

SELF-ASSESSMENT GUIDE

QUALIFICATION:	ATTRACTIONS AND THEME PARKS OPERATIONS NC II (ANIMAL EXHIBITS)		
Project:	OPERATE ANIMAL EXHIBITS		
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
▪ Rectify and act problems concerning animal welfare according to legislative requirements.			
▪ Inspect enclosure/exhibit prior to the arrival of customers according to enterprise procedures.*			
▪ Erect signs for temporary closures to ensure minimum customer inconvenience.			
▪ Prepare equipment for the day's activities in a timely manner.			
▪ Check area for cleanliness and safety according to enterprise procedures.*			
▪ Check supplies for quantity and quality.			
▪ Order supplies according to enterprise procedures.			
▪ Monitor customer numbers during operation to ensure maximum numbers are not exceeded.*			
▪ Monitor customer behaviour continuously, ensuring compliance with safety requirements.			
▪ Identify dangerous or unsafe behaviour promptly to avoid accidents.*			
▪ Request customers to change their behaviour firmly but courteously when it poses a threat to themselves, other customers, animals or staff.			
▪ Seek assistance in controlling customer behavior from the supervisor or security personnel as appropriate.			
▪ Remove waste, feces and weeds from enclosure.*			
▪ Implement vermin control according to company procedures.*			
▪ Dispose materials in accordance with manufacturer's and/or superior's instructions.			
▪ Clean enclosures (e.g. exhibits, night facilities and food preparation areas) with minimum disruption to animals.*			
▪ Present enclosure in accordance with requirements of both the animal and the customer.			

▪ Secure enclosures according to enterprise guidelines and requirements for animal species.*		
▪ Carry out routine maintenance tasks according to instructions of superior.		
▪ Monitor and maintain feeding and watering systems in a safe and working condition.*		
▪ Carry out tasks with minimum disruption to customers.		
▪ Close the enclosure/exhibit down according to enterprise procedures.*		
▪ Check the animal/s welfare and security making necessary reports to the appropriate supervisor.		
▪ Prepare enclosure/exhibit and all equipment for the next day's operation.		
▪ Clean the enclosure/exhibit as instructed.*		
▪ Secure the enclosure/exhibit correctly.		
▪ Identify and use animal husbandry and general equipment correctly.*		
▪ Carry out basic cleaning and maintenance procedures on equipment correctly.*		
▪ Store equipment safely and correctly in the designated area.		
▪ Complete report and documentation on the enclosure/exhibit within the required timeframe.*		
▪ Forward report and documentation to the appropriate area within the required timeframe.		
▪ Clean, disinfect, and sterilize food preparation equipment according to company procedures.		
▪ Follow instruction and dietary charts for food preparation, portions and distributions.		
▪ Feed animals according to enterprise procedures.		
▪ Monitor water supply ensuring appropriate quantity and quality.		
▪ Feed and water animals in accordance with animal welfare and ethics policies and health and safety procedures.*		
▪ Involve customers, where possible and appropriate, in animal feeding within safety guidelines.		
▪ Provide appropriate care according to specific animal type and gender.*		
▪ Handle and store chemicals used in animal care in a safe and environmentally responsible manner.		
▪ Groom animals according to enterprise and animal welfare and ethics policy.		
▪ Recognize common animal behaviours correctly and take appropriate action when necessary.*		

▪ Follow capture and restraint procedures correctly under supervision.		
▪ Request assistance in rearing young animals from specialists when required.		
▪ Carry out disease prevention procedures according to instructions and appropriate quarantine procedures.*		
▪ Identify pests and toxic substances accurately.		
▪ Recognize and report obvious signs of illness promptly according to procedures.*		
▪ Administer routine treatments under supervision.*		
▪ Collect samples correctly when required.		
▪ Identify physical/behaviour hazards correctly.*		
▪ Identify risks associated with specific animals.		
▪ Conduct day-to-day duties in a manner which minimizes risk in the enclosure.*		
▪ Report potential risks promptly to supervisor for immediate action to take place.		
▪ Identify issues, behaviour and events requiring written notation promptly and accurately.*		
▪ Use correct terminology when making accurate notations on animal records.*		
▪ Check work area regularly for distressed or escaped animals.*		
▪ Identify animals that are in distress or require rescue promptly.		
▪ Take prompt action when potential risks to customers, the animals, self and colleagues occur.*		
▪ Inform appropriate departments and animal specialists of the situation immediately.		
▪ Carry out rescue procedures within the scope of individual responsibility.*		
▪ Seek assistance from colleagues and animal specialists as required.		
▪ Take the animals to the appropriate location.		
▪ Inform customers of rescue progress where appropriate.		
▪ Inform/lecture customers about the animals at every opportunity.*		
▪ Conduct customer interaction in a polite, friendly and welcoming manner.		
▪ Offer current and accurate information at every opportunity, making use of resources if possible.*		
▪ Provide appropriate level and complexity of information to meet the customer's needs.*		

▪ Use actual animals in demonstrations when appropriate and within safety and animal welfare/ethics guidelines.		
▪ Allow customers to observe and interact with animals in accordance with safety and animal welfare/ethics guidelines.		
▪ Invite customers to ask questions to ensure understanding.		
▪ Answer customer questions correctly in a polite, friendly and welcoming manner.*		
▪ Provide additional information to enhance the customer understanding and experience.*		
▪ Show examples of real animals to enhance answers.		
▪ Seek other sources of information if unable to answer the customer inquiry or customer is referred to another source.		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Signature:	Date:	

SELF-ASSESSMENT GUIDE

QUALIFICATION:	ATTRACTIONS AND THEME PARKS OPERATIONS NC II (GAMES)	
Project:	OPERATE GAMES	
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 		
Can I?	YES	NO
▪ Prepare and check games location for cleanliness, safety and security according to enterprise policy and procedures.*		
▪ Secure cash fund and required forms and documents according to company procedures.		
▪ Check and prepare equipment to be operated according to manufacturer's instructions and/or company procedures.*		
▪ Check signage to ensure it is clearly and correctly displayed.		
▪ Check stocks of prizes and other supplies to ensure sufficiency.		
▪ Display prizes to attract customers.		
▪ Record number of stock items with accuracy.		
▪ Order additional supplies where appropriate.		
▪ Inspect each game according to enterprise policy and procedures.*		
▪ Report faults immediately to a supervisor.		
▪ Enforce rules and regulations strictly during games.*		
▪ Answer customer questions on games correctly.		
▪ Accept payment for participation in the game.		
▪ Record all prizes given for data analysis according to enterprise procedures.*		
▪ Keep location clean at all times.		
▪ Monitor crowd size to ensure that maximum numbers are not exceeded.		
▪ Monitor customer behaviour to ensure a safe and pleasant environment for all customers.		
▪ Request customers to change inappropriate behaviour firmly but courteously.		

▪ Request assistance from supervisor or security personnel as appropriate.		
▪ Inspect and clean games regularly to ensure safe and smooth function.		
▪ Identify game faults correctly.		
▪ Make simple repairs with minimum disruption to customers in accordance with manufacturer's instructions and enterprise policy.		
▪ Report faults immediately to appropriate personnel and declare games "out of order" where necessary.		
▪ Close the game location according to enterprise procedures and manufacturer's instructions.		
▪ Secure resources, equipment and stocks according to enterprise policy and procedures.		
▪ Clean and prepare the area for the next day's operation.		
▪ Produce tallied data records and reports according to enterprise requirements within required timeframe.		
▪ Forward reports to the appropriate area within the required timeframe.		
▪ Use communication systems and equipment correctly.		
▪ Make clear and concise announcements to avoid confusing customers.		
▪ Give information about games accurately to prepare customers for the games experience.*		
▪ Present information in an entertaining manner.		
▪ Encourage customers to participate in games by including key sales points and promotional offers.*		
▪ Present and conduct games in a lively and entertaining manner.		
▪ Use promotional techniques to enhance customer enjoyment of the games.*		
▪ Encourage player and crowd participation for a complete customer experience.		
▪ Employ humour appropriate to the customer group for the enjoyment of the customers.		
▪ Use language appropriate for the customer group		
▪ Ensure personal presentation, appearance and grooming appropriate to the games environment that will enhance the customer experience.		
▪ Welcome customers with positive body language.		
▪ Show cultural and social sensitivity in presentations to avoid offending customers.		

<ul style="list-style-type: none"> ▪ Use technical presentation resources correctly to avoid delays and customer complaints.* 		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
<p>Candidate's Signature:</p>	<p>Date:</p>	

SELF-ASSESSMENT GUIDE

QUALIFICATION:	ATTRACTIONS AND THEME PARKS OPERATIONS NC II (RIDES)	
Project	OPERATE RIDES	
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 		
Can I?	YES	NO
▪ Inspect the ride in accordance with an approved checklist.*		
▪ Inspect location prior to arrival of customers.		
▪ Check ride equipment in the ride location to ensure readiness for operation.*		
▪ Check safety equipment to ensure readiness for operation.*		
▪ Check cleanliness and standard of presentation and promptly conduct remedial action where appropriate.*		
▪ Check general supplies for quantity and quality.		
▪ Order supplies according to requirements of enterprise procedures.		
▪ Report all discrepancies or irregularities immediately to the appropriate supervisor.		
▪ Check adherence to loading procedures according to the ride manual prior to commencement of the ride.*		
▪ Maintain communication with the ride loader to ensure the ride commences safely.		
▪ Perform ride procedures correctly, promptly, safely and in accordance with requirements and procedures.*		
▪ Operate the ride (device) in accordance with specifications and guidelines.*		
▪ Monitor continuously operator controls during the operation of the ride.*		
▪ Monitor the ride at all times.*		
▪ Take any required action in response to observations made during the ride, and ensures conformance of these actions to enterprise safety procedures.		
▪ Carry out emergency procedures strictly according to ride manual and specific ride procedures.*		

▪ Treat customers in a friendly and courteous manner throughout the ride.		
▪ Identify quality control issues and problems during the ride and advises the appropriate supervisor for action.		
▪ Acknowledge and record turnover and/or delivery of valuables by appropriate personnel.		
▪ Commence close-down procedures when all customers have left the ride location.*		
▪ Close the ride down following the enterprise procedures for the specific ride. *		
▪ Document close-down according to manual.*		
▪ Identify and report any defects or deficiencies immediately to the appropriate supervisor for action.*		
▪ Check all areas of the ride according to manual.		
▪ Clean location for the next operation.		
▪ Prepare equipment for the next operation.		
▪ Secure the ride location according to enterprise procedures.		
▪ Identify any issues and events requiring documentation.		
▪ Make notations accurately according to enterprise procedures.		
▪ Complete reports and documentation within required timeframe.*		
▪ Forward reports and documentation to the appropriate department within the required timeframe.*		
▪ Perform loading procedures correctly, safely, promptly and in accordance with the manual.*		
▪ Load ride to the approved maximum number of persons to ride.		
▪ Check riders if they are secured in accordance with the requirement of the ride.		
▪ Advise riders to secure any articles which may become loose while riding.		
▪ Treat customers in a courteous and friendly manner during loading.		
▪ Check load requirements prior to the start of the ride.		
▪ Observe ride continuously in accordance with safety procedures.*		
▪ Identify quality control issues or problems during the ride and advises appropriate supervisor immediately for action.*		
▪ Unload ride once it is fully completed.		
▪ Follow unloading procedures correctly, safely, promptly and in accordance with enterprise requirements and procedures.*		

<ul style="list-style-type: none"> ▪ Unload customers in a courteous and friendly fashion. 		
<ul style="list-style-type: none"> ▪ Complete, process and maintain records and reports accurately in accordance with industry, legislative and organizational requirements 		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
<p>Candidate's Signature:</p>	<p>Date:</p>	

SELF-ASSESSMENTGUIDE

QUALIFICATION:	ATTRACTIONS AND THEME PARKS OPERATIONS NC II (WATER – BASED RIDES)		
Project:	OPERATE WATER-BASED RIDES		
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
▪ Inspect the ride in accordance with an approved checklist.*			
▪ Inspect location prior to arrival of customers.			
▪ Check ride equipment in the ride location to ensure readiness for operation.*			
▪ Check safety equipment to ensure readiness for operation.*			
▪ Check cleanliness and standard of presentation and promptly conducts remedial action where appropriate.*			
▪ Check general supplies for quantity and quality.			
▪ Order supplies according to enterprise requirements procedures.			
▪ Report all discrepancies or irregularities immediately to the appropriate supervisor.			
▪ Check adherence to loading procedures according to the ride manual prior to commencement of the ride.*			
▪ Maintain communication with the ride loader to ensure the ride commences safely.			
▪ Perform ride procedures correctly, promptly, safely and in accordance with requirements and procedures.*			
▪ Operate the ride (device) in accordance with specifications and guidelines.*			
▪ Monitor continuously operator controls during the operation of the ride.*			
▪ Monitor the ride at all times.*			
▪ Undertake any required action in response to observations made during the ride, and ensures conformance of these actions to enterprise safety procedures.			
▪ Carry out emergency procedures strictly according to ride manual and specific ride procedures.*			
▪ Treat customers in a friendly and courteous manner throughout the ride.			

▪ Identify quality control issues and problems during the ride and advise appropriate supervisor for action.		
▪ Acknowledge and record turnover and/or delivery of valuables by appropriate personnel.		
▪ Commence close-down procedures when all customers have left the ride location.*		
▪ Close the ride down following the enterprise procedures for the specific ride. *		
▪ Document close-down according to manual.*		
▪ Identify and report any defects or deficiencies immediately to the appropriate supervisor for action.*		
▪ Check all areas of the ride according to manual.		
▪ Clean location for the next operation.		
▪ Prepare equipment for the next operation.		
▪ Secure ride location according to enterprise procedures.		
▪ Identify any issues and events requiring documentation.		
▪ Make notations accurately according to enterprise procedures.		
▪ Complete reports and documentation within required timeframe.*		
▪ Forward reports and documentation to the appropriate department within the required timeframe.*		
• Perform loading procedures correctly, safely, promptly and in accordance with the manual.*		
▪ Load ride based on the approved maximum number of persons		
▪ Check riders if they are secured in accordance with the requirement of the ride.		
▪ Advise riders to secure any articles which may become loose while riding.		
▪ Treat customers in a courteous and friendly manner during loading.		
▪ Check load requirements prior to the start of the ride.		
▪ Observe ride continuously in accordance with safety procedures.*		
▪ Identify quality control issues or problems during the ride and advise appropriate supervisor immediately for action.*		
▪ Unload ride once it is fully completed.		
▪ Follow unloading procedures correctly, safely, promptly and in accordance with enterprise requirements and procedures.*		
▪ Unload customers in a courteous and friendly fashion.		

<ul style="list-style-type: none"> ▪ Complete, process and maintain, records and reports accurately in accordance with industry, legislative and organizational requirements. 		
<ul style="list-style-type: none"> ▪ Monitor status of water-based activity areas continuously to ensure absence of hazards.* 		
<ul style="list-style-type: none"> ▪ Ensure staff replacement when it is necessary to leave the water area. 		
<ul style="list-style-type: none"> ▪ Keep water areas free from safety hazards at all times. 		
<ul style="list-style-type: none"> ▪ Monitor customer behaviour continuously to ensure compliance with safety requirements, including wearing of safety garments.* 		
<ul style="list-style-type: none"> ▪ Identify dangerous and unsafe behaviour promptly.* 		
<ul style="list-style-type: none"> ▪ Caution customers firmly but courteously when their behaviour poses a threat to themselves, other customers or staff. 		
<ul style="list-style-type: none"> ▪ Seek assistance in controlling customer behavior from a supervisor or security personnel as appropriate. 		
<ul style="list-style-type: none"> ▪ Identify persons in distress or danger promptly. 		
<ul style="list-style-type: none"> ▪ Give assistance or carry out rescue as required.* 		
<ul style="list-style-type: none"> ▪ Use equipment according to manufacturer's instructions. 		
<ul style="list-style-type: none"> ▪ Recognize and assess emergency situations quickly and correctly. 		
<ul style="list-style-type: none"> ▪ Implement emergency action according to company procedures.* 		
<ul style="list-style-type: none"> ▪ Apply emergency care techniques correctly.* 		
<ul style="list-style-type: none"> ▪ Seek assistance from emergency services/ colleagues/ customers where appropriate. 		
<ul style="list-style-type: none"> ▪ Document emergency situations according to enterprise procedures.* 		
<ul style="list-style-type: none"> ▪ Provide clear and accurate reports at all times* 		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
Candidate's Signature:	Date:	