

UNIT CODE: TO/CU/TG/CC/03/05/A

RELATIONSHIP TO OCCUPATIONAL STANDARDS

This unit addresses the Unit of Competency: Acquire tour resources (human resource, tools and equipment)

DURATION OF UNIT: 130 hours

UNIT DESCRIPTION

This unit describes the competencies required to acquire tour resources (human resource, tools and equipment). It involves preparing experiential tour resources inventory, establishing sources for experiential tour resources, hiring experiential tour vehicles, branding the experiential tour vehicles, assembling experiential tour tools and equipment, checking experiential tour tools and equipment conditions and loading experiential tour tools and equipment. It applies in the tourism Industry.

SUMMARY OF LEARNING OUTCOMES

1. Prepare experiential tour resources inventory
2. Establish sources of experiential tour resources
3. Hire experiential tour vehicles
4. Brand the experiential tour vehicles
5. Assemble experiential tour tools and equipment
6. Check experiential tour tools and equipment conditions
7. Load experiential tour tools and equipment

LEARNING OUTCOMES, CONTENT AND METHODS OF ASSESSMENT

Learning Outcome	Content	Methods of assessment
1. Prepare experiential tour resources inventory	Theory: <ul style="list-style-type: none">• Tour resource inventory• Tour tools and equipment• Tour facilitators/administrators• Types of tour vehicles Practical: <ul style="list-style-type: none">• Creating a tour resource inventory• Sourcing tour tools and equipment	<ul style="list-style-type: none">• Observation• Written• Oral• Third party report

	<ul style="list-style-type: none"> • Booking and reserving tour vehicles • Receiving tour tools and equipment 	
2. Establish sources of experiential tour resources	<p>Theory:</p> <ul style="list-style-type: none"> • Accommodation service providers • Ancillary service providers <ul style="list-style-type: none"> ○ Travel agents ○ Travel insurance providers ○ Travel documents providers ○ Financial service providers • Transport service providers <ul style="list-style-type: none"> ○ Car hire and rental firms ○ Airlines ○ Railway lines ○ Cruise lines ○ Coach/bus/shuttle firms • Destination management operators • Tourist attraction sites <ul style="list-style-type: none"> ○ Heritage sites ○ Wildlife conservation areas ○ Recreational centres <p>Practice:</p> <p>Enquiring on services provided by a tourist attraction site</p> <p>Enquiring on services provided by a hotel</p> <p>Enquiring on services provided by a car rental/hire firm</p>	<ul style="list-style-type: none"> • Observation • Written • Oral • Third party report
3. Hire experiential tour vehicles suppliers	<p>Theory:</p> <ul style="list-style-type: none"> • Care hire/rental operations • Types of tour vehicles • Classes of vehicles for hire • Contracting in car hire/rentals 	<ul style="list-style-type: none"> • Observation • Written • Oral • Third party report

	Practice:	
	<ul style="list-style-type: none"> • Filling a car hire/rental agreement for • Collecting a hired car • Checking the requirements of a rental car 	
4. Brand the experiential tour vehicles	<p>Theory:</p> <ul style="list-style-type: none"> • Collection of tour feedback • Analysis of tour feedback • Implementation of tour report recommendations • Closing a tour file <p>Practice:</p> <ul style="list-style-type: none"> • Prepare tour feedback collection tool • Prepare a tour report 	<ul style="list-style-type: none"> • Oral • Observation • Written • Third party report
5. Assemble experiential tour tools and equipment	<p>Theory:</p> <ul style="list-style-type: none"> • Tour tools and equipment • Tour tools and equipment checklist • Carriage of tour tools and equipment <p>Practice:</p> <ul style="list-style-type: none"> • Check listing tour resources • Checking the conditions of acquired tour tools and equipment • Loading tour tools and equipment 	

Suggested Methods of Instruction

- Instructor lead facilitation of theory
- Practical demonstration of tasks
- Practice by trainee
- Simulation/Role play
- Group Discussion

List of Recommended Resources

<ul style="list-style-type: none"> • Computers • Reservation systems • Telephones • Maps • Sample tour files • Office stationery • List of tariffs • List of suppliers • Sample contracts • Sample tour reports • Sample tour package information • National Museums And Heritage Act No. 6 Of 2006 Revised Edition 2012 [2006]Lists of tour product quality standards 	<ul style="list-style-type: none"> • Tourism Act No. 28 Of 2011 Revised Edition 2012 [2011] • The Occupational Safety and Health Act, 2007 • Consumer protection Act 2012 • EMCA 1999 • Wildlife (Conservation And Management) Act Chapter 376 Revised Edition 2012 [1985] • CITES 	<ul style="list-style-type: none"> • Customer feedback systems • Emergency contact list • Standard operating procedures • Tour vehicles • Sample accounting documents • Law Of Contract Act Chapter 23 Revised Edition 2012 [2002] kits
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