

## ACQUIRE TOUR RESOURCES (HUMAN RESOURCE, TOOLS AND EQUIPMENT)

**UNIT CODE: TO/OS/TG/CR/03/05/A**

### 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.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes which make the workplace function	<b>PERFORMANCE CRITERIA</b> These are assessable statements which specify the required level of performance for each of the elements.  <i>(Bold and italicised terms are elaborated in the Range)</i>
1. Prepare experiential tour resources inventory	1.1 Tour resource inventory is created as per SOP 1.2 Tour resource acquisition contract is entered as per SOP 1.3 <i>Tour resource acquisition files</i> are opened as per SOP 1.4 <i>Tour tools and equipment</i> are identified as per SOP 1.5 <i>Tour facilitators/administrators</i> are identified as per SOP 1.6 Types of <i>tour vehicles</i> to be acquired are identified as per the SOP
2. Establish sources of experiential tour resources	2.1 <i>Tour resource suppliers</i> are contacted for availability of experiential tour services based on the contract as per SOPs. 2.2 <i>Tour resource reservation documents</i> are prepared and submitted to suppliers as per SOPs. 2.3 Confirmed resources are recorded and communicated to customers as per SOPs.

<b>ELEMENT</b> These describe the key outcomes which make the workplace function	<b>PERFORMANCE CRITERIA</b> These are assessable statements which specify the required level of performance for each of the elements.  <i>(Bold and italicised terms are elaborated in the Range)</i>
3. Hire experiential tour vehicles	3.1 <b><i>Tour resource payments</i></b> are made in line with the organisation's policy. 3.2 Tour resource suppliers are paid as per SOPs. 3.3 Tour resource <b><i>accounting documentation</i></b> is maintained as per SOPs. 3.4 All requested tour resources are reserved as per SOPs. 3.5 All tour resource reservations are confirmed with the suppliers and clients as per SOPs.
4. Brand the experiential tour resources	4.1 Tour resource brand is created as per SOPs. 4.2 Tour resources to be branded are identified as per SOPs. 4.3 Experiential tour resources are branded in accordance with SOP
5. Assemble experiential tour tools and equipment	2.1 Tour resource checklist is created in accordance with tour resource inventory 2.2 Tour tools and equipment condition is checked as per SOPs 2.3 Tour tools and equipment are loaded in accordance with SOPs

## RANGE

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

Variable	Range <i>May include but is not limited to:</i>
1. Tour facilitators/administrators	<ul style="list-style-type: none"> <li>• Tour manager</li> <li>• Tour supervisor</li> <li>• Tour leader</li> <li>• Courier</li> </ul>
2. Tour tools and equipment	<ul style="list-style-type: none"> <li>• Computers</li> <li>• Tents</li> </ul>

	<ul style="list-style-type: none"> <li>• Binoculars</li> <li>• Telescopes</li> <li>• Camera</li> <li>• Go-Pro</li> <li>• GPS</li> </ul>
3. Tour resource acquisition files	<ul style="list-style-type: none"> <li>• Car rental acquisition form</li> <li>• Camping kit rental acquisition form</li> <li>• Public address rental acquisition form</li> </ul>
4. Tour vehicles	<ul style="list-style-type: none"> <li>• Tour bus</li> <li>• Tour van</li> <li>• Tour truck</li> <li>• Recreational vehicle</li> <li>• Caravan</li> </ul>
5. Tour resource suppliers	<ul style="list-style-type: none"> <li>• Food and beverage suppliers</li> <li>• Equipment suppliers</li> <li>• Vehicle suppliers</li> <li>• Human resource firms</li> </ul>
6. Tour resource reservation documents	<ul style="list-style-type: none"> <li>• Car hire agreement forms</li> <li>• Delivery notes</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

### Required Skills:

- Communication
- Numeracy
- Interpersonal
- Research
- Problem solving
- Critical thinking
- Organization
- ICT
- Negotiation
- Costing
- Time management
- Basic vehicle maintenance
- Customer service
- Risk assessment

- Decision making
- Report writing
- Leadership
- Teamwork
- Persuasion
- Planning
- Control

**Required Knowledge:**

- Experiential tours
- Tour components
- Destinations
- Product knowledge
- Travel geography
- Charting/scheduling
- Tour costing and pricing principles
- Tour component suppliers
- Channels of tourist product distribution
- Tourist needs and motivations
- Tour reservations
- Tour bookings and reservation
- Customer analysis
- Legislation, policies and procedures in tours administration
- Passenger transport
- Local destinations
- Research methods
- Travel knowledge
- Oral presentation
- Telephone skills
- ICT use in travel and tourism
- Research strategies and sources
- Kenyan experiential tourism products
- Tour office operations and administration
- Basic Food and Beverage Service
- Tour package and components bookings reservation software/systems
- Basic vehicle maintenance
- Tour equipment handling
- Camping operations
- Photography and videography composition principles

- Time management principles
- Public speaking principles
- Presentation principles
- Occupational safety and health practices
- On-line reputation management Tourism destination knowledge
- Range of tourism suppliers
- Service standards
- Principles of sustainable tourism
- Feedback mechanisms

## EVIDENCE GUIDE

1. Critical Aspects of Competency	<p><b><i>Assessment requires evidence that the candidate:</i></b></p> <ul style="list-style-type: none"> <li>1. 1 Prepares experiential tour resources inventory correctly</li> <li>1. 2 Confirms experiential tour inventory correctly</li> <li>1. 3 Establishes sources of experiential tour resources appropriately</li> <li>1. 4 Contacts experiential tour resource suppliers appropriately</li> <li>1. 5 Hires experiential tour vehicles appropriately</li> <li>1. 6 Brands the experiential tour resources appropriately</li> <li>1. 7 Assembles experiential tour tools and equipment correctly</li> <li>1. 8 Checks experiential tour tools and equipment conditions appropriately</li> <li>1. 9 Load experiential tour tools and equipment appropriately</li> <li>1. 10 Stores experiential tour resources appropriately</li> </ul>
2. Resource Implications	<ul style="list-style-type: none"> <li>2.1 A functional tour operations office</li> <li>2.2 Tour vehicle</li> <li>2.3 Camping gear</li> <li>2.4 Camping area</li> <li>2.5 Food and beverage suppliers</li> <li>2.6 An institution with closely simulated tour operations training office</li> </ul>
3. Methods of Assessment	<p><b><i>Competency may be assessed through:</i></b></p> <ul style="list-style-type: none"> <li>3.1 Verbal questioning</li> <li>3.2 Project</li> <li>3.3 Observation</li> <li>3.4 Third party report</li> </ul>

	<p>3.5 Interview</p> <p>3.6 Field tours</p> <p>3.7 Written test</p>
4. Context of Assessment	<p>Competency may be assessed individually</p> <ul style="list-style-type: none"> <li>• On-the-job</li> <li>• Off-the-job</li> <li>• Workplace experience</li> </ul>
5. Guidance information for assessment	<p>This unit may be assessed on an integrated basis with others within this occupational sector</p>

easytvvet.com