragroup Conflict. |
| **Variable** | **Range** |
| 1. Relationships may include but not limited to: | * Man/Woman * Trainer/trainee * Employee/employer * Client/service provider * Husband/wife * Boy/girl * Parent/child * Sibling relationships |
| 1. Team may include but not limited to: | * Small work group * Staff in a section/department * Inter-agency group * Virtual teams |
| 1. Personal growth may include but not limited to: | * Growth in the job * Career mobility * Gains and exposure the job gives * Net workings * Benefits that accrue to the individual as a result of noteworthy performance |
| 1. Personal objectives may include but not limited to: | * Long term * Short term * Broad * Specific |
| 1. Trainings and career opportunities may include but not limited to | * Participation in training programs * Serving as Resource Persons in conferences and workshops * Capacity building |
| 1. Resource may include may but not limited to: | * Human * Financial * Technology |
| 1. Creative and innovative may include but not limited to: | * New ideas * Original ideas * Different ideas * Methods/procedures * Processes * New tools |
| 1. Emerging issues may include but not limited to: | * Artificial Intelligence * Data confidentiality |
| **Variable** | **Range** |
|  | * National cohesion * Open offices |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Active listening
* Critical thinking
* Organizational
* Negotiation
* Monitoring
* Evaluation
* Problem solving
* Decision Making
* Leadership
* Creative/innovative thinking
* Adaptability
* Conflict management
* Emotional intelligence
* Teamwork

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Work values and ethics
* Company policies and procedures
* Company operations, procedures and standards
* Flexibility and adaptability
* Concept of time and leisure time
* Decision making ● Work planning
* Organizing work
* Monitoring and evaluation
* Record keeping
* Gender and diversity mainstreaming
* Drug and substance abuse
* Professional growth and development
* creativity
* Innovation
* problem solving
* customer care
* Mentoring and coaching. ● Emerging issues

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | 1. Assessment require evidence that the candidate: 2. Applied self-management skills as per organizational procedures. 3. Promoted ethical practices and values as per organizational procedures. 4. Promoted Teamwork as per workplace assignments. 5. Maintained professional and personal development as per organizational procedures. 6. Applied Problem-solving skills based on work requirements. 7. Identified customer needs based on their characteristics. 8. Gave back Customer feedback in line with organization policies. |
| 1. Resource   Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 1. Methods of   Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Portfolio of Evidence 5. Interview 6. Third party report |
| 1. Context of   Assessment | Competency may be assessed:   1. On-the-job 2. In a simulated work environment |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

APPLY ENTREPRENEURIAL **SKILLS UNIT CODE: 0413 441 04A**

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate an understanding of entrepreneurship. It involves demonstrating an understanding of financial literacy, applying entrepreneurial concepts identifying entrepreneurship opportunities, applying business legal aspects, developing business innovative strategies, and developing business plans.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |  |  |
| --- | --- | --- | --- |
| **ELEMENT**  These describe the key outcomes that make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in Range*** | | |
| 1. Apply Financial Literacy Skills | * 1. **Sources of personal and business *funds*** are identified as per financial procedures and standards   2. Personal finances are managed as per financial procedures and standards   3. Savings are managed as per financial procedures and standards   4. Debts are managed as per financial procedures and standards   5. Investments are undertaken as per financial procedures and standards   6. Insurance services are procured as per financial procedures and standards | | |
| 1. Apply entrepreneurial concept | * 1. Entrepreneurs and Business persons are distinguished as per principles of entrepreneurship   2. ***Types of entrepreneurs*** are identified as per principles of entrepreneurship   3. Ways of becoming an entrepreneur are identified as per principles of Entrepreneurship   4. ***Characteristics of Entrepreneurs*** are identified as per principles of Entrepreneurship   5. Salaried employment and self-employment are distinguished as per principles of entrepreneurship   6. ***Requirements for entry into self-employment*** are identified according to business procedures and standards | | |
| **ELEMENT**  These describe the key outcomes that make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in Range*** | | |
|  | * 1. Roles of an Entrepreneur in an enterprise are determined according to business procedures and standards   2. **Contributions of entrepreneurship** to National development are identified as per business procedures and standards | | |
| 1. Identify entrepreneurial opportunities | * 1. Business ideas are identified as per business procedures and standards   2. Factors to consider when evaluating business opportunity viability are explored based on business procedure and standards   3. Entrepreneurial opportunities are evaluated as per business procedures and standards   4. Business ideas and opportunities are generated as per business procedures and standards   5. Business life cycle is analysed as per business procedures and standards | | |
| 1. Apply business legal aspects | * 1. ***Forms of business ownership*** are identified as per legal procedures and practices   2. Business Registration and Licensing processes are identified as per legal procedures and practices   3. Types of Contracts and Agreements are analysed as per legal procedures and practices   4. Employment Laws are identified as per legal procedures and practices   5. Taxation laws are identified as per legal procedures and practices | | |
| 1. Innovate Business strategies | * 1. Business innovation strategies are determined by the organization standards   2. Creativity in business development is demonstrated in accordance with business standards   3. ***Innovative business standards*** are developed as per business principles   4. Linkages with other entrepreneurs are created as per best practice | | |
| **ELEMENT**  These describe the key outcomes that make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in Range*** | | |
|  |  |  | * 1. ICT is incorporated in business growth and development as per best practice |
|  |
| 1. Develop Business Plan | * 1. Business idea is described as per business procedures and standards   2. Business description is developed as per business plan format   3. Marketing plan is developed as per business plan format   4. Organizational/Management plan is prepared in accordance with business plan format   5. Production/operation plan is prepared in accordance with business plan format   6. Financial plan is prepared in accordance with the business plan format   7. Executive summary is prepared in accordance with business plan format   8. Business plan is presented as per best practice   9. Business ideas are incubated as per institutional policy. | | |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Sources of personal funds may include but not limited to: | * Salary/Wages * Investments * Savings * Inheritance * Government Benefits |
| 1. Sources of business finance may include but not limited to: | * Equity Financing * Debt Financing, * Personal Savings/Investment * Retained Earnings * Grants and Subsidies * Crowdfunding * supplier Credit: * Leasing and Asset Financing: |
| 1. Types of entrepreneurs may include but not limited to: | * Innovators * Imitators * Craft * Opportunistic * Speculators |
| 1. Characteristics of   Entrepreneurs may include but not limited to: | * Creative * Innovative * Planner * Risk taker * Networker * Confident * Flexible * Persistent * Patient * Independent * Future oriented * Goal oriented |
| 1. Requirements for entry into self-employment may include but not limited to | * Technical skills * Management skills * Entrepreneurial skills * Resources * Infrastructure |
| 1. Forms of businesses ownership may include but not limited to: | * Sole proprietorship • Partnership * Limited companies * Cooperatives |
| 1. Innovative business standards may include but not limited to: | * New products * New methods of production * New markets * New sources of supplies * Change in industrialization |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical
* Management
* Problem-solving
* Root-cause analysis
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Decision making
* Business communication
* Change management
* Competition • Risk
* Net working
* Time management
* Leadership
* Factors affecting entrepreneurship development
* Principles of Entrepreneurship
* Features and benefits of common operational practices, e. g., continuous improvement (kaizen), waste elimination,
* Conflict resolution
* Health, safety and environment (HSE) principles and requirements
* Customer care standards
* Basic financial management
* Business strategic planning
* Impact of change on individuals, groups and industries
* Government and regulatory processes
* Local and international market trends
* Product promotion standards
* Market and feasibility studies
* Government and regulatory processes
* Local and international business environment
* Relevant developments in other industries

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:  1.1 Identified Sources of personal and business finance as per financial procedures and standards  1.2 Managed Personal finances as per financial procedures and standards  1.3 Made Investment decisions as per financial procedures and standards  1.4 Generated Business ideas and opportunities based on business procedure and standards  1.5 Analysed business life cycle based on business procedure and standards  1.6 Determined business innovative standards as per business principles  1.7 Developed and presented a business plan as per regulatory framework. |
| 2. Resource Implications | The following resources should be provided:  2.1 Access to relevant workplace where assessment can take place  2.2 Appropriately simulated environment where assessment can take place |
| 3. Methods of Assessment | Competency may be assessed through:  3.1 Written assessment  3.2 Oral assessment  3.3 Practical assessment  3.4 Product assessment  3.5 Third party report |
| 4. Context of Assessment | Competency may be assessed:  4.1 Workplace environment  4.2 In a simulated work environment |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# COMMON UNITS OF COMPETENCY

# APPLY FLORA AND FAUNA KNOWLEDGE

**UNIT CODE: 1015 451 06A**

**UNIT DESCRIPTION:**

This unit describes competencies required to apply flora and fauna knowledge and skills.

It involves analyzing basic ecology, classifying mammal species, bird species, reptiles and amphibian species, insect species, plant species, marine life and analyzing environmental conservation.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace functions | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the range)*** |
| 1. Analyze basic ecology | 1. ***Types of organisms*** *are classified as per work procedure* 2. Interdependence of organisms and ecosystem is evaluated *as per work procedure* 3. Adaptation of organisms are examined *as per work procedure* 4. ***Ecosystems*** are identified *as per work procedure* |
| 1. Describe Mammal species | 1. Different mammal ***species*** are identified *as per work procedure* 2. Mammals ***habitat*** are described *as per work procedure* 3. Mammals ***feeding habits*** are identified *as per work procedure* 4. Mammals social behaviour is descried *as per work procedure* 5. Reproduction and life span are analysed *as per work procedure* |
| 1. Describe bird species | * 1. Differentbird speciesare identified *as per work procedure*   2. Birds’ habitatare described *as per work procedure*   3. Birds’ feeding habitsare identified *as per work procedure*   4. Birds social behaviour is described *as per work procedure*   5. Reproduction of bird species are analysed *as per work procedure* |
| 1. Differentiate reptiles and amphibians species | * 1. Different reptiles and amphibians’ species are identified *workplace procedure*   2. Reptiles and amphibian habitat are described   3. Reptiles and amphibian feeding habits are i *workplace procedure* identified *workplace procedure*   4. Reptile and amphibian social behaviour is described *workplace procedure*   5. Reproduction of reptiles and amphibian species is analysed *workplace procedure* |
| 1. Classify insects species | * 1. Different insect species are identified *as per workplace procedure*   2. Insect habitats are described *as per workplace procedure*   3. Insects feeding habits are identified *as per workplace procedure*   4. Insect social behaviour is described. *as per workplace procedure* |
| 1. Classify plants species | * 1. Different plant species are identified *as per workplace procedure*   2. Plants’ habitat is described *as per workplace procedure*   3. Plants adaptations are analysed *as per workplace procedure*   4. Plants reproduction and dispersal are analysed *as per work procedure*   5. Plants uses are described *as per workplace procedure* |
| 1. Compare marine life | * 1. Fish species are identified *as per workplace procedure*   2. Marine plants are identified binomial nomenclature *as per workplace procedure*   3. Coral species are identified *as per workplace procedure* |
| 1. Analyse environmental conservation | 1. Environmental conservation are identified *as per workplace procedure* 2. Rules and regulations identified *as per workplace procedure* 3. Parks and reserves are described *as per workplace procedure* 4. Human wildlife conflict is described *as per workplace procedure* 5. Conservation organizations are identified *as per workplace procedure* |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Types of organism/ species | * Mammals * Birds * Reptiles and amphibians * Insects * Plants |
| 2. Ecosystem | * Savanna * Terrestrial * Aquatic * Grassland * Tundra * Temperate forest ecosystem |
| 1. Habitat | * Savanna grassland * Woodland savanna * Marine * Aquatic * Rain forest * Montane vegetation |
| 1. Feeding habits | * Browsers * Grazers * Carnivores * Herbivores * Omnivores |
| 1. Social behaviour | * Cooperation * Competition * Parental care |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Literacy
* Foreign language
* Flora and Fauna
* Occupational Health and Safety
* First aid
* Environmental

**Required skills**

The individual needs to demonstrate the following skills:

* Communication skills
* Nature interpretation skills
* Analytical skills
* Organizational skills
* Employability skills

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| Critical aspects of competency | Assessment requires evidence that the candidate:   1. Introduced crew members 2. Briefed tourist on tour expectations, itinerary, rules and regulations 3. Identified appropriate routes and navigation tools 4. Categorized and used navigation tools 5. Identified and described tourism attractions and facilities 6. Interpreted weather conditions 7. Identified and issued tourist with feedback mechanism 8. Developed tour report and reviewed tourist feedback |
| 1.Resource implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately area/simulated environment where assessment can take place |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Oral questioning 2. Portfolio of evidence 3. Interviews 4. Third party report 5. Written assessments |
| 4.Context of assessment | 1. Competency may be assessed in the workplace or in a simulated workplace. |
| 5.Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# APPLY TOURISM FUNDAMENTALS

**UNIT CODE: 1015 451 07A**

**UNIT DESCRIPTION:**

This unit describes competencies required to apply tourism industry knowledge. It involves analyzing tourism scope, analyze tourism destination, understanding travel regulations and policies, analyzing tourism impacts and promoting sustainable tourism practices

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace functions | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the range)*** |
| 1. Analyze tourism scope | 1. The scope of tourism is defined as per industry standards. 2. ***Types of tourism*** are identified as per tourism destination 3. Market segments are researched according to market analysis protocols. 4. ***Tourism trends and patterns*** are studied based on current tourism data and reports. 5. ***Key players and stakeholders*** are identified as per stakeholder analysis techniques. |
|  |
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|  |
| 1. Analyze tourism destination | 1. ***Key destinations*** are identified in accordance with tourism demand and supply studies. 2. Destination characteristics are studied as per geographical and cultural analysis standards. 3. Destination appeal is assessed using visitor perception and satisfaction surveys. |
| 1. Understand travel regulations and policies | 1. ***Key regulations and policies*** are identified based on international and national tourism laws. 2. ***Regulatory bodies*** are studied in line with their roles and jurisdiction. 3. The impact on the travel industry is analyzed as per tourism policy frameworks. 4. The effect of regulations on tourism businesses and travelers is evaluated using industry impact assessments. |
| 1. Analyze tourism impacts | 1. ***Types of impacts*** are identified according to impact analysis frameworks. 2. Impact assessments are conducted according to industry- standard methodologies. 3. Economic impacts are evaluated as per tourism economic impact models. 4. Social and cultural impacts are assessed as per social impact model. 5. Environmental impacts are analyzed using environmental impact assessment (EIA) protocols. |
| 1. Promote sustainable tourism practices | 1. ***Sustainable tourism principles*** are understood as per global sustainable tourism criteria. 2. ***Best practices*** are identified using case studies and benchmarks from leading organizations. 3. Stakeholders are educated as per workplace requirement |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |  |
| --- | --- | --- |
| **Variable** | **Range** | |
| * + - 1. Types of tourism may include but not limited to: | * Cultural Tourism * Eco-Tourism. * Adventure Tourism * Sports Tourism | |
| * + - 1. Tourism trends and patterns may include but not limited to: | * Rise of Experiential Travel Growth of Sustainable Tourism * Technological Integration * Personalization of Travel Services * Increased Domestic Tourism | |
| * + - 1. Key players and stakeholders may include but not limited to: | * Travel Agencies * Tour Operators * Government Tourism Departments * Tourism Industry * Local Communities | |
| 1. Key destinations may include but not limited to: | * Europe * Asia * Africa * America * Australia * Western circuit * Rift valley circuits * Coast circuit * Central circuit | |
| 1. Key regulations and policies may include but not limited to: | * Visa Requirements * Health and Safety Regulations * Environmental Protection Laws * Cultural Heritage Preservation * Consumer Protection Laws | |
| 1. Regulatory bodies may include but not limited to: |  | World Tourism Organization (UNWTO)  International Air Transport Association (IATA) |
|  | • | Kenya Tourism Boards |
|  | • | National Environmental Management Agencies |
|  | • | Tourism Regulatory Authority |
|  | • | Kenya Tourism Development Corporation |
|  | • | BOMAS |
| 1. Types of impacts may include but not limited to: |  | Economic Impacts  Social Impacts |
|  | • | Cultural Impacts |
|  | • | Environmental Impacts |
| 1. Sustainable tourism principles may include but not limited to: |  | Environmental Conservation Social Responsibility |
|  | • | Economic Viability |
|  | • | Cultural Respect |
|  | • | Visitor Education |
| 1. Best practices may include but not limited to: |  | Implementing Green Practices  Community Involvement |
|  | • | Sustainable Marketing |
|  | • | Responsible Wildlife Tourism |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Attractions
* Reservations
* Tour Costing
* Customer analysis
* Market segmentation
* Law of contract
* Passenger Transport
* Local destinations
* Research methods
* Marketing
* Travel knowledge
* Proposal writing

**Required skills**

The individual needs to demonstrate the following skills:

* Communication
* Numeracy
* Interpersonal
* Selling
* Marketing
* Research
* Problem solving
* Critical thinking
* Organisation
* Technological
* Negotiation

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   1. Defined the scope of tourism as per industry standards. 2. Identified Types of tourism as per tourism destination 3. Key players and stakeholders are identified as per stakeholder analysis techniques. 4. Key destinations are identified in accordance with tourism demand and supply studies. 5. Destination characteristics are studied as per geographical and cultural analysis standards. 6. Advised Customers on necessary travel documents and requirements according to official guidelines. 7. Identified best practices using case studies and benchmarks from leading organizations. 8. Educated Stakeholders as per workplace requirement |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place. 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Oral assessment 2. Practical assessment 3. Written assessment 4. Practical assessment 5. Product assessment |
| 1. Context of assessment | Competency may be assessed:   1. Workplace Environment 2. Simulated workplace Environment |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# APPLY FIRST AID SKILLS

**UNIT DESCRIPTION: 1015 451 08A**

This unit describes competencies required to demonstrate first aid knowledge

It involves prepare first aid equipment, respond to emergency situation, apply first aid procedures, communicate details of the incident, coordinate evacuation and first aid activities until assistance arrives.

|  |  |
| --- | --- |
| **ELEMENTS** | **PERFORMANCE CRITERIA** |
| *Elements describe the essential outcomes* | *Performance criteria describe the performance needed to demonstrate achievement of the element.* |
| 1. Prepare first aid equipment | 1. ***First aid equipment*** and resources are selected as per workplace requirements. 2. Communication equipment are selected as per workplace requirements. 3. Pre-departure safety and serviceability checks on equipment are completed as per tour requirement. |
| 1. Respond to emergency situation | 1. ***Emergency situation*** is assessed as per workplace requirement 2. Safety for self, bystanders and casualty are ensured as per work requirement 3. Firs aid response is assessed as per casualty needs 4. Emergency services are sought as per incident requirement |
| 1. Apply first aid procedures. | 1. Cardiopulmonary resuscitation (CPR)is performed in accordance ARC guidelines. 2. First aid is provided in accordance with established first aid principles 3. Consent from casualty is obtained as per work place requirement. 4. Resources and equipment are used according to workplace procedures, with 100% adherence verified through monthly audits. 5. First aid equipment is operated according to manufacturers’ instructions. 6. Casualty’s condition are monitored and responded to in accordance with first aid principles. |
| 1. Communicate details of the incident. | 1. Incident details are conveyed to emergency services as per work requirements. 2. Details of incident are reported in line with appropriate workplace or site procedures. 3. Complete applicable workplace or site documentation, including incident report form. 4. Privacy and confidentiality of information is maintained in line with organizational requirements. |
| 1. Coordinate evacuation and first aid activities until assistance arrives. | 1. Consultation with external services is determined to evacuate casualty as per work requirement. 2. Information about location of incident, number of casualties, their condition and their position is provided as per work requirement. 3. Condition of casualty is monitored and reassurance provided as per work procedures. 4. Emergency services are assisted to locate the site of the incident as per workplace procedures 5. Instructions are followed and assistance is provided to emergency services personnel during evacuation as workplace requirement. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. First aid equipment may include but not limited to: | * Plasters in a variety of different sizes and shapes. * Small, medium and large sterile gauze dressings. * At least 2 sterile eye dressings. * Triangular bandages. * Crêpe rolled bandages. * Safety pins. * Disposable sterile gloves. * Tweezers. |
| 1. Emergency situations may include but not limited to: | * Cardiac arrest * Chocking * Severe bleeding * Stroke * Major burns * Seizures * Allergic reactions |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* first aid guidelines
* Potential incident hazards and risk minimization processes when providing first aid
* Infection control procedures, including use of standard precautions and resuscitation Tour Guiding devices
* First aid codes of practice

**Required skills**

The individual needs to demonstrate the following skills:

* Basic life support
* Chocking relief techniques
* Bleeding control and wound use
* Communication skills
* Recognizing and responding to signs of shock
* Responding to medical emergencies

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:  Selected ***First aid equipment*** and resources as per workplace requirements   1. Selected Communication equipment as per workplace requirements. 2. Assessed ***Emergency situation*** is as per workplace requirement 3. Provided First aid in accordance with established first aid principles |
| 1. Resource   Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of   Assessment | Competency may be assessed through:   1. Written assessment 2. Oral assessment 3. Practical assessment 4. Product assessment 5. Third party report |
| 1. Context of   Assessment | Competency may be assessed:   1. Workplace environment 2. In a simulated work environment |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**PERFORM TOUR VEHICLE OPERATIONS**

# 

**UNIT DESCRIPTION: 1015 451 09A**

This unit describes competencies required to perform tour vehicle operations. It involves operating a tour vehicle, monitoring traffic and road conditions, monitoring and maintaining vehicle performance.

This standard applies in tourism industry.

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| --- | --- |
| **ELEMENT** | **PERFORMANCE CRITERIA** |
| 1. Operate tour vehicle | * 1. Engine power is managed to as per manufacturer specifications   2. Driving hazards are identified as per tour vehicle requirements   3. Vehicle lights and indicators are used in accordance with traffic regulations and workplace procedures   4. Appropriate procedures are followed in the event of a driving emergency   5. Tour driver behavior towards other road users is appropriately aligned with workplace procedures   6. Vehicle positioning and movement for loading and unloading in accordance with regulatory and workplace instruction   7. All associated tour vehicle equipment is operated in accordance with manufacturers and workplace instructions |
| 1. Monitor traffic and road conditions | * 1. Most efficient route of travel is taken as per prevailing transport conditions   2. Traffic and road conditions are monitored as per safety and security precautions   3. Real-time traffic updates are utilized to minimize delays   4. Route deviations are minimized by proactive planning |
| 1. Monitor and maintain vehicle performance | 1. Vehicle performance and safety is maintained as per manufacturer specification 2. Performance and efficiency of vehicle operation is monitored during use 3. Tour vehicle is driven in in accordance with eco driving principles 4. Tour vehicle malfunctions are repaired as per manufacturer’s instructions 5. Vehicle records are maintained in accordance with workplace procedures |

**RANGE**

|  |  |
| --- | --- |
| The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. | |
| Variable | Range |
| 1.Tour vehicle may include: | * Tour vehicles equal to or less than 4.5 tonnes GVM and seating up to 25 adults, including the driver, and all types of transmission that is used or intended to be used to carry goods of all types for hire or reward. Hired or leased vehicles and vehicles owned by a business to carry its own goods are included |
| 2.Driving may be carried out in typical road transport situations, including: | * By day or night * In typical weather conditions * On the open road * On a private road * While at a depot, base or warehouse * While at a client's workplace or work site |
| 3.Vehicle handling procedures may include: | * Starting a vehicle * Eco driving * Steering and manoeuvring a vehicle * Accelerating and braking * Positioning and stopping a vehicle * Reversing a vehicle * Operating vehicle controls, instruments and indicators * Managing engine performance |

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge** :

* Relevant road rules, regulations, permit and licence requirements of the relevant region road traffic authority
* Relevant OH&S and environmental/emissions procedures and regulations
* Vehicle controls, instruments and indicators and their use
* Vehicle handling procedures
* Workplace driving and operational instructions
* Driving hazards and related defensive driving techniques
* Procedures to be followed in the event of a driving emergency
* Engine power management and safe driving strategies
* Efficient driving techniques
* Pre-operational checks carried out on vehicle and related action
* Differences between transmission types
* Map reading and road navigation techniques
* Factors which may cause traffic delays and diversions, and related action that can be taken by a driver
* Principles of stress management when driving a vehicle
* Causes and effects of fatigue on drivers
* Factors which increase fatigue-related accidents
* Fatigue management strategies including on-road techniques
* Lifestyles which promote the effective long-term management of fatigue

**Required skills** :

* Communication skills
* Read instructions, procedures, information, and signs relevant to driving.
* Interpret and follow operational instructions and prioritize work.
* Complete documentation related to driving a commercial vehicle.
* Operate electronic communication equipment according to protocol.
* Collaborate with others while driving a commercial vehicle.
* Adapt to cultural differences in behavior and interactions.
* Report and rectify problems, faults, or malfunctions promptly according to regulations and procedures.
* Implement contingency plans for unexpected events.
* Apply precautions to minimize or eliminate hazards.
* Monitor and anticipate traffic hazards, taking appropriate action.
* Modify activities based on operational contingencies and risk.
* Apply fatigue management techniques.
* Work systematically with attention to detail to prevent injury or damage.
* Adapt to differences in equipment as per standard operating procedures.
* Monitor vehicle performance and take necessary action.
* Replenish fluids and perform lubrication processes during work activities.

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Applied the underpinning knowledge and skills   2. Demonstrated operation of a commercial vehicle and its associated equipment   3. Demonstrated a theory and practical understanding of driving principles   4. Demonstrated an understanding of possible associated equipment for commercial vehicles   5. Applied relevant legislation and workplace procedures |
| 2. Resource implication | The following resources should be provided:   1. Access to relevant workplace where assessment can take place. 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 3. Methods of assessment | Competency in this unit may be assessed through:   * Oral assessment * Practical assessment * Written assessment |
| 4. Context of assessment | Competency may be assessed:   1. Workplace 2. Simulated workplace |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# SPEAK FOREIGN LANGUAGE

**UNIT CODE: 1015 415 10A**

**UNIT DESCRIPTION**

This unit describes the performance outcomes, skills and knowledge required to conduct both predictable and non-routine, varied communications, transactions and interactions in a foreign language.

This standard applies in tourism industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENTS** | **PERFORMANCE CRITERIA** |
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| * + - 1. Converse with others in a foreign language. | * 1. Techniques is used to extend interactions with others as per language requirement.   2. Additional information and assistance is sought and offered to support quality of communication and service as per language requirement.   3. Communication is supported with comments on topical familiar matters, workplace business and events as per workplace procedure.   4. ***Non-verbal communication*** is used to convey an acceptance of and sensitivity towards others as per workplace procedure. |
| * + - 1. Provide detailed information and advice in a foreign language. | * 1. Detailed information and advice need is identified as per workplace procedure.   2. Detailed information and advice is conveyed using narrative and descriptive statements.   3. Communications is repeated, paraphrased and clarified to avoid misunderstanding and to explain difficult points as per workplace procedure.   4. ***Workplace documents, materials and other references*** are used to support explanations as workplace requirement. |

|  |  |
| --- | --- |
| * + - 1. Respond to unpredictable situations and problems using a foreign language. | * 1. Advice is provided in response to requests, unpredictable situations and problems as per workplace procedure.   2. Need and assistance is identified and sought from others to better respond to the situation or problem as per workplace procedure.   3. Problems key facts and solutions is identified and facilitated through open communication with relevant people as per workplace procedure.   4. Problems explanations and their cause is provided as per workplace procedure   5. Conflict and complaints is responded to with sensitivity, as per social and cultural conventions.   6. Apologies and expressions of regret is conveyed as workplace requirement. |
| * + - 1. Conduct negotiations at a functional level in a foreign language. | 1. Functional level negotiations is facilitated through exchange of key information and agreement on details as per workplace requirement. 2. ***Products and services explanations*** is provided as per workplace requirement. 3. Mutual understanding and agreement is achieved as per workplace procedure. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1.Workplace documents, materials and other references may include but not limited to: | * Brochure or promotional material * Correspondence * Media release * Presentation for customers or colleagues * Product or operations manual * Quotation * Report |
| 2Products and services explanations | * Landmarks * Attractions * History * Culture * Transportation |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

The individual needs to demonstrate skills of:

* Reading skills
* Oral communication skills

**Required knowledge**

The individual needs to demonstrate knowledge of:

* vocabulary words and phrases in the target language
* Writing Styles
* alphabet, characters, and script used in the target language
* Reading Comprehension
* Grammar rules, sentence structure, verb conjugation, and syntax in the target language
* Social and cultural conventions relevant to the language being assessed:
* knowledge and some consistent use of forms of address
* Recognition and consideration of customs, protocols and taboos
* Cross-cultural communication challenges that occur when negotiating and solving problems, and how they are addressed
* Aspects of verbal and non-verbal communication that support effective negotiation and interaction in the language being assessed.

**Required skills**

The individual needs to demonstrate the following skills:

* Communication
* Reading Proficiency
* Writing Proficiency
* Translation Skills
* Proofreading and Editing:
* Research Skills
* Language Proficiency

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate can:   * 1. Conducted workplace oral communication in a language other than English in six different oral communication   2. Used narrative and descriptive statements   3. Used repetition, clarification and paraphrasing techniques to clarify requirements, answer questions about products and services, solve problems and conflict, and reassure others   4. Provided detailed information and specialised assistance in area of work activity   5. Conducted product and service transactions   6. Used effective non-verbal communication skills   7. Exchanged key information in a language other than English to provide detailed information and advice |
| 1. Resource implications | The following resources should be provided:   * 1. Access to relevant workplace where assessment can take place.   2. Appropriately simulated environment where assessment can take place.   3. Resources relevant to the proposed activity or tasks. |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Oral assessment 2. Practical assessment 3. Written assessment 4. Practical assessment 5. Product assessment |
| 1. Context of assessment | Competency may be assessed:   * 1. Workplace Environment   2. Simulated workplace Environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# READ AND WRITE FOREIGN LANGUAGE

**UNIT CODE: 1015 451 11A**

**UNIT DESCIRPTION**

This unit describes the performance outcomes, skills and knowledge required to read and write workplace information in a language other than English. It covers reading a range of documents and writing routine documents, such as letters and brief reports.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENTS** | **PERFORMANCE CRITERIA** |
| **Elements describe the essential outcomes.** | **Performance criteria describe the performance needed to demonstrate achievement of the element.** |
| 1. Read workplace documents written in a language other than English. | * 1. ***Routine and non-routine workplace documents*** are read as per workplace procedure   2. I accompanying visual information is interpreted to support comprehension as per workplace procedure   3. ***Main ideas, key facts and requirements*** are identified as per workplace procedure.   4. Account of document tone and purpose is identified and taken as per workplace procedure   5. Information and requests are acted on and responded   to as per workplace procedure. |
| 1. Provide informal written translations using a language other than English | * 1. Information is captured and conveyed in written texts and summaries, taking account of cultural differences as per workplace procedure.   2. Explanation or comments is provided to clarify meaning as required, especially about culturally-specific details as per workplace procedure.   3. Documents requiring professional translation and   arrange are recognized for assistance as per workplace procedure |

|  |  |
| --- | --- |
| 1. Write simple routine workplace documents in a language other than English. | 1. Accurate routine workplace documents using key words, phrases, simple sentences and visual aids are prepared as per workplace procedure. 2. Main ideas, facts and details in written text are conveyed as per workplace procedure 3. Clear ***written directions and instructions*** are provided in a correctly ordered sequence. 4. Written communication is supported with use of appropriately sequenced expressions and questions as per workplace procedure. 5. Information is written in appropriate place as per workplace procedure. 6. ***Workplace and cultural conventions and protocols*** are adhered to as per workplace procedure. 7. Written responses to documents are provide in accordance to form and tone. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Routine and non-routine workplace documents may include but not limited to: | * Brochure or promotional material * Correspondence * Media release * Presentation for customers or colleagues * Product or operations manual * Quotation * Report |
| 1. Main ideas, key facts and requirements may include but not limited to: | * Vocabulary, grammar, and pronunciation of the language. * structured learning and guidance |

|  |  |
| --- | --- |
|  | * conversations, reading, writing, and listening exercises |
| 1. Workplace and cultural conventions and protocols may include but not limited to: | * Professional Dress Code * ssocial Customs * Conflict Resolution * Cultural Sensitivity * Meeting Etiquette * Hierarchy and Authority * Respectful Communication |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency

The individual needs to demonstrate skills of:

* Reading skills
* Oral communication skills

**Required knowledge**

The individual needs to demonstrate knowledge of:

* vocabulary words and phrases in the target language
* Writing Styles
* alphabet, characters, and script used in the target language
* Reading Comprehension
* Grammar rules, sentence structure, verb conjugation, and syntax in the target language
* Social and cultural conventions relevant to the language being assessed:
* knowledge and some consistent use of forms of address
* Recognition and consideration of customs, protocols and taboos
* Cross-cultural communication challenges that occur when negotiating and solving problems, and how they are addressed
* Aspects of verbal and non-verbal communication that support effective negotiation and interaction in the language being assessed.

**Required skills**

The individual needs to demonstrate the following skills:

* Communication
* Reading Proficiency
* Writing Proficiency
* Translation Skills
* Proofreading and Editing:
* Research Skills
* Language Proficiency

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate can:   * 1. Read Routine and non-routine workplace documents as per workplace procedure   2. interpreted accompanying visual information to support comprehension as per workplace procedure   3. Identified Main ideas, key facts and requirements are as per workplace procedure   4. Acted on and responded to information and requests as per workplace procedure.   5. Captured and conveyed Information in written texts and summaries, taking account of cultural differences as per workplace procedure.   6. Provided. Explanation or comments to clarify meaning as required, especially about culturally-specific details as per workplace procedure   7. Prepared accurate routine workplace documents using key words, phrases, simple sentences and visual aids as per workplace procedure   8. Conveyed Main ideas, facts and details in written text are as per workplace procedure   9. Clear written directions and instructions in a correctly   ordered sequence. |

|  |  |
| --- | --- |
|  | * 1. Supported written communication with use of appropriately sequenced expressions and questions as per workplace procedure.   2. Wrote Information in appropriate place as per workplace procedure.   3. Adhered to Workplace and cultural conventions and protocols as per workplace procedure   4. Provide written responses to documents in accordance to form and tone. |
| 2. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 3. Methods of assessment | Competency in this unit may be assessed through:   * Oral assessment * Written assessment * Practical assessment * Project assessment |
| 4. Context of assessment | Competency may be assessed:   * Workplace * Simulated workplace |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# CORE UNITS OF COMPETENCY

# HANDLE TOURIST ARRIVAL AND DEPARTURES

**UNIT CODE: 1015 451 12A**

**UNIT DESCRIPTION**

This unit covers the competencies required to handle tourist arrival and departure. It involves assemble tour transfer resources, perform tourist meet and greet service, conduct tourist briefing, baggage and tourist transfers

This standard applies in the tourism sector.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Assemble tour transfer resources | 1. Obtain ***transfer details*** as per tour itinerary 2. Prepare ***transfer vehicle*** as per itinerary 3. Collect transfer payment as per tour cost sheet |
| 1. Perform tourist meet and greet   service | 1. Identify tourist arrival schedule as per tour itinerary 2. Assemble ***welcome kits*** as per work requirement 3. Provide brief orientation as per work place requirement 4. Provide personalized recommendations as per destination’s requirement |
| 1. conduct tourists’ briefing | 1. Gather tourists’ information as per tour file 2. Prepare briefing materials to be used as per tour itinerary 3. Provide detailed overview of the tour as per tour itinerary |
| 1. handling baggage | 1. Monitor arrival schedule of the baggage as per tour itinerary 2. Identify tourist baggage as per work place procedures 3. Retrieve baggage as per work place requirement 4. Load baggage on to designated transport vehicle as per work place requirements |
| 1. conduct tourist transfer | 1. Obtain transfer details as per tour itinerary 2. Prepare transfer vehicle as per work place procedure 3. Receive transfer payment as per itinerary 4. Conduct tourist transfer as per tour itinerary |
| 1. Perform tourists’ check-in | 1. Obtain tourist identification documents as per work place requirements 2. Verify tourist identification documents as per work place regulations Confirm tourist reservation documents as per tour itinerary 3. Register ***tourist details*** are per reservation system requirements 4. Issue tourist check-in documents as per work place requirements 5. Handle tourist baggage as per work place requirements |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| * + - 1. Transfer details may include but not limited to: | * Name of the tourist * Purpose of transfer * Date of transfer * Destination of transfer * Method of payment |
| * + - 1. Welcome kit may include but not limited to: | * Maps * Brochures * Emergency contact numbers * Coupons * Gifts |
| * + - 1. Tourist details may include but not limited to: | * Personal information * Accommodation details * Health information * Transportation details |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency:

* Communication Skills
* Customer Service Skills
* Organizational Skills
* Problem-Solving Skills
* Attention to Detail
* Multitasking Skills
* Technical Skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Arrival and Departure Procedures
* Customer Service Principles
* Tourist Information
* Safety and Security Protocols
* Travel Documentation
* Technology and Systems
* Regulatory Compliance:

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:     1. Obtained transfer details as per tour itinerary 2. Prepared transfer vehicle as per itinerary 3. Assembled welcome kits as per work requirement 4. Provided brief orientation as per workplace requirement 5. Gathered tourists' information as per tour file 6. Provided detailed overview of the tour as per tour itinerary 7. Identified tourist baggage as per workplace procedures Loaded baggage onto designated transport vehicle as per workplace requirements 8. Conducted tourist transfer as per tour itinerary 9. Obtained tourist identification documents as per workplace requirements 10. Confirmed tourist reservation documents as per tour itinerary 11. Registered tourist details as per reservation system requirements 12. Handled tourist baggage as per workplace requirements |
| 1. Resource Implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place. 2. Access to relevant assessment environment. 3. Resources relevant to the proposed assessment activity or tasks. |
| 1. Methods of   Assessment | Competency in this unit may be assessed through:   1. Oral assessment 2. Written assessment 3. Practical assessment 4. Portfolio 5. Third party reports |
| 1. Context of Assessment | Competency may be assessed   1. Workplace 2. Simulated workplace |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PERFORM TOUR GUIDING

**UNIT CODE: 1015 451 13A**

**UNIT DESCRIPTION**

This unit covers the competencies required to perform tour guiding. It involves assembling tour resources applying tour safety and security, performing tourists ‘check-out, interpreting flora and fauna, interpreting tourist sites, interpreting local culture and preparing tour report

This standard applies in the Tourism sector.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace  Function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Assemble tour resources | 1. ***Tour resource list*** is developed as per tour itinerary 2. Tour resource list is acquired as per tour the tour legal requirements 3. ***Tour resources*** is gathered as per tour requirement 4. Tour resource checklist is confirmed as per tour requirement. |
| 1. Apply tour safety and security | 1. Potential ***hazards*** are assessed as per workplace requirements 2. Safety and security procedures are developed as per workplace regulations 3. Safety and security training is conducted as per work requirements 4. Safety and security procedures are implemented as per work requirements 5. Safety and security audit is conducted as per security protocol |
| 1. Perform   tourists  ‘check-out | 1. Tourists are provided with information required for check out as per workplace requirement 2. Outstanding bills are settled as per work place requirement 3. Transportation is provided as per workplace requirement |
| 1. Interpret flora and fauna | 1. Plants and animal species are observed as per work requirement. 2. Species are identified as per the ***field’s guide*** 3. Species encountered are recorded/documented as per work requirement 4. Research is conducted on the species as per work requirement 5. Research findings are shared as per workplace requirements. |
| 1. Interpret tourist sites | 1. Research on the tourist site is conducted as per work requirement. 2. Familiarization of the tourist site is conducted as per work requirements 3. ***Interpretive materials*** are created as per work place requirements 4. Exhibits are developed as per workplace requirements |
| 1. Interpret local culture | 1. Research on local culture is conducted as per work requirement. 2. Interviews are conducted as per work requirement 3. Culture practices are documented as per nuance of the culture 4. Interpretive materials are created as per work place requirements |
| 1. Prepare tour report | 1. Information is gathered as per workplace requirement 2. Collected data is organized and analysed as per workplace procedure 3. Collected data is documented as per workplace procedures 4. Documented data is reviewed as per work requirement |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Tour resources may include but not limited to: | * Accommodation * Transportation * Attractions * Activities |
| 1. Tour resource list may include but not limited to: | * Accommodation * Transportation * Attractions * Activities |
| 1. Hazards may include but not limited to: | * Geological hazards * Biological hazards * Environmental hazards |
| 1. Field guide may include but not limited to: | * Bird field guides * Plant field guides * Wildlife field guides * Geology field guides * Marine field guides |
|  |
|  |
|  |
| 1. Interpretive materials may include but not limited to: | * Maps * Brochures * Exhibits |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* Employability skills
* Geographical skills
* Problem solving skills
* Customer service skills
* Multi lingual skills
* Teamwork
* Navigation skills
* First aid skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Destination knowledge
* Multi lingual
* Cultural sensitivity
* Customer service
* Transportation options
* Environmental awareness
* Local laws and regulations
* Health and medical facilities

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1.Critical aspects of Competency | Assessment requires evidence that the candidate:   1. Developed tour resource list is as per tour itinerary. 2. Assessed hazard and safety management as per workplace requirements 3. Provided tourists with information required for check-out as per workplace requirements. 4. Documented flora and fauna as per work requirements. 5. Conducted site research and preparation as per work requirements. 6. Conducted cultural research and documentation as per work requirements. 7. Gathered information is as per workplace requirements. |
| 2. Resource Implications | The following resources should be provided:   * Appropriately simulated environment where assessment can take place. * Access to relevant assessment environment. * Resources relevant to the proposed assessment activity or tasks. |
| 3. Methods of assessment | Competency in this unit may be assessed through:   * Oral assessment * Written assessment * Practical assessment * Product assessment * Portfolio * Third party reports |
| 4.Context of Assessment | Competency may be assessed   * Workplace * Simulated workplace |
| 5.Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PERFORM CAMPING OPERATIONS

**UNIT CODE: 1015 451 14A**

**UNIT DESCRIPTION**

This unit describes competencies required to perform camping duties. It involves identifying camping site, assembling camping gears and equipment, carry out tent pitching and managing camping site.

This standard applies in the tourism sector.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| * + - 1. Identify camping sites | 1. Camping ***support facilities*** are assessed as per tour requirement. 2. Develop safety and security protocol as per camping site requirement 3. ***Camping site safety and security*** is inspected as per tour requirements 4. camping sites are reserved as per tour requirements. |
| * + - 1. Assemble camping gears and equipment | 1. ***camping equipment*** are issued as per tour requirement 2. camping shelters are set as per tour requirement 3. ***Camping equipment*** are set as per site layout. |
| * + - 1. Carry out tent pitching | 1. Ground layout is assessed as per camping shelter requirement. 2. Tents are positioned as per camping shelter requirement 3. Tent poles are assembled as per manufacturers guidelines 4. Tents are raised as per manufacturer guidelines 5. Tents are used as per manufacture guidelines |
| 4.Manage camp  sites | 1. Bush craft is performed as per tour requirement 2. Tourists are briefed on survival techniques as per camping site guidelines 3. Camping equipment is dismantled as per manufacturers guidelines 4. Camp site clearing is conducted as per camping shelter requirements |
|  |
|  |  |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Support facilities may include but not limited to: | * Campsites * Bathroom and toilets * Water sources * Recycling facilities |
| 1. Camping site safety and security may include but not limited to: | * First aid kit * Emergency contacts * Tent placement * Wildlife awareness * Personal safety |
| 1. Camping equipment may include but not limited to: | * Tents * Sleeping bags * Camp stoves * First aid kits * Fire starter kits |
| 1. Bush craft may include but not limited to: | * Tent pitching * Navigation skills * Crafting skills |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* Geographical knowledge
* Customer service
* Outdoor safety skills
* Leadership
* Activity expertise
* Environmental awareness
* Interpretation skills
* Cultural sensitivity
* Navigation skills
* Time management
* Teamwork
* Multi lingual
* Risk assessment

**Required Knowledge**

The individual needs demonstrate knowledge of:

* Local geography
* Weather patterns
* Cultural awareness
* Safety regulations
* Outdoor skills
* Environmental hazards
* Environmental conservation
* Cultural heritage preservation
* Local regulations and permits
* Equipment and gear knowledge

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | 1. Assessment requires evidence that candidate: 2. Assessed Camping support facilities as per tour requirement. 3. Developed safety and security protocol as per camping site requirement 4. Inspected Camping site safety and security as per tour requirements 5. Reserved Camping sites as per tour requirements. 6. Issued camping equipment as per tour requirement 7. Set Camping shelters as per tour requirement 8. Set Camping equipment as per site layout. 9. Assessed Ground layout as per camping shelter requirement. 10. Pitched Tents as per tent manufacture guidelines 11. Used Tents as per manufacture guidelines 12. Performed Bush craft as per tour requirement 13. Briefed Tourists on survival techniques as per camping site guidelines 14. Dismantled Camping equipment as per manufacturers guidelines 15. Conducted Camp site clearing as per camping shelter requirements |
| 1. Resource implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place. 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Oral assessment 2. Practical assessment • Written assessment 3. Practical assessment 4. Product/Project assessment |
| 1. Context of assessment | Competency may be assessed:   1. Workplace Environment 2. Simulated workplace Environment |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# PROVIDE OUTDOOR RECREATIONAL ACTIVITIES

**UNIT CODE: 1015 451 15A**

**UNIT DESCRIPTION**

This unit covers the competencies required to provide outdoor recreational activities. It involves Assembling outdoor activities tools and equipment, managing safety and security precautions on camp equipment use, carrying out outdoor activities and maintaining outdoor activity tool and equipment and preparing tour report.

This standard applies in the tourism sector.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace  Function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Assemble outdoor recreational activity tools and equipment | 1. ***Outdoor recreational activity*** equipment is identified as per tour requirements 2. ***Tools and Equipment*** are assessed for safety as per work requirement 3. ***Tools and equipment*** are gathered as per outdoor activity. 4. Outdoor recreational tools and equipment are packed as per tour requirement. 5. Manuals and instruction guidelines are assembled as per workplace procedure |
| 1. manage safety and security precautions on camp equipment use | 1. Safety and security manuals are prepared as per camp site requirements 2. Safety and security signage posts are elected as per camp site requirement 3. Safety and security training is conducted as per camping requirements. 4. Safety and security audit is conducted as per security protocol. |
| 1. Carry out outdoor activities | 1. Outdoor recreational activity is identified as per tourist needs and preferences. 2. Tourists are briefed as per tour requirement. 3. Outdoor activities are executed as per tour itinerary |
| 1. Maintain outdoor activities tool and equipment | 1. Equipment are cleaned as per manufacturer manual. 2. Equipment is inspected as per manufacturer manual. 3. Damaged equipment report is prepared as per as per the manufacturers guidelines. 4. Equipment is repaired as per manufacturer’s guidelines. Equipment is replaced as per work place procedures. Equipment is stored as per work place procedures. |
| 1. Prepare tour report | 1. Information is gathered as per the outdoor recreational activity conducted. 2. Outdoor activity participants are briefed as per workplace requirement. 3. Outdoor activity feedback is collected as per workplace procedures. 4. Collected data is organized and analyzed as per workplace procedure. 5. Collected data is documented as per workplace procedures. 6. Documented data is reviewed as per work requirement. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| * + - 1. Outdoor activities may include but not limited to: | * Camping * Hiking * Backpacking * Rock climbing * Cycling |
| * + - 1. Tools and equipment may include but not limited to: | * Tents * Sleeping bags * Camp stoves * First aid kits * Fire starter kits |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* Geographical knowledge
* Customer service
* Outdoor safety skills
* Leadership
* Activity expertise
* Environmental awareness
* Interpretation skills
* Cultural sensitivity
* Navigation skills
* Time management
* Teamwork
* Multi lingual
* Risk assessment

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Local geography
* Weather patterns
* Cultural awareness
* Safety regulations
* Outdoor skills
* Environmental hazards
* Environmental conservation
* Cultural heritage preservation
* Local regulations and permits
* Equipment and gear knowledge

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of  competency | Assessment requires evidence that the candidate:  1.1 Identified Outdoor recreational activity equipment as per tour requirements  1.2 Gathered Tools and equipment as per outdoor activity.  1.3 Assessed Tools and Equipment for safety as per work requirement.  1.4 Packed Outdoor recreational tools and equipment as per tour requirement.  1.5 Assembled Manuals and instruction guidelines are as per workplace procedure  1.6 Safety and security training is conducted as per camping requirements.  1.7 Briefed tourists are on outdoor activity as per tour requirement  1.8 Executed outdoor activity as per the tour itinerary  1.9 Inspected equipment for damages as per manufacturer manual  1.10 Prepared report on damaged equipment as per manufacturers guidelines.  1.11 Repaired equipment as per manufacturer guidelines  1.12 Replaced equipment as per workplace procedure  1.13 Stored equipment as per work place procedure  1.14 Briefed outdoor activity participants as per workplace requirement  1.15 Collected outdoor activity feedback as per workplace procedures |
| 2. Resource implications | The following resources should be provided:   * Access to relevant workplace where assessment can take place. * Appropriately simulated environment where assessment can take place. * Resources relevant to the proposed activity or tasks. |
| 3. Methods of assessment | Competency in this unit may be assessed through:   * Oral assessment * Practical assessment * Written assessment * Practical assessment * Product/Project assessment |
| 4.Context of assessment | Competency may be assessed:   * Workplace Environment * Simulated workplace Environment |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |