

TRAINING REGULATIONS



ATTRACTIONS AND THEME PARKS OPERATIONS NC II

TOURISM SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Superhighway, Taguig City, Metro Manila

TABLE OF CONTENTS

TOURISM SECTOR

ATTRACTIONS AND THEME PARKS OPERATIONS NC II

| | Page No. |
|--|-----------------|
| SECTION 1 ATTRACTIONS AND THEME PARKS OPERATIONS NC II QUALIFICATION | 1-2 |
| SECTION 2 COMPETENCY STANDARDS | |
| • Basic Competencies | 3-20 |
| • Common Competencies | 21-45 |
| • Core Competencies | 46-58 |
| • Elective Competencies | 59-96 |
| SECTION 3 TRAINING STANDARDS | |
| 3.1 Curriculum Design | 97-104 |
| 3.2 Training Delivery | 104-105 |
| 3.3 Trainee Entry Requirements | 105 |
| 3.4 List of Tools, Equipment and Materials | 106 |
| 3.5 Training Facilities | 107 |
| 3.6 Trainer's Qualifications | 107 |
| 3.7 Institutional Assessment | 107 |
| SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS | 108-109 |
| COMPETENCY MAP | 110 |
| DEFINITION OF TERMS | 111 |
| ACKNOWLEDGMENTS | 112-113 |

TRAINING REGULATIONS FOR ATTRACTIONS AND THEME PARKS OPERATIONS NC II

SECTION 1 ATTRACTIONS AND THEME PARKS OPERATIONS NC II QUALIFICATION

The **ATTRACTIONS AND THEME PARKS OPERATIONS NC II Qualification** consists of competencies that a person must achieve to promote, prepare, operate and close down rides, games and animal exhibits in attractions and theme parks. It includes competencies on attractions and theme park activities such as providing on-site information and assistance, monitoring entry to venue, providing a site briefing or commentary, and operating rides, games and animal exhibits.

This Qualification is packaged from the competency map of the **Tourism Sector** as shown in Annex A.

The Units of Competency comprising this Qualification include the following:

| CODE NO. | BASIC COMPETENCIES |
|-----------------|--|
| 500311105 | Participate in workplace communication |
| 500311106 | Work in team environment |
| 500311107 | Practice career professionalism |
| 500311108 | Practice occupational health and safety procedures |

| CODE NO. | COMMON COMPETENCIES |
|-----------------|--|
| TRS311201 | Develop and update industry knowledge |
| TRS311202 | Observe workplace hygiene procedures |
| TRS311203 | Perform computer operations |
| TRS311204 | Perform workplace and safety practices |
| TRS311205 | Provide effective customer service |

| CODE NO. | CORE COMPETENCIES |
|-----------------|--|
| TRS511323 | Provide on-site information and assistance |
| TRS511324 | Monitor entry to venue |
| TRS511325 | Provide a site briefing or scripted commentary |

CODE NO. ELECTIVE COMPETENCIES

Specialization in one or more of the following areas of operations:

1. Operating Rides

| | |
|-----------|-------------------------|
| TRS511326 | Operate a ride location |
| TRS511327 | Load and unload a ride |

2. Operating Water-Based Rides

| | |
|-----------|--------------------------------------|
| TRS511326 | Operate a ride location |
| TRS511327 | Load and unload a ride |
| TRS511328 | Maintain safety in water-based rides |

3. Operating Games

| | |
|-----------|-----------------------------|
| TRS51329 | Operate a games location |
| TRS511330 | Promote at a games location |

4. Operating Animal Exhibits

| | |
|-----------|---|
| TRS511331 | Operate animal enclosure/exhibit |
| TRS511332 | Provide general animal care |
| TRS511333 | Rescue animals |
| TRS511334 | Provide customers with information on animals |

A person who has achieved this Qualification is competent to be a:

- Ride Operator
- Games Operator
- Animal Attendant/Carer
- Games Promoter
- Attraction Attendant
- Theme Park Attendant

SECTION 2 COMPETENCY STANDARDS

This section details the contents of the basic, common and core units of competency required in **ATTRACTIONS AND THEME PARKS NC II**.

BASIC COMPETENCIES

UNIT OF COMPETENCY: PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 500311105

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> terms are elaborated in the Range of Variables |
|--|---|
| 1. Obtain and convey workplace information | 1.1 Specific and relevant information is accessed from <i>appropriate sources</i> 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate <i>medium</i> is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and <i>storage</i> of information are used 1.7 Personal interaction is carried out clearly and concisely |
| 2. Participate in workplace meetings and discussions | 2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established <i>protocols</i> 2.4 <i>Workplace interactions</i> are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to 2.6 Meetings outcomes are interpreted and implemented |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> terms are elaborated in the Range of Variables |
|---|---|
| 3. Complete relevant work related documents | 3.1 Range of <i>forms</i> relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon 3.5 Reporting requirements to supervisor are completed according to organizational guidelines |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|---------------------------|---|
| 1. Appropriate sources | 1.1. Team members 1.2. Suppliers 1.3. Trade personnel 1.4. Local government 1.5. Industry bodies |
| 2. Medium | 2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information discussion 2.5. Follow-up or verbal instructions 2.6. Face to face communication |
| 3. Storage | 3.1. Manual filing system 3.2. Computer-based filing system |
| 4. Forms | 4.1. Personnel forms, telephone message forms, safety reports |
| 5. Workplace interactions | 5.1. Face to face 5.2. Telephone 5.3. Electronic and two way radio 5.4. Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams |
| 6. Protocols | 6.1. Observing meeting 6.2. Compliance with meeting decisions 6.3. Obeying meeting instructions |

EVIDENCE GUIDE

| | |
|--|---|
| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Prepared written communication following standard format of the organization 1.2. Accessed information using communication equipment 1.3. Made use of relevant terms as an aid to transfer information effectively 1.4. Conveyed information effectively adopting the formal or informal communication |
| <p>2. Underpinning knowledge</p> | <ol style="list-style-type: none"> 2.1. Effective communication 2.2. Different modes of communication 2.3. Written communication 2.4. Organizational policies 2.5. Communication procedures and systems 2.6. Technology relevant to the enterprise and the individual's work responsibilities |
| <p>3. Underpinning skills</p> | <ol style="list-style-type: none"> 3.1. Follow simple spoken language 3.2. Perform routine workplace duties following simple written notices 3.3. Participate in workplace meetings and discussions 3.4. Complete work related documents 3.5. Estimate, calculate and record routine workplace measures 3.6. Basic mathematical processes of addition, subtraction, division and multiplication 3.7. Ability to relate to people of social range in the workplace 3.8. Gather and provide information in response to workplace Requirements |
| <p>4. Resource implications</p> | <ol style="list-style-type: none"> 4.1. Fax machine 4.2. Telephone 4.3. Writing materials 4.4. Internet |
| <p>5. Methods of assessment</p> | <ol style="list-style-type: none"> 5.1. Direct observation 5.2. Oral interview and written test |

| | |
|----------------------------------|--|
| <p>6. Context for Assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment shall be observed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |
|----------------------------------|--|

UNIT OF COMPETENCY: WORK IN TEAM ENVIRONMENT

UNIT CODE : 500311106

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> terms are elaborated in the Range of Variables |
|---|--|
| 1. Describe team role and scope | 1.1. The <i>role and objective of the team</i> is identified from available <i>sources of information</i> 1.2. Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources |
| 2. Identify own role and responsibility within team | 2.1. Individual role and responsibilities within the team environment are identified 2.2. Roles and responsibility of other team members are identified and recognized 2.3. Reporting relationships within team and external to team are identified |
| 3. Work as a team member | 3.1. Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives 3.2. Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and <i>workplace context</i> 3.3. Observed protocols in reporting using standard operating procedures 3.4. Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|-------------------------------|---|
| 1. Role and objective of team | 1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment |
| 2. Sources of information | 2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards |
| 3. Workplace context | 3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines |

EVIDENCE GUIDE

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|--|---|
| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Operated in a team to complete workplace activity 1.2 Worked effectively with others 1.3 Conveyed information in written or oral form 1.4 Selected and used appropriate workplace language 1.5 Followed designated work plan for the job 1.6 Reported outcomes |
| <p>2. Underpinning knowledge</p> | <ul style="list-style-type: none"> 2.1 Communication process 2.2 Team structure 2.3 Team roles 2.4 Group planning and decision making |
| <p>3. Underpinning skills</p> | <ul style="list-style-type: none"> 3.1 Communicate appropriately, consistent with the culture of the workplace |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2. Materials relevant to the proposed activity or tasks |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation of the individual member in relation to the work activities of the group 5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork |
| <p>6. Context for Assessment</p> | <ul style="list-style-type: none"> 6.1 Competency assessment may occur in workplace or any appropriately simulated environment. 6.2 Assessment shall be observed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence. |

UNIT OF COMPETENCY: PRACTICE CAREER PROFESSIONALISM

UNIT CODE : 500311107

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> terms are elaborated in the Range of Variables |
|--|--|
| 1. Integrate personal objectives with organizational goals | 1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships is are maintained in the course of managing oneself based on performance evaluation 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties |
| 2. Set and meet work priorities | 2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 Resources are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures |
| 3. Maintain professional growth and development | 3.1 Trainings and career opportunities are identified and availed of based on job requirements 3.2 Recognitions are -sought/received and demonstrated as proof of career advancement 3.3 Licenses and/or certifications relevant to job and career are obtained and renewed |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|---------------------------------------|--|
| 1. Evaluation | 1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests |
| 2. Resources | 2.1 Human 2.2 Financial 2.3 Technology 2.3.1 Hardware 2.3.2 Software |
| 3. Trainings and career opportunities | 3.1 Participation in training programs 3.1.1 Technical 3.1.2 Supervisory 3.1.3 Managerial 3.1.4 Continuing Education 3.2 Serving as Resource Persons in conferences and workshops |
| 4. Recognitions | 4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards |
| 5. Licenses and/or certifications | 5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses |

EVIDENCE GUIDE

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| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification |
| <p>2. Underpinning knowledge</p> | <ul style="list-style-type: none"> 2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.) 2.2 Company policies 2.3 Company-operations, procedures and standards 2.4 Fundamental rights at work including gender sensitivity 2.5 Personal hygiene practices |
| <p>3. Underpinning skills</p> | <ul style="list-style-type: none"> 3.1 Appropriate practice of personal hygiene 3.2 Intra and Interpersonal skills 3.3 Communication skills |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Workplace or assessment location 4.2 Case studies/scenarios |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Portfolio Assessment 5.2 Interview 5.3 Simulation/Role-plays 5.4 Observation 5.5 Third Party Reports 5.6 Exams and Tests |

| | |
|----------------------------------|--|
| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment shall be observed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |
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UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

UNIT CODE : 500311108

UNIT DESCRIPTOR : This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> terms are elaborated in the Range of Variables |
|-------------------------------|--|
| 1. Identify hazards and risks | 1.1 Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 Hazards/risks in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures |
| 2. Evaluate hazards and risks | 2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation |

| ELEMENT | PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables |
|------------------------------|---|
| 3. Control hazards and risks | 3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol |
| 4. Maintain OHS awareness | 4.1 Emergency-related drills and trainings are participated in as per established organization guidelines and procedures 4.2 OHS personal records are completed and updated in accordance with workplace requirements |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|-----------------------|--|
| 1. Safety regulations | <p>May include but are not limited to:</p> <ul style="list-style-type: none"> 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations |
| 2. Hazards/Risks | <p>May include but are not limited to:</p> <ul style="list-style-type: none"> 2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation 2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects 2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors 2.4 Ergonomics <ul style="list-style-type: none"> • Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles • Physiological factors – monotony, personal relationship, work out cycle |

| VARIABLE | RANGE |
|--|--|
| 3. Contingency measures | May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 (Calling designed) emergency personnel |
| 4. PPE | May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits |
| 5. Emergency-related drills and training | 5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management |
| 6. OHS personal records | 6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed |

EVIDENCE GUIDE

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| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Explained clearly established workplace safety and hazard control practices and procedures 1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures 1.3 Recognized contingency measures during workplace accidents, fire and other emergencies 1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV. 1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace 1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices 1.7 Completed and updated OHS personal records in accordance with workplace requirements |
| <p>2. Underpinning knowledge</p> | <ul style="list-style-type: none"> 2.1 OHS procedures and practices and regulations 2.2 PPE types and uses 2.3 Personal hygiene practices 2.4 Hazards/risks identification and control 2.5 Threshold Limit Value -TLV 2.6 OHS indicators 2.7 Organization safety and health protocol 2.8 Safety consciousness 2.9 Health consciousness |
| <p>3. Underpinning skills</p> | <ul style="list-style-type: none"> 3.1 Practice of personal hygiene 3.2 Hazards/risks identification and control skills 3.3 Interpersonal skills 3.4 Communication skills |

| | |
|---------------------------|--|
| 4. Resource implications | <p>The following resources MUST be provided:</p> <p>4.1 Workplace or assessment location</p> <p>4.2 OHS personal records</p> <p>4.3 PPE</p> <p>4.4 Health records</p> |
| 5. Methods of assessment | <p>Competency may be assessed through:</p> <p>5.1 Portfolio Assessment</p> <p>5.2 Interview</p> <p>5.3 Case Study/Situation</p> |
| 6. Context for assessment | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment shall be observed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

COMMON COMPETENCIES

UNIT OF COMPETENCY : DEVELOP AND UPDATE INDUSTRY KNOWLEDGE

UNIT CODE : TRS311201

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills required to access, increase and update industry knowledge. It includes seek information on the industry and update industry knowledge.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> items are elaborated in the Range of Variables |
|-------------------------------------|---|
| 1. Seek information on the industry | 1.1 Sources of information on the industry are correctly identified and accessed 1.2 Information to assist effective work performance is obtained in line with job requirements 1.3 Specific information on sector of work is accessed and updated 1.4 Industry information is correctly applied to day-to-day work activities |
| 2. Update industry knowledge | 2.1 Informal and/or formal research is used to update general knowledge of the industry 2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|---|---|
| 1. Information sources | <p>May include but are not limited to :</p> <ul style="list-style-type: none"> 1.1 Media 1.2 Reference books 1.3 Libraries 1.4 Unions 1.5 Industry associations 1.6 Industry journals 1.7 Internet 1.8 Personal observation and experience |
| 2. Information to assist effective work performance | <p>May include but are not limited to:</p> <ul style="list-style-type: none"> 2.1 Different sectors of the industry and the services available in each sector 2.2 Relationship between tourism and hospitality 2.3 Relationship between the industry and other industries 2.4 Industry working conditions 2.5 Legislation that affects the industry <ul style="list-style-type: none"> • Liquor • Health and safety • Hygiene • Gaming • Workers compensation • Consumer protection • Duty of care • Building regulations |

| | |
|--|--|
| | <p>2.6 Trade unions</p> <p>2.7 Environmental issues and requirements</p> <p>2.8 Industrial relations issues and major organizations</p> <p>2.9 Career opportunities within the industry</p> <p>2.10 Work ethic required to work in the industry and industry expectations of staff</p> <p>2.11 Quality assurance</p> |
|--|--|

EVIDENCE GUIDE

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|--|---|
| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Knew key sources of information on the industry</p> <p>1.2 Updated industry knowledge</p> <p>1.3 Accessed and used industry information</p> |
| <p>2. Underpinning knowledge</p> | <p>2.1 Overview of quality assurance in the industry</p> <p>2.2 Role of individual staff members</p> <p>2.3 Industry information sources</p> |
| <p>2. Underpinning skills</p> | <p>3.1 Time management</p> <p>3.2 Ready skills needed to access industry information</p> <p>3.3 Basic competency skills needed to access the internet</p> |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <p>4.1 Sources of information on the industry</p> <p>4.2 Industry knowledge</p> |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <p>5.1 Interview/questions</p> <p>5.2 Practical demonstration</p> <p>5.3 Portfolio of industry information related to trainee's work</p> |
| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY : OBSERVE WORKPLACE HYGIENE PROCEDURES

UNIT CODE : TRS311202

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in observing workplace hygiene procedures. It includes following hygiene procedures and identifying and preventing hygiene risks.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> items are elaborated in the Range of Variables |
|---------------------------------------|---|
| 1. Follow hygiene procedures | 1.1 Workplace hygiene procedures are implemented in line with enterprise and legal requirements 1.2 Handling and storage of items are undertaken in line with enterprise and legal requirements |
| 2. Identify and prevent hygiene risks | 2.1 Potential hygiene risks are identified in line with enterprise procedures 2.2 Action to minimize and remove risks are taken within scope of individual responsibility of enterprise/legal requirements 2.3 Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|-----------------------|--|
| 1. Hygiene procedures | <p>May include but are not limited to:</p> <ul style="list-style-type: none"> 1.1 Safe and hygienic handling of food and beverage 1.2 Regular hand washing 1.3 Correct food storage 1.4 Appropriate and clean clothing 1.5 Avoidance of cross-contamination 1.6 Safe handling disposal of linen and laundry 1.7 Appropriate handling and disposal of garbage 1.8 Cleaning and sanitizing procedures 1.9 Personal hygiene |
| 2. Hygiene risk | <p>May include but is not limited to:</p> <ul style="list-style-type: none"> 2.1 Bacterial and other contamination arising from poor handling of food 2.2 Inappropriate storage of foods 2.3 Storage at incorrect temperatures 2.4 Foods left uncovered 2.5 Poor personal hygiene practices 2.6 Poor work practices <ul style="list-style-type: none"> 2.6.1 Cleaning 2.6.2 Housekeeping 2.6.3 Food handling 2.6.4 Vermin 2.6.5 airborne dust 2.7 Cross-contamination through cleaning inappropriate cleaning practices 2.8 Inappropriate handling of potentially infectious linen |

| | |
|--------------------------------|---|
| | <p>2.9 Contaminated wastes such as blood and body secretions</p> <p>2.10 Disposal of garbage and contaminated or potentially contaminated wastes</p> |
| 3. Minimizing or removing risk | <p>3.1 Auditing staff skills and providing training</p> <p>3.2 Ensuring policies and procedures are followed strictly</p> <p>3.3 Audits or incidents with follow up actions</p> |

EVIDENCE GUIDE

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|--|--|
| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Followed hygiene procedures 1.2 Identified and responded to hygiene risk 1.3 Practiced personal grooming and hygiene |
| <p>2. Underpinning knowledge</p> | <ul style="list-style-type: none"> 2.1 Typical hygiene and control procedures in the hospitality and tourism industries 2.2 Overview of legislation and regulation in relation to food handling, personal and general hygiene 2.3 Knowledge on factors which contribute to workplace hygiene problems 2.4 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection 2.5 Sources of and reasons for food poisoning |
| <p>3. Underpinning skills</p> | <ul style="list-style-type: none"> 3.1 Ability to follow correct procedures and instructions 3.2 Ability to handle operating tools/ equipment 3.3 Application to hygiene principles |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Hygiene procedures, actual or simulated workplace, products used in hotel/restaurant /tourism workplace |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Written examination 5.2 Practical demonstration |
| <p>6. Context for assessment</p> | <ul style="list-style-type: none"> 6.1 Competency assessment may occur in workplace or any appropriately simulated environment. 6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence. |

UNIT OF COMPETENCY: PERFORM COMPUTER OPERATIONS

UNIT CODE : TRS311203

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> terms are elaborated in the Range of Variables |
|---|---|
| 1. Plan and prepare for task to be undertaken | 1.1. Requirements of task are determined 1.2. Appropriate <i>hardware</i> and <i>software</i> is selected according to task assigned and required outcome 1.3. Task is planned to ensure <i>OH & S guidelines</i> and procedures are followed |
| 2. Input data into computer | 2.1. Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2. Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3. Inputted data are stored in <i>storage media</i> according to requirements 2.4 Work is performed within <i>ergonomic guidelines</i> |
| 3. Access information using computer | 3.1. Correct program/application is selected based on job requirements 3.2. Program/application containing the information required is accessed according to company procedures 3.3. <i>Desktop icons</i> are correctly selected, opened and closed for navigation purposes 3.4 Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> terms are elaborated in the Range of Variables |
|--|---|
| 4. Produce/output data using computer system | 4.1. Entered data are processed using appropriate software commands 4.2. Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3. Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures |
| 5. Maintain computer equipment and systems | 5.1. Systems for cleaning, minor <i>maintenance</i> and replacement of consumables are implemented 5.2. Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 5.3. Basic file maintenance procedures are implemented in line with the standard operating procedures |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|------------------------------------|--|
| 1. Hardware and peripheral devices | May include but are not limited to: <ul style="list-style-type: none"> 1.1. Personal computers 1.2. Networked systems 1.3. Communication equipment 1.4. Printers 1.5. Scanners 1.6. Keyboard 1.7. Mouse |
| 2. Software | May include but are not limited to: <ul style="list-style-type: none"> 2.1. Word processing packages 2.2. Data base packages 2.3. Internet 2.4. Spreadsheets |
| 3. OH & S guidelines | May include but are not limited to: <ul style="list-style-type: none"> 3.1. OHS guidelines 3.2. Enterprise procedures |
| 4. Storage media | May include but are not limited to: <ul style="list-style-type: none"> 4.1. Diskettes 4.2. CDs 4.3. Zip disks 4.4. Hard disk drives, local and remote |

| VARIABLE | RANGE |
|-------------------------|--|
| 5. Ergonomic guidelines | May include but are not limited to: <ul style="list-style-type: none"> 5.1. Types of equipment used 5.2. Appropriate furniture 5.3. Seating posture 5.4. Lifting posture 5.5. Visual display unit screen brightness |
| 6. Desktop icons | May include but are not limited to: <ul style="list-style-type: none"> 6.1. Directories/folders 6.2. Files 6.3. Network devices 6.4. Recycle bin |
| 7. Maintenance | May include but is not limited to: <ul style="list-style-type: none"> 7.1. Creating more space in the hard disk 7.2. Reviewing programs 7.3. Deleting unwanted files 7.4. Backing up files 7.5. Checking hard drive for errors 7.6. Using up to date anti-virus programs 7.7. Cleaning dust from internal and external surfaces |

EVIDENCE GUIDE

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| <p>1. Critical aspect of competency</p> | <p>Assessment must show that the candidate:</p> <ol style="list-style-type: none"> 1.1. Selected and used hardware components correctly and according to the task requirement 1.2. Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3. Produced accurate and complete data in accordance with the requirements 1.4. Used appropriate devices and procedures to transfer files/data accurately 1.5. Maintained computer system |
| <p>2. Underpinning knowledge</p> | <ol style="list-style-type: none"> 2.1. Basic ergonomics of keyboard and computer use 2.2. Main types of computers and basic features of different operating systems 2.3. Main parts of a computer 2.4. Storage devices and basic categories of memory 2.5. Relevant types of software 2.6. General security 2.7. Viruses 2.8. OH & S principles and responsibilities 2.9. Calculating computer capacity |
| <p>3. Underpinning skills</p> | <ol style="list-style-type: none"> 3.1. Reading skills required to interpret work instruction 3.2. Communication skills |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <ol style="list-style-type: none"> 4.1. Computer hardware with peripherals 4.2. Appropriate software |

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| 5. Methods of assessment | <p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation 5.2 Questioning 5.3 Practical demonstration |
| 6. Context for assessment | <ul style="list-style-type: none"> 6.1. Competency assessment may occur in workplace or any appropriately simulated environment. 6.2. Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence. |

UNIT OF COMPETENCY: PERFORM WORKPLACE AND SAFETY PRACTICES

UNIT CODE : TRS311204

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> items are elaborated in the Range of Variables |
|--|--|
| 1. Follow workplace procedures for health, safety and security practices | 1.1 Correct health, safety and security procedures are followed in line with legislation, regulations and enterprise procedures 1.2 Breaches of health, safety and security procedures are identified and reported in line with enterprise procedure 1.3 Suspicious behavior or unusual occurrence are reported in line with enterprise procedure |
| 2. Deal with emergency situations | 2.1 Emergency and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility 2.2 Emergency procedures are followed in line with enterprise procedures 2.3 Assistance is sought from colleagues to resolve or respond to emergency situations 2.4 Details of emergency situations are reported in line with enterprise procedures |
| 3. Maintain safe personal presentation standards | 3.1 Safe personal standards are identified and followed in line with enterprise requirements |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|---|---|
| 1. Health, safety and security procedures | <p>May include but are not limited to :</p> <ul style="list-style-type: none"> 1.1 Use of personal protective clothing and equipment 1.2 Safe posture including sitting, standing, bending 1.3 Manual handling including lifting, transferring 1.4 Safe work techniques including knives and equipment, handling hot surfaces, computers and electronic equipment 1.5 Safe handling of chemicals, poisons and dangerous materials 1.6 Ergonomically sound furniture and work stations 1.7 Emergency fire and accident 1.8 Hazard identification and control 1.9 Security of documents, cash, equipment, people 1.10 Key control systems |
| 2. Breaches of procedure | <p>May include but are not limited to :</p> <ul style="list-style-type: none"> 2.1 Loss of keys 2.2 Strange or suspicious persons 2.3 Broken or malfunctioning equipment 2.4 Loss of property, goods or materials 2.5 Damaged property or fittings 2.6 Lack of suitable signage when required 2.7 Lack of training on health and safety issues 2.8 Unsafe work practices |

| VARIABLE | RANGE |
|-----------------|---|
| 3. Emergency | May include but is not limited to : 3.1 Personal injuries 3.2 Fire 3.3 Electrocution 3.4 Natural calamity i.e. earthquake/flood 3.5 Criminal acts i.e. robbery |

EVIDENCE GUIDE

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| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate :</p> <ul style="list-style-type: none"> 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with workplace safety, security and hygiene practices 1.4 Identified faults & problems and the necessary corrective action 1.5 Promoted public relation among others 1.6 Complied with quality standards 1.7 Responded to emergency situations in line with enterprise guidelines 1.8 Complied with proper dress code |
| <p>2. Underpinning knowledge</p> | <ul style="list-style-type: none"> 2.1 Communication <ul style="list-style-type: none"> 2.1.1 Interactive communication with others 2.1.2 Interpersonal skills 2.1.3 Good working attitude 2.1.4 Ability to work quietly; with cooperation; patience, carefulness, cleanliness and aesthetic values 2.1.5 Ability to focus on task at hand 2.2 Systems, Processes and Operations <ul style="list-style-type: none"> 2.2.1 Workplace health, safety and security procedures 2.2.2 Emergency procedures 2.2.3 Personal presentation 2.3 Safety Practices <ul style="list-style-type: none"> 2.3.1 Proper disposal of garbage 2.3.2 Practice safety measures 2.3.3 5S Implementation |

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| 3. Underpinning skills | 3.1 Ability to make decision 3.2 Time management 3.3 Ability to offer alternative steps 3.4 Care in handling and operating equipment |
| 4. Resource implications | The following resources MUST be provided: 4.1 Procedures Manual on safety, security, health and emergency 4.2 Availability of tools, equipment, supplies and materials |
| 5. Methods of assessment | Competency may be assessed through: 5.1 Written examination 5.2 Practical demonstration 5.3 Interview |
| 6. Context for assessment | 6.1 Competency assessment may occur in workplace or any appropriately simulated environment. 6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence. |

UNIT OF COMPETENCY: PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE : TRS311205

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in providing effective customer service. It includes greeting customer, identifying customer needs, delivering service to customer, handling queries through telephone, fax machine, internet and email and handling complaints, evaluation and recommendation.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> items are elaborated in the Range of Variables |
|--------------------------------|---|
| 1. Greet customer | 1.1 Guests are greeted in line with enterprise procedure 1.2 Verbal and non-verbal communications are appropriate to the given situation 1.3 Non verbal communication of customer is observed responding to customer 1.4 Sensitivity to cultural and social differences is demonstrated |
| 2. Identify customer needs | 2.1 Appropriate interpersonal skills are used to ensure that customer needs are accurately identified 2.2 Customer needs are assessed for urgency so that priority for service delivery can be identified 2.3 Customers are provided with information 2.4 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor |
| 3. Deliver service to customer | 3.1 Customer needs are promptly attended to in line with enterprise procedure 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> items are elaborated in the Range of Variables |
|--|--|
| 4. Handle queries through telephone, fax machine, internet and email | 4.1 Use telephone, computer, fax machine, internet efficiently to determine customer requirements 4.2 Queries/ information are recorded in line with enterprise procedure 4.3 Queries are acted upon promptly and correctly in line with enterprise procedure |
| 5. Handle complaints, evaluation and recommendations | 5.1 Guests are greeted with a smile and eye-to-eye contact 5.2 Responsibility for resolving the complaint is taken within limit of responsibility 5.3 Nature and details of complaint are established and agreed with the customer 5.4 Appropriate action is taken to resolve the complaint to the customers satisfaction wherever possible |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|------------------------------------|---|
| 1. Non-verbal communication | May include but are not limited to: <ul style="list-style-type: none"> 1.1 Body language 1.2 Dress and accessories 1.3 Gestures and mannerisms 1.4 Voice tonality and volume 1.5 Use of space 1.6 Culturally specific communication customs and practices |
| 2. Cultural and social differences | May include but are not limited to : <ul style="list-style-type: none"> 2.1 Modes of greeting, farewelling and conversation 2.2 Body language/ use of body gestures 2.3 Formality of language |
| 3. Interpersonal skills | May include but are not limited to: <ul style="list-style-type: none"> 3.1 Interactive communication 3.2 Public relation 3.3 Good working attitude 3.4 Sincerity 3.5 Pleasant disposition 3.6 Effective communication skills |
| 4. Customer needs | May include but are not limited to: <ul style="list-style-type: none"> 4.1 Those with a disability 4.2 Those with special cultural or language needs 4.3 Unaccompanied children 4.4 Parents with young children 4.5 Pregnant women 4.6 Single women |

| VARIABLE | RANGE |
|-------------------------|---|
| 5. Enterprise procedure | May include but is not limited to: 5.1 Modes of greeting and farewelling 5.2 Addressing the person by name 5.3 Time-lapse before a response 5.4 Style manual requirements 5.5 Standard letters and proformas |

EVIDENCE GUIDE

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| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with occupational, health and safety practices 1.4 Promoted public relation among others 1.5 Complied with service manual standards 1.6 Demonstrated familiarity with company facilities, products and services 1.7 Applied company rules and standards 1.8 Applied telephone ethics 1.9 Applied correct procedure in using telephone, fax machine, internet 1.10 Handled customer complaints |
| <p>2. Underpinning knowledge</p> | <ul style="list-style-type: none"> 2.1 Communication <ul style="list-style-type: none"> 2.1.1 Interactive communication with others 2.1.2 Interpersonal skills/ social graces with sincerity 2.2 Safety Practices <ul style="list-style-type: none"> 2.2.1 Safe work practices 2.2.2 Personal hygiene 2.3 Attitude <ul style="list-style-type: none"> 2.3.1 Attentive, patient and cordial 2.3.2 Eye-to-eye contact 2.3.3 Maintain teamwork and cooperation 2.4 Theory <ul style="list-style-type: none"> 2.4.1 Selling/upselling techniques 2.4.2 Interview techniques 2.4.3 Conflict resolution 2.4.4 Communication process 2.4.5 Communication barriers |

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| 3. Underpinning skills | <p>3.1 Effective communication skills</p> <p>3.2 Non-verbal communication - body language</p> <p>3.3 Good time management</p> <p>3.4 Ability to work calmly and unobtrusively effectively</p> <p>3.5 Ability to handle telephone inquiries and conversations</p> <p>3.6 Correct procedure in handling telephone inquiries</p> <p>3.7 Proper way of handling complaints</p> |
| 4. Resource implications | <p>The following resources MUST be provided:</p> <p>4.1 Availability of telephone, fax machine, internet, etc.</p> <p>4.2 Availability of data on projects and services; tariff and rates, promotional activities in place etc.</p> <p>4.3 Availability of office supplies</p> |
| 5. Methods of assessment | <p>Competency may be assessed through:</p> <p>5.1 Written examination</p> <p>5.2 Practical demonstration</p> |
| 6. Context for assessment | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

CORE COMPETENCIES

UNIT OF COMPETENCY: PROVIDE ON-SITE INFORMATION AND ASSISTANCE

UNIT CODE : TRS511323

UNIT DESCRIPTOR : This unit deals with the skills and knowledge, behavior and motivations required to access and interpret information on the attraction's current activities, to be used in providing assistance to customers and in promoting the attraction's services. This unit applies to operational staff working in attractions but may also be relevant to similar enterprises such as resorts.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> terms are elaborated in the Range of Variables |
|--|--|
| 1. Access and update attraction/theme park information | <p>1.1 Information is accessed and updated in accordance with enterprise procedures and systems.</p> <p>1.2 Information is incorporated into day-to-day working activities to support quality of service and standards within the attraction/theme park.</p> <p>1.3 Information is shared with colleagues to support efficiency of operations.</p> |
| 2. Provide assistance and information | <p>2.1 Information and assistance needs of different customers are accurately identified, including those with special needs or disabilities.</p> <p>2.2 Required and requested information and assistance is provided to customers.</p> <p>2.3 Health and safety requirements and enterprise customer service standards are considered when providing information and assistance.</p> <p>2.4 Services available within the attraction/theme park are promoted to customers.</p> |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized</i> terms are elaborated in the Range of Variables |
|--|---|
| 3. Resolve guest complaints and concerns | <p>3.1 <i>Customer complaints</i>/concerns are entertained whenever they arise.</p> <p>3.2 Cause of dissatisfaction is accurately identified and done in a courteous manner.</p> <p>3.3 Cause/source of complaint is coordinated with concerned department to ensure quick resolution.</p> <p>3.4 Possible resolutions to complaint are offered keeping in mind guest needs.</p> <p>3.5 Satisfaction of customer to resolution is ensured by checking on guest.</p> <p>3.6 Service recovery is ensured by informing guest of wish to serve them again upon their return and/or following company procedures.</p> <p>3.7 Unexpected of unusual problems are responded to or are referred to appropriate personnel in accordance with enterprise procedures.</p> |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|-------------------------------------|--|
| 1. Information and assistance needs | May include but are not limited to: 1.1 General information on the attraction or theme park 1.2 Times of activities or events 1.3 Directions within the venue 1.4 Facilities for those with special needs such as wheel chair, lost and found and lost child |
| 2. Information | May include but are not limited to: 2.1 New activities/events 2.2 New procedures/systems 2.3 Changes within the operation of the attraction/theme park 2.4 Promotional activities 2.5 New customers/client groups 2.6 Risk management issues/procedures. |
| 3. Customer complaints | May include but are not limited to: 3.1 Park policies implementation 3.2 Ride restrictions 3.3 Ride schedules 3.4 Employee courtesy 3.5 Weather 3.6 Facilities 3.7 Consumables |

EVIDENCE GUIDE

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| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated knowledge of the role of attractions and theme parks within the tourism industry.</p> <p>1.2 Demonstrated knowledge of and ability to use information systems within attractions/theme parks.</p> <p>1.3 Demonstrated knowledge of the importance of customer satisfaction and recovery.</p> <p>1.4 Demonstrated ability to respond to or resolve client queries and complaints.</p> |
| <p>2. Underpinning knowledge</p> | <p>2.1 Sources of customers for an attraction/theme park and the role of attractions/theme parks within the tourism industry.</p> <p>2.2 The roles of different departments within an attraction/theme park.</p> <p>2.3 Information systems within attractions/theme parks for both customers and staff.</p> |
| <p>3. Underpinning skills</p> | <p>3.1 Communication skills, especially in:</p> <p>3.1.1 Dealing with customer requests and complaints</p> <p>3.1.2 Coordinating with other departments</p> <p>3.2 Collecting, organizing and analyzing information</p> |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <p>4.1 Project or work activities that allow the candidate to provide information on one or more attractions to meet varying customer needs.</p> <p>4.2 Interaction with others in the provision of information to demonstrate the appropriate interpersonal skills.</p> <p>4.3 Use of current attraction product information documents.</p> |

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| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <p>5.1 Direct observation or practical demonstration of the candidate providing assistance and information.</p> <p>5.2 Oral questioning to test knowledge of the sources of information and the role of information systems within the attraction or theme park.</p> <p>5.3 Third party workplace reports of on-the-job performance by the candidate.</p> |
| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY: MONITOR ENTRY TO VENUE

UNIT CODE : TRS511324

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to monitor entry to an attraction or an area within an attraction or theme park such as a ride or show, and to monitor crowd movements. This unit reflects the role of an attraction attendant and does not incorporate the skills required by dedicated security personnel.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
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| 1. Monitor and maintain access to attraction areas | 1.1 All <i>items associated with access to and safe operations</i> of the area are checked before the operation. 1.2 <i>Types of entry</i> and access to <i>entry areas</i> are controlled according to workplace procedures, complying at all times with specific regulations and parameters. 1.3 Areas are regularly checked for cleanliness, safety and customer comfort. |
| 2. Monitor crowds | 2.1 The maximum number of customers that the area can accommodate is identified to ensure safety and convenience of customers. 2.2 The crowd size is monitored to ensure that the maximum limit is not exceeded. 2.3 Crowd behaviour is monitored and any problems are promptly reported to the appropriate personnel or security person. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|--|--|
| 1. Items associated with access to and safe operations | May include but are not limited to: 1.1 Exit and entry locations 1.2 Gates 1.3 Fences 1.4 Barriers 1.5 Signage 1.6 Potential hazards (e.g. poor lighting, electrical wires, etc.) |
| 2. Types of entry | May include but are not limited to: 2.1 Gates – entry and exit 2.2 Informal line/gathering (no structure) 2.3 Queue line 2.4 Queue house 2.5 Bollards 2.6 Turnstile entrance and exit 2.7 Doors – sliding or mechanical opening |
| 3. Entry areas | May include but are not limited to: 3.1 Rides 3.2 Exhibitions 3.3 Games areas 3.4 Show areas 3.5 Pools |

EVIDENCE GUIDE

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| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidences that the candidate:</p> <p>1.1 Demonstrated knowledge of procedures for monitoring entry areas.</p> <p>1.2 Demonstrated the ability to apply access and safety procedures consistently.</p> |
| <p>2. Underpinning knowledge</p> | <p>2.1 Procedures for monitoring of entry areas as appropriate to the enterprise</p> <p>2.2 Maximum capacity of the venue being monitored</p> <p>2.3 Health and safety implications in the monitoring of entry areas</p> |
| <p>3. Underpinning skills</p> | <p>3.1 Communication skills for dealing with customers and crowds</p> |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <p>4.1 Access to fully-equipped operational venue to allow response to different service and crowd situations</p> <p>4.2 Commercially realistic ratios of customers to candidate to reflect typical workplace conditions</p> <p>4.3 Involvement of and interaction with others as required by the customer service and crowd control aspects of the unit</p> |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <p>5.1 Direct observation or practical demonstration of the candidate safely monitoring entry to a venue.</p> <p>5.2 Oral questioning to test knowledge of occupational health and safety issues and requirements .</p> <p>5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.</p> |
| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY: PROVIDE A SITE BRIEFING OR SCRIPTED COMMENTARY

UNIT CODE : TRS511325

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to provide a site briefing or scripted commentary for customers. The unit does not include the skills to develop and present commentaries or activities to the level required by a fully competent tour guide.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|--|---|
| 1. Present information to customers | 1.1 Customers are courteously welcomed according to enterprise procedures. 1.2 Comprehensive, accurate and relevant information, including any special requirements or directions, is provided to customers through briefings or scripted commentaries during briefing sessions . 1.3 Health and safety requirements are outlined according to enterprise procedures and specific restrictions. 1.4 Customers are appropriately prepared for potential environment changes and situations that may occur. 1.5 Customer questions are answered in a courteous and friendly manner. |
| 2. Enhance the presentation of information | 2.1 Communication and presentation techniques are used to enhance customer enjoyment of the experience. 2.2 Personal presentation, appearance and grooming appropriate to the environment is observed. 2.3 Positive and welcoming posture, gestures and behavior are used to enhance the presentation. 2.4 Cultural and social sensitivity is shown during the briefing. 2.5 Technical presentation resources are correctly made use of. |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
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| 3. Liaise with team members | 3.1 Communication and cooperation are maintained with other team members/operators to ensure safe and efficient operations. 3.2 Correct and accurate signals are given where appropriate. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|-------------------------------------|---|
| 1. Briefing sessions | May include but are not limited to: <ul style="list-style-type: none"> .1 Site tours .2 Shows or entertainment sessions .3 Safety briefings .4 Rides .5 Demonstrations .6 Crowd information sessions |
| 2. Health and safety requirements | May include but are not limited to: <ul style="list-style-type: none"> 2.1 Dress restrictions 2.2 Areas which are off-limits 2.3 Guidance on using equipment 2.4 Emergency procedures 2.5 Restrictions on talking or making noise in an area |
| 3. Technical presentation resources | May include but are not limited to: <ul style="list-style-type: none"> 3.1 Microphone 3.2 Loud speaker 3.3 Video presentation 3.4 Monitors 3.5 Actors – scripted show |

EVIDENCE GUIDE

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| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated knowledge of health, safety and emergency procedures.</p> <p>1.2 Demonstrated the ability to clearly communicate information to customers.</p> <p>1.3 Demonstrated the ability to use simple group presentation techniques to enhance briefing.</p> |
| <p>2. Underpinning knowledge</p> | <p>2.1 Health and safety requirements for specific events/locations</p> <p>2.2 Emergency procedures for specific events/locations</p> <p>2.3 Instructions to be given to customer</p> |
| <p>3. Underpinning skills</p> | <p>3.1 Basic group presentation techniques including:</p> <p>3.1.1 Voice projection</p> <p>3.1.2 Body language</p> <p>3.1.3 Tailoring language to meet different group needs</p> |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <p>4.1 Access to fully-equipped operational venue to allow response to different service and crowd situations</p> <p>4.2 Commercially realistic ratios of customers to candidate to reflect typical workplace conditions</p> <p>4.3 Involvement of and interaction with others as required by the customer service and crowd control aspects of the unit</p> <p>4.4 Use of appropriate equipment to provide the briefing or scripted commentary</p> |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <p>5.1 Demonstration of skills through the presentation of a briefing or scripted commentary in an environment where such an event would generally take place (i.e. at a visitor site, within an attraction).</p> <p>5.2 Third party reports on on-the-job performance by the candidate.</p> <p>5.3 Review of portfolio of evidence of on-the-job performance by the candidate.</p> |

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| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |
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ELECTIVE COMPETENCIES

UNIT OF COMPETENCY : OPERATE A RIDE LOCATION

UNIT CODE : TRS511326

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to conduct the day-to-day operation of rides within a theme park or attraction.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|--------------------------------------|--|
| 1. Prepare and inspect ride location | <p>1.1 The <i>ride</i> is inspected in accordance with an approved <i>checklist</i>.</p> <p>1.2 Location is inspected prior to arrival of customers.</p> <p>1.3 <i>Ride equipment</i> is checked in the ride location to ensure readiness for operation.</p> <p>1.4 <i>Safety equipment</i> is checked to ensure readiness for operation.</p> <p>1.5 Cleanliness and standard of presentation are checked and remedial action is promptly taken where appropriate.</p> <p>1.6 General supplies are checked for quantity and quality.</p> <p>1.7 Supplies are ordered according to enterprise requirements procedures.</p> <p>1.8 All discrepancies or irregularities are immediately reported to the appropriate supervisor.</p> |
| 2. Prepare to start the ride cycle | <p>2.1 Adherence to loading procedures according to the ride manual is checked prior to commencement of the ride.</p> <p>2.2 Communication with the ride loader is maintained to ensure the ride commences safely.</p> |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|-----------------------------|--|
| 3. Operate and monitor ride | <p>3.1 Ride procedures are performed correctly, promptly, safely and in accordance with requirements and procedures.</p> <p>3.2 The ride (device) is operated in accordance with specifications and guidelines.</p> <p>3.3 Operator controls are continuously monitored during the operation of the ride.</p> <p>3.4 The ride is monitored at all times.</p> <p>3.5 Any required action is taken in response to observations made during the ride, and conformance of these actions to enterprise safety procedures is ensured.</p> <p>3.6 Emergency procedures are strictly carried out according to ride manual and specific ride procedures.</p> <p>3.7 Customers are treated in a friendly and courteous manner throughout the ride.</p> <p>3.8 Quality control issues and problems during the ride are identified and the appropriate supervisor is advised for action.</p> <p>3.9 Turnover and/or delivery of valuables is acknowledged by appropriate personnel and recorded.</p> |
| 4. Close down ride | <p>4.1 Close-down procedures are commenced when all customers have left the <i>ride location</i>.</p> <p>4.2 Ride is closed-down and turned off following the enterprise procedures for the specific ride.</p> <p>4.3 Close-down is documented according to manual.</p> <p>4.4 Any defects or deficiencies are immediately identified and reported to the appropriate supervisor for action.</p> |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|---|--|
| 5. Close and secure ride | 5.1 All areas of the ride are checked according to manual. 5.2 Location is cleaned for the next operation. 5.3 Equipment is prepared for the next operation. 5.4 The ride location is secured according to enterprise procedures. |
| 6. Prepare ride documentation and reports | 6.1 Any issues and events requiring documentation are identified. 6.2 Notations are accurately made according to enterprise procedures. 6.3 Reports and documentation are completed within required timeframe. 6.4 Reports and documentation are forwarded to the appropriate department within the required timeframe. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|-------------------|--|
| 1. Ride | May include but is not limited to: 1.1 Mechanical 1.2 Computerized 1.3 Manual 1.4 Water-based 1.5 Animal rides |
| 2. Checklist | May include but is not limited to: 2.1 Mechanical components 2.2 Restraints, seating, harnesses 2.3 Mounts 2.4 Couplings and chains 2.5 Fiberglass and metal 2.6 Overall structure 2.7 Electrical connections |
| 3. Ride equipment | May include but are not limited to: 3.1 Booth area 3.2 Chairs 3.3 Water cooler 3.4 Cleaning equipment 3.5 Microphone 3.6 Signage |

| VARIABLE | RANGE |
|---------------------|--|
| 4. Safety equipment | May include but are not limited to: <ul style="list-style-type: none"> 4.1 Signage 4.2 Health and safety restriction signs and monitors 4.3 Telephone 4.4 Fire extinguisher 4.5 Life preservers 4.6 Safety ropes 4.7 Communication devices 4.8 Emergency stop buttons and apparatus relevant to ride |
| 5. Ride location | May include but is not limited to: <ul style="list-style-type: none"> 5.1 Perimeter 5.2 Walk ways 5.3 Gates 5.4 Queue house 5.5 Bridges 5.6 Ramps 5.7 Fences 5.8 Barriers 5.9 Netting |

EVIDENCE GUIDE

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| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated ability to consistently follow procedures in ride operations to ensure safety of customers and colleagues.</p> <p>1.2 Demonstrated understanding of the health, safety and emergency issues associated with ride operations.</p> |
| <p>2. Underpinning knowledge</p> | <p>2.1 Health and safety procedures for specific rides</p> <p>2.2 Emergency procedures for specific rides</p> <p>2.3 Technical/equipment procedures for specific rides</p> <p>2.4 Types of documentation and reports to be completed in ride operations</p> |
| <p>3. Underpinning skills</p> | <p>3.1 Following procedures in ride operations to ensure safety of customers and colleagues</p> <p>3.2 Communication skills, specifically in completing documentation and reports necessary for ride operations</p> |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <p>4.1 Access to fully-equipped operational ride location</p> <p>4.2 Commercially realistic ratios of customers to candidate to reflect typical workplace conditions</p> |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <p>5.1 Direct observation or practical demonstration of the candidate safely operating a ride location and performing emergency procedures (actual or simulated).</p> <p>5.2 Oral questioning to test knowledge of occupational health and safety issues, equipment features and emergency procedures.</p> <p>5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.</p> |
| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY : LOAD AND UNLOAD A RIDE

UNIT CODE : TRS511327

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to safely load and unload passengers onto a ride and to observe the operation of the ride.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|---------------------|--|
| 1. Load the ride | 1.1 Loading procedures are correctly, safely, promptly performed and in accordance with the manual. 1.2 Ride is loaded to the approved maximum number of persons to ride. 1.3 Riders are checked if they are secured in accordance with the requirement of the ride. 1.4 Riders are advised to secure any articles which may become loose while riding. 1.5 Customers are treated in a courteous and friendly manner during loading. 1.6 Load requirements are checked prior to the start of the ride. |
| 2. Observe the ride | 2.1 Ride is continuously observed in accordance with safety procedures. 2.2 Quality control issues or problems are identified during the ride and appropriate supervisor is advised immediately for action. |
| 3. Unload the ride | 3.1 Ride is unloaded once it is fully completed. 3.2 Unloading procedures are correctly, safely, promptly followed and in accordance with enterprise requirements and procedures. 3.3 Customers are unloaded in a courteous and friendly fashion. 3.4 Records and reports are accurately completed, processed and maintained in accordance with industry, legislative and organizational requirements. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|----------|--|
| 1. Ride | May include but is not limited to: 1.1 Mechanical 1.2 Computerized 1.3 Manual 1.4 Water-based activities 1.5 Animal rides & exhibits 1.6 Shows |

EVIDENCE GUIDE

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|-----------------------------------|---|
| 1. Critical aspects of competency | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated the ability to follow consistently, procedures in loading and unloading rides to ensure safety of customers and colleagues.</p> <p>1.2 Demonstrated understanding of health, safety and emergency issues associated with ride operations.</p> |
| 2. Underpinning knowledge | <p>2.1 Health and safety procedures in specific relation to loading and unloading of rides</p> <p>2.2 Emergency procedures for specific rides</p> <p>2.3 Specific ride instructions</p> |
| 3. Underpinning skills | <p>3.1 Following specific ride instructions</p> <p>3.2 Following procedures in loading and unloading rides to ensure safety of customers and colleagues</p> |
| 4. Resource implications | <p>The following resources MUST be provided:</p> <p>4.1 Access to fully-equipped operational ride location</p> <p>4.2 Commercially realistic ratios of customers candidates to reflect typical workplace conditions</p> |
| 5. Methods of assessment | <p>Competency may be assessed through:</p> <p>5.1 Direct observation or practical demonstration of the candidate safely loading and unloading a ride and performing emergency procedures (actual or simulated).</p> <p>5.2 Oral questioning to test knowledge of occupational health and safety issues, equipment features and capacity limitations.</p> <p>5.3 Third party workplace reports of on-the-job performance by the candidate.</p> |
| 6. Context for assessment | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY : MAINTAIN SAFETY IN WATER-BASED RIDES

UNIT CODE : TRS511328

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to deal with the special safety issues to be considered in water-based rides and activities. It covers the surveillance and control of customer behavior and the provision of rescue and emergency care. This competency requires licensed in both First Aid and Basic Life Support recognized by the Philippine National Red Cross.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|--------------------------------|--|
| 1. Monitor safety around water | 1.1 Status of <i>water-based activity areas</i> is continuously monitored to ensure absence of hazards. 1.2 Staff replacement is ensured when it is necessary to leave the water area. 1.3 Water areas are kept free from safety hazards at all times. 1.4 Customer behavior is continuously monitored to ensure compliance with safety requirements, including wearing of safety garments. 1.5 Dangerous and unsafe behavior is promptly identified and controlled. 1.6 Customers are firmly but courteously cautioned when their behavior poses a threat to themselves, other customers or staff. 1.7 Assistance in controlling customer behavior is sought from a supervisor or security personnel as appropriate. |
| 2. Assist and rescue customers | 2.1 Persons in distress or danger are promptly identified. 2.2 Assistance is given or rescue is carried out as required. 2.3 Equipment is correctly used according to manufacturer's instructions. |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|-----------------------------------|---|
| 3. Provide emergency care | 3.1 Emergency situations are quickly and correctly recognized and assessed. 3.2 Emergency action is implemented according to company procedures. 3.3 <i>Emergency care techniques</i> are correctly applied. 3.4 Assistance is sought from emergency services/colleagues/customers where appropriate. |
| 4. Provide reports on emergencies | 4.1 Emergency situations are documented according to enterprise procedures. 4.2 Clear and accurate reports are provided at all times. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|-------------------------------|--|
| 1. Water-based activity areas | May include but are not limited to: 1.1 Swimming pools 1.2 Wave pools 1.3 Water slides 1.4 Water rides |
| 2. Emergency care techniques | May include but are not limited to: 2.1 Basic rescue 2.2 Resuscitation 2.3 CPR |

EVIDENCE GUIDE

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|--|---|
| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated ability to consistently follow procedures for the operation of water-based rides/activities to ensure customer safety.</p> <p>1.2 Demonstrated understanding of health, safety and emergency issues associated with water-based ride operations.</p> <p>1.3 Demonstrated ability to rescue and care for customers.</p> |
| <p>2. Underpinning knowledge</p> | <p>2.1 Health, safety and emergency procedures for specific rides/activities</p> <p>2.2 Technical/equipment procedures for specific rides</p> <p>2.3 Emergency care procedures for the enterprise</p> |
| <p>3. Underpinning skills</p> | <p>3.1 Performing first-aid and basic life support skills</p> |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <p>4.1 Access to fully-equipped operational water-based ride location</p> <p>4.2 Commercially realistic ratios of customers candidates to reflect typical workplace conditions</p> |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <p>5.1 Direct observation of the candidate monitoring the safety of water-based ride activities and performing emergency care (actual or simulated).</p> <p>5.2 Oral questioning to test knowledge of equipment and occupational health and safety issue requirements.</p> <p>5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.</p> |
| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY : OPERATE A GAMES LOCATION

UNIT CODE : TRS511329

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to conduct the day-to-day operation of a games area within a theme park or attraction.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|---|---|
| 1. Prepare games location for customers | 1.1 Games location is prepared and checked for cleanliness, safety and security according to enterprise policy and procedures. 1.2 Cash fund and required forms and documents are secured according to company procedures. 1.3 Equipment for operation are checked and prepared according to manufacturer's instructions and/or company procedures. 1.4 Signage is checked to ensure it is clearly and correctly displayed. 1.5 Stocks of prizes and other supplies are checked to ensure sufficiency. 1.6 Prizes are displayed to attract customers. 1.7 Number of stock items is recorded with accuracy. 1.8 Additional supplies are ordered where appropriate. |
| 2. Inspect games prior to opening | 2.1 Each game is inspected according to enterprise policy and procedures. 2.2 Faults are immediately reported to a supervisor. |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|-----------------------------|--|
| 3. Conduct games operations | <p>3.1 Rules and regulations are strictly enforced during games.</p> <p>3.2 Customer questions on games are correctly answered.</p> <p>3.3 Payment is accepted for participation in the game.</p> <p>3.4 All prizes given are recorded for data analysis according to enterprise procedures.</p> <p>3.5 Location is kept clean at all times.</p> <p>3.6 Crowd size is monitored to ensure that maximum numbers are not exceeded.</p> <p>3.7 Customer behavior is monitored to ensure a safe and pleasant environment for all customers.</p> <p>3.8 Customers are firmly but courteously requested to change inappropriate behavior.</p> <p>3.9 Assistance is requested from supervisor or security personnel as appropriate.</p> |
| 4. Clean and maintain games | <p>4.1 Games are regularly inspected and cleaned to ensure safe and smooth function.</p> <p>4.2 Game faults are correctly identified.</p> <p>4.3 Simple repairs are made with minimum disruption to customers in accordance with manufacturer's instructions and enterprise policy.</p> <p>4.4 Faults are immediately reported to appropriate personnel and games are declared "out of order" where necessary.</p> |
| 5. Close games location | <p>5.1 The game location is closed according to enterprise procedures and manufacturer's instructions.</p> <p>5.2 Resources, equipment and stocks are secured according to enterprise policy and procedures.</p> <p>5.3 The area is cleaned and prepared for the next day's operation.</p> |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|---------------------------------------|---|
| 6. Complete reports and documentation | <p>6.1 Talled data <i>records and reports</i> are produced according to enterprise requirements within required timeframe.</p> <p>6.2 Reports are forwarded to the appropriate area within the required timeframe.</p> |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|------------------------|--|
| 1. Games | May include but are not limited to: 1.1 Computerized 1.2 Manual 1.3 Coin-operated 1.4 Group 1.5 Individual 1.6 Pay per use |
| 2. Records and reports | May include but are not limited to: 2.1 Tellers/cashiers' control sheet 2.2 Official Receipts/charge slips 2.3 Incident Reports |

EVIDENCE GUIDE

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|-----------------------------------|---|
| 1. Critical aspects of competency | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated ability to apply games operations procedures including set-up, inspection, cleaning and maintenance, actual conduct of games and close down of games areas.</p> <p>1.2 Demonstrated ability to complete games operation documentation accurately.</p> |
| 2. Underpinning knowledge | <p>2.1 Security procedures in specific relation to games operations</p> <p>2.2 Record keeping and documentation procedures for games</p> <p>2.3 Knowledge of individual game operations and rules</p> <p>2.4 Health and safety requirements as they apply to games operations</p> |
| 3. Underpinning skills | <p>3.1 Communication skills specifically in advising customers on the rules of the game</p> <p>3.2 Planning for enough time to set up prizes and other stocks prior to commencement of the shift</p> |
| 4. Resource implications | <p>The following resources MUST be provided:</p> <p>4.1 Access to fully-equipped, operational games location across a complete shift or operational period</p> <p>4.2 Commercially realistic ratios of customers candidates to reflect typical workplace conditions</p> |
| 5. Methods of assessment | <p>Competency may be assessed through:</p> <p>5.1 Direct observation or practical demonstration of the candidate completing duties within a games location and making simple repairs (actual or simulated breakdown).</p> <p>5.2 Oral questioning to test knowledge of occupational health and safety issues and requirements, rules of the games</p> <p>5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.</p> |
| 6. Context for assessment | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY : PROMOTE AT A GAMES LOCATION

UNIT CODE : TRS511330

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to use showmanship to introduce, promote and conduct games in theme parks or attractions.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|------------------------------|--|
| 1. Make games announcements | 1.1 Communication systems and equipment are correctly used. 1.2 Clear and concise announcements are made to avoid confusing customers. 1.3 Information about games is accurately given to prepare customers for the games experience. 1.4 Information is presented in an entertaining manner. 1.5 Customers are encouraged to participate in games by including key sales points and promotional offers. |
| 2. Present and conduct games | 2.1 Games are presented and conducted in a lively and entertaining manner. 2.2 Promotional techniques are used to enhance customer enjoyment of the games. 2.3 Player and crowd participation is encouraged for a complete customer experience. 2.4 Humour appropriate to the customer group is employed for the enjoyment of the customers. 2.5 Language appropriate for the customer group is used for customers to fully understand. 2.6 Personal presentation, appearance and grooming appropriate to the games environment and that will enhance the customer experience is ensured. 2.7 Customers are welcomed with positive body language. 2.8 Cultural and social sensitivity is shown in presentations to avoid offending customers. |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|----------------|--|
| | 2.9 <i>Technical presentation resources</i> are correctly used to avoid delays and customer complaints. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|---|---|
| 1. Communication systems and equipment/technical presentation resources | May include but are not limited to: 1.1 Static microphone 1.2 Roaming microphone 1.3 Public address system |
| 2. Games | May include but are not limited to: 2.1 Computerized 2.2 Manual 2.3 Coin-operated 2.4 Group 2.5 Individual |

EVIDENCE GUIDE

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|-----------------------------------|---|
| 1. Critical aspects of competency | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated the ability to use a range of established promotional techniques to encourage customer participation and enhance customer enjoyment of games.</p> |
| 2. Underpinning knowledge | <p>2.1 Health and safety requirements related to the individual game</p> <p>2.2 Security procedures for the games location</p> <p>2.3 Knowledge of individual game operation</p> |
| 3. Underpinning skills | <p>3.1 Presentation and promoting techniques</p> <p>3.2 Communication skills</p> <p>3.3 Using communication equipment for promoting games</p> |
| 4. Resource implications | <p>The following resources MUST be provided:</p> <p>4.1 Access to an operational games location with necessary support equipment</p> <p>4.2 Commercially realistic ratios of customers to candidates to reflect typical workplace conditions</p> |
| 5. Methods of assessment | <p>Competency may be assessed through:</p> <p>5.1 Direct observation or practical demonstration of the candidate promoting at a games location, using communications equipment and conducting the game.</p> <p>5.2 Oral questioning to test knowledge of occupational health and safety issues and requirements and to test knowledge of the rules of the games</p> <p>5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.</p> |
| 6. Context for assessment | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY : OPERATE ANIMAL ENCLOSURE/EXHIBIT

UNIT CODE : TRS511331

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to conduct the day-to-day operations of an animal enclosure or exhibit in an attraction or theme park. It reflects the role of an enclosure attendant who works under supervision.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|---|--|
| 1. Prepare animal enclosure/exhibit for customers | 1.1 Problems concerning animal welfare are rectified and acted upon according to legislative requirements. 1.2 Enclosure/exhibit is inspected prior to the arrival of customers according to enterprise procedures. 1.3 Signs for temporary closures are erected to ensure minimum customer inconvenience. 1.4 Equipment is prepared for the day's activities in a timely manner. 1.5 Area is checked for cleanliness and safety according to enterprise procedures. 1.6 Supplies are checked for quantity and quality. 1.7 Supplies are ordered according to enterprise procedures. |
| 2. Monitor the enclosure/exhibit | 2.1 Customer numbers are monitored during operation to ensure maximum numbers are not exceeded. 2.2 Customer behavior is continuously monitored ensuring compliance with safety requirements. 2.3 <i>Dangerous or unsafe behavior</i> is promptly identified and controlled to avoid accidents. 2.4 Customers are firmly but courteously requested to change their behavior when it poses a threat to themselves, other customers, animals or staff. 2.5 Assistance in controlling customer behavior is sought from the supervisor or security personnel as appropriate. |

| <p style="text-align: center;">ELEMENT</p> | <p style="text-align: center;">PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables</p> |
|---|--|
| <p>3. Clean and maintain enclosure/exhibit</p> | <p>3.1 Wastes, feces and weeds are removed from enclosure.</p> <p>3.2 Vermin control is implemented according to company procedures.</p> <p>3.3 Materials are disposed of in accordance with manufacturer's and/or superior's instructions.</p> <p>3.4 Enclosures (e.g. exhibits, night facilities and food preparation areas) are cleaned with minimum disruption to animals.</p> <p>3.5 Enclosure is presented in accordance with requirements of both the animal and the customer.</p> <p>3.6 Enclosures are secured according to enterprise guidelines and requirements for animal species.</p> <p>3.7 <i>Routine maintenance</i> tasks are carried out according to instructions of superior.</p> <p>3.8 Feeding and watering systems are monitored and maintained in a safe and working condition.</p> <p>3.9 Tasks are carried out with minimum disruption to customers.</p> |
| <p>4. Close down enclosure/exhibit</p> | <p>4.1 The enclosure/exhibit is closed down according to enterprise procedures.</p> <p>4.2 The animal/s welfare and security is checked making necessary reports to the appropriate supervisor.</p> <p>4.3 Enclosure/exhibit and all equipment are prepared for the next day's operation.</p> <p>4.4 The enclosure/exhibit is cleaned as instructed.</p> <p>4.5 The enclosure/exhibit is correctly secured.</p> |
| <p>5. Use and care for equipment</p> | <p>5.1 Animal husbandry and general equipment is correctly identified and used.</p> <p>5.2 Basic cleaning and maintenance procedures on equipment are correctly carried out.</p> <p>5.3 Equipment is safely and correctly stored in the designated area.</p> |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|---------------------------------------|--|
| 6. Complete reports and documentation | <p>6.1 <i>Reports and documentation</i> on the enclosure/exhibit are completed within the required timeframe.</p> <p>6.2 Reports and documentation are forwarded to the appropriate area within the required timeframe.</p> |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|---------------------------------|--|
| 1. Dangerous or unsafe behavior | May include but are not limited to: 1.1 Feeding animals 1.2 Crossing fences or railings 1.3 Agitating animals 1.4 Bringing prohibited items such as squirt guns, glass, radios, etc. |
| 2. Routine maintenance | May include but are not limited to: 2.1 Simple repairs/improvements to enclosure structure or equipment 2.2 Basic gardening or landscaping |
| 3. Reports and documentation | May include but are not limited to: 3.1 Cleaning checklists 3.2 Incident reports 3.3 Work orders |

EVIDENCE GUIDE

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| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Demonstrated general knowledge of animals in the enclosure and procedures to be followed. 1.2 Demonstrated knowledge of health and safety issues related to animal enclosures. 1.3 Demonstrated the ability to follow procedures correctly for the opening, closing and monitoring of an animal enclosure/exhibit open to the public. 1.4 Demonstrated the ability to use animal husbandry and general enclosure equipment correctly. 1.5 Demonstrated the ability to undertake routine cleaning and maintenance duties. 1.6 Demonstrated the ability to complete enclosure documentation accurately. |
| <p>2. Underpinning knowledge</p> | <ul style="list-style-type: none"> 2.1 Animal types within the organization 2.2 Animal escape procedures 2.3 Animal welfare and ethics policies 2.4 Animal feeding procedures 2.5 Cleaning procedures in specific relation to animal enclosures 2.6 Equipment procedures for animal husbandry and general enclosure equipment 2.7 Health & safety requirements for animal enclosures 2.8 Basic maintenance routines |
| <p>3. Underpinning skills</p> | <ul style="list-style-type: none"> 3.1 Record-keeping in relation to animal enclosures 3.2 Communication skills specifically in requesting customers not to interfere with the animals well-being |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Access to fully equipped and operational animal enclosure 4.2 Commercially-realistic ratios of animals to carers |

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|----------------------------------|---|
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <p>5.1 Direct observation or practical demonstration of the candidate undertaking animal enclosure tasks.</p> <p>5.2 Oral questioning to test knowledge of occupational health and safety issues and aid requirements, animal care equipment and inspection requirements, and animal behavior and care requirements.</p> <p>5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.</p> |
| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY : PROVIDE GENERAL ANIMAL CARE

UNIT CODE : TRS511332

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to provide basic care for animals in attractions and theme parks, under the supervision of an animal specialist.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|------------------------------------|--|
| 1. Feed and water animals | 1.1 Food preparation equipment is cleaned, disinfected and sterilized according to company procedures. 1.2 Instructions and dietary charts are followed for food preparation, portions and distributions. 1.3 Animals are fed according to enterprise procedures. 1.4 Water supply is monitored ensuring appropriate quantity and quality. 1.5 Animals are fed and watered in accordance with animal welfare and ethics policies and health and safety procedures. 1.6 Customers, where possible and appropriate, are involved in animal feeding within safety guidelines. |
| 2. Assist with general animal care | 2.1 Appropriate care is provided according to specific animal type and gender. 2.2 Chemicals used in animal care are handled and stored in a safe and environmentally responsible manner. 2.3 Animals are groomed according to enterprise and animal welfare and ethics policy. 2.4 <i>Common animal behaviors</i> are correctly recognized and appropriate action is taken when necessary. 2.5 Capture and restraint procedures are correctly followed under supervision. 2.6 Assistance in rearing of young animals is requested from animal specialist when required. |

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|---|--|
| 3. Assist with animal health care | 3.1 Disease prevention procedures are carried out according to instructions and appropriate quarantine procedures. 3.2 Pests and toxic substances are accurately identified. 3.3 Obvious signs of illness are promptly recognized and reported according to procedures. 3.4 Routine treatments are administered under supervision. 3.5 Samples are correctly collected when required. |
| 4. Identify and act on potential risks in animal enclosures | 4.1 Physical/behavior hazards are correctly identified. 4.2 Risks associated with specific animals are identified. 4.3 Day-to-day duties are conducted in a manner which minimizes risk in the enclosure. 4.4 Potential risks are promptly reported to supervisor for immediate action to take place. |
| 5. Update and maintain animal records | 5.1 Issues, behavior and events requiring written notation are promptly and accurately identified. 5.2 Correct terminology is used when making accurate notations on animal records. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|------------------------------|---|
| 1. Common animal behaviors | May include but are not limited to: 1.1 Courtship 1.2 Copulation 1.3 Combat |
| 2. Samples | May include but are not limited to: 2.1 Urine 2.2 Feces 2.3 Fur 2.4 Feathers 2.5 Scales |
| 3. Physical/behavior hazards | May include but are not limited to: 3.1 Animal behaviour 3.2 Human behaviour 3.3 Defects in enclosure structure or equipment 3.4 Problems with enclosure security and integrity |

EVIDENCE GUIDE

| | |
|--|---|
| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated knowledge of correct terminology and record-keeping procedures in relation to animal care.</p> <p>1.2 Demonstrated the ability to provide appropriate and safe care for particular animals.</p> |
| <p>2. Underpinning knowledge</p> | <p>2.1 Feeding and watering procedures</p> <p>2.2 Chemical types and usage in animal care</p> <p>2.3 Quarantine requirements</p> <p>2.4 General knowledge of animal care including disease prevention, routine health care, diseases and pests</p> <p>2.5 Health & safety requirements relating to the care of animals</p> <p>2.6 Terminology relating to animal care</p> <p>2.7 Capture and restraint procedures</p> |
| <p>3. Underpinning skills</p> | <p>3.1 Animal observation skills</p> <p>3.2 Analyzing dietary charts to ensure animals are fed appropriate amounts of food at correct times</p> |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <p>4.1 Access to fully-equipped and operational animal care facility</p> <p>4.2 Commercially-realistic ratios of animals to carers</p> |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <p>5.1 Direct observation or practical demonstration of the candidate using appropriate techniques to care for animals, including feeding and watering.</p> <p>5.2 Oral questioning to test knowledge of animal safety and health risk issues, care equipment and inspection requirements, animal behaviour and care requirements.</p> <p>5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.</p> |
| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY : RESCUE ANIMALS

UNIT CODE : TRS511333

UNIT DESCRIPTOR : This unit deals with knowledge, skills, behavior and motivations required to rescue animals which have escaped or are injured. It applies to those who work in an attraction or theme park and may be required to provide assistance in this area.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|--------------------------------------|--|
| 1. Identify animals requiring rescue | 1.1 Work area is regularly checked for distressed or escaped animals. 1.2 <i>Animals that are in distress or require rescue</i> are promptly identified. 1.3 Prompt action is taken when potential risks to customers, the animals, self and colleagues occur. 1.4 Appropriate departments and animal specialists are immediately informed of the situation. |
| 2. Participate in animal rescue | 2.1 Rescue procedures are carried out within the scope of individual responsibility. 2.2 Assistance is sought from colleagues and animal specialists as required. 2.3 The animals are taken to the <i>appropriate location</i> . 2.4 Customers are informed of rescue progress where appropriate. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|---|--|
| 1. Animals that are in distress or require rescue | May include but are not limited to: 1.1 Escaped animals 1.2 Sick animals 1.3 Wildlife living in the park |
| 2. Appropriate location | May include but are not limited to: 2.1 Zoos 2.2 Veterinary clinics 2.3 Animal care facilities within the attraction/theme park |

EVIDENCE GUIDE

| | |
|--|--|
| <p>1. Critical aspects of competency</p> | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated the ability to apply animal rescue techniques safely.</p> <p>1.2 Demonstrated knowledge of rescue procedures for relevant animals.</p> |
| <p>2. Underpinning knowledge</p> | <p>2.1 Animal types within the organization</p> <p>2.2 Animal escape/rescue procedures</p> <p>2.3 Animal welfare and ethics policies</p> <p>2.4 Health & safety requirements</p> |
| <p>3. Underpinning skills</p> | <p>3.1 Planning the rescue of an animal to avoid any risk of injury to the animal or the rescue team</p> <p>3.2 Checking animal enclosure for a distressed animal and evaluating the need for its removal</p> <p>3.3 Taking part in a rescue with other team members</p> |
| <p>4. Resource implications</p> | <p>The following resources MUST be provided:</p> <p>4.1 Access to attraction or theme park where animal enclosures are operated with the full range of equipment used for rescuing animals</p> <p>4.2 Appropriate simulation of emergencies.</p> |
| <p>5. Methods of assessment</p> | <p>Competency may be assessed through:</p> <p>5.1 Direct observation of the candidate safely rescuing animals (actual or simulated).</p> <p>5.2 Oral questioning to test knowledge of occupational health and safety issues and requirements and behaviour of distressed animals.</p> <p>5.3 Third party workplace reports of on-the-job performance by the candidate.</p> |
| <p>6. Context for assessment</p> | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

UNIT OF COMPETENCY : PROVIDE CUSTOMERS WITH INFORMATION ON ANIMALS

UNIT CODE : TRS511334

UNIT DESCRIPTOR : This unit deals with the knowledge, skills, behavior and motivations required to provide information to customers about the animals in theme parks and attractions. It does not include presentation skills.

| ELEMENT | PERFORMANCE CRITERIA <i>Bold and italicized terms</i> are elaborated in the Range of Variables |
|--|---|
| 1. Offer information to customers | 1.1 Customers are informed/lectured on about the animals at every opportunity. 1.2 Customer interaction is conducted in a polite, friendly and welcoming manner. 1.3 Current and accurate information is offered at every opportunity, making use of resources if possible. 1.4 Appropriate level and complexity of information is provided to meet the customer's needs. 1.5 Actual animals are used in demonstrations when appropriate and within safety and animal welfare/ethics guidelines. 1.6 Customers are allowed to observe and interact with animals in accordance with safety and animal welfare/ethics guidelines. 1.7 Customers are invited to ask questions to ensure understanding. |
| 2. Respond to customer questions about animals | 2.1 Customer questions are correctly answered in a polite, friendly and welcoming manner. 2.2 Additional information is provided to enhance the customer understanding and experience. 2.3 Examples of real animals are shown to enhance answers. 2.4 Other sources of information are sought if unable to answer the customer inquiry or customer is referred to another source. |

RANGE OF VARIABLES

| VARIABLE | RANGE |
|-----------------|---|
| 1. Information | May include but are not limited to: 1.1 General animal characteristics 1.2 Animal behavior patterns 1.3 Individual animal characteristics 1.4 Feeding information |
| 2. Resources | May include but are not limited to: 2.1 Slides 2.2 Videos 2.3 Pictures and charts 2.4 Animal models 2.5 Handouts |

EVIDENCE GUIDE

| | |
|-----------------------------------|---|
| 1. Critical aspects of competency | <p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated knowledge of animals</p> <p>1.2 Demonstrated the ability to communicate information about animals to customers effectively in an accurate, informative and entertaining way.</p> |
| 2. Underpinning knowledge | 2.1 Knowledge of animals as appropriate to the enterprise |
| 3. Underpinning skills | <p>3.1 Customer service skills</p> <p>3.2 Communication skills</p> <p>3.3 Delivering information sessions to customers</p> |
| 4. Resource implications | <p>The following resources MUST be provided:</p> <p>4.1 Use of real animals</p> <p>4.2 Interaction with a customer group or audience</p> |
| 5. Methods of assessment | <p>Competency may be assessed through:</p> <p>5.1 Direct observation or practical demonstration of the candidate providing information to customers and responding to customer questions.</p> <p>5.2 Oral questioning to test knowledge of animals and their behavior.</p> <p>5.3 Third party workplace reports of on-the-job performance by the candidate.</p> |
| 6. Context for assessment | <p>6.1 Competency assessment may occur in workplace or any appropriately simulated environment.</p> <p>6.2 Assessment may be performed on multiple occasions involving a combination of direct, indirect and supplementary forms of evidence.</p> |

SECTION 3 TRAINING STANDARDS

These guidelines are set to provide the Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for ATTRACTIONS AND THEME PARKS OPERATIONS NC II.

The guidelines include information on curriculum design, training delivery, trainee entry requirements, tools and equipment, training facilities, and trainer's qualification among others.

Course Title: ATTRACTIONS AND THEME PARKS OPERATIONS NC Level: II

Nominal Training Duration: 20 Hrs. (Basic)
28 Hrs. (Common)
16 Hrs. (Core)
62 Hrs. (Elective)

Course Description:

This course is designed to enhance the knowledge, skills, behavior and motivations in accordance with industry standards. It covers the basic, common and core competencies required for the NCII level in attractions and theme parks. The competencies for attractions and theme parks include providing on-site information and assistance, monitoring entry to venue and providing a site briefing or scripted commentary. It provides elective competencies on preparing, operating and closing down rides, water-based rides, games, and animal exhibits. It also includes competencies on performing workplace and safety practices, providing effective customer service, observing workplace hygiene procedures, developing and updating industry knowledge and performing computer operations.

3.1 CURRICULUM DESIGN

BASIC COMPETENCIES

| Unit of Competency | Learning Outcomes | Methodology | Assessment Approach |
|---|--|--|--|
| 1. Participate in workplace communication | 1.1 Obtain and convey workplace information 1.2 Complete relevant work related documents 1.3 Participate in workplace meeting and discussion | <ul style="list-style-type: none">• Group discussion• Interaction | <ul style="list-style-type: none">• Demonstration• Observation• Interviews/questioning |

| Unit of Competency | Learning Outcomes | Methodology | Assessment Approach |
|--|---|---|--|
| 2. Work in a team environment | 2.1 Describe and identify team role and responsibility in a team. 2.2 Describe work as a team member | <ul style="list-style-type: none"> • Discussion • Interaction | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning |
| 3. Practice career professionalism | 3.1 Integrate personal objectives with organizational goals 3.2 Set and meet work priorities 3.3 Maintain professional growth and development | <ul style="list-style-type: none"> • Discussion • Interaction | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning |
| 4. Practice occupational health and safety | 4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness | <ul style="list-style-type: none"> • Discussion • Plant tour • Symposium | <ul style="list-style-type: none"> • Observation • Interview |

COMMON COMPETENCIES

| Unit of Competency | Learning Outcomes | Methodology | Assessment Approach |
|--|---|--|--|
| 1. Develop and update industry knowledge | 1.1 Identify and access key sources of information on the industry 1.2 Access, apply and share industry information 1.3 Update continuously relevant industry knowledge | <ul style="list-style-type: none"> • Lecture • Group Discussion • Individual/Group Assignment | <ul style="list-style-type: none"> • Interviews/Questioning • Individual/Group Project or Report |

| Unit of Competency | Learning Outcomes | Methodology | Assessment Approach |
|---|---|--|---|
| 2. Observe workplace hygiene procedures | 2.1 Practice personal grooming and hygiene 2.2 Practice safe and hygienic handling, storage and disposal of food, beverage and materials | <ul style="list-style-type: none"> • Lecture • Demonstration • Role-play | <ul style="list-style-type: none"> • Demonstration • Written Examination • Interviews/ Questioning |
| 3. Perform computer operations | 3.1 Identify and explain the functions, general features and capabilities of both hardware and software 3.2 Prepare and use appropriate hardware and software according to task requirement 3.3 Use appropriate devices and procedures to transfer files/data 3.4 Produce accurate and complete data according to the requirements 3.5 Maintain computer system | <ul style="list-style-type: none"> • Lecture • Group Discussion • Tutorial or self-pace | <ul style="list-style-type: none"> • Interviews/ Questioning • Demonstration • Observation |

| Unit of Competency | Learning Outcomes | Methodology | Assessment Approach |
|---|--|---|---|
| 4. Perform workplace and safety practices | <p>4.1 Practice workplace safety, security and hygiene systems, processes and operations</p> <p>4.2 Respond appropriately to faults, problems and emergency situations in line with enterprise guidelines</p> <p>4.3 Maintain safe personal presentation standards</p> | <ul style="list-style-type: none"> • Lecture • Demonstration • Role-play • Simulation | <ul style="list-style-type: none"> • Demonstration • Interviews/ Questioning • Written Examination |
| 5. Provide effective customer service | <p>5.1 Apply effective verbal and non-verbal communication skills to respond to customer needs</p> <p>5.2 Provide prompt and quality service to customer</p> <p>5.3 Handle queries promptly and correctly in line with enterprise procedures</p> <p>5.4 Handle customer complaints, evaluation and recommendations</p> <p>5.5 Provide prompt and quality service to customer</p> <p>5.6 Handle queries promptly and correctly in line with enterprise procedures</p> <p>5.7 Handle customer complaints, evaluation and recommendations</p> | <ul style="list-style-type: none"> • Lecture • Demonstration • Role-play • Simulation | <ul style="list-style-type: none"> • Demonstration • Interviews/ Questioning • Observation |

CORE COMPETENCIES

| Unit of Competency | Learning Outcomes | Methodology | Assessment Approach |
|---|--|--|--|
| 1. Provide on-site information and assistance | 1.1 Access and update attraction/theme park information 1.2 Provide assistance and information 1.3 Resolve guest complaints and concerns | <ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture • Role-Play | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |
| 2. Monitor entry to venue | 2.1 Monitor and maintain access to attraction areas 2.2 Monitor crowds | <ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture | <ul style="list-style-type: none"> • Interviews/ Questioning • Written tests |
| 3. Provide a site briefing or scripted commentary | 3.1 Present information to customers 3.2 Enhance the presentation of information 3.3 Liaise with team members | <ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture • Presentation | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |

ELECTIVE COMPETENCIES

| Unit of Competency | Learning Outcomes | Methodology | Assessment Approach |
|---|---|--|--|
| 1. Operate a ride location | 1.1 Prepare and inspect rides location 1.2 Prepare to start the ride cycle 1.3 Operate and monitor ride 1.4 Close down ride 1.5 Close and secure ride 1.6 Prepare ride documentation and reports | <ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture • Simulation | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |
| 2. Load and unload a ride | 2.1 Load the ride 2.2 Observe the ride 2.3 Unload the ride | <ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture • Simulation | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |
| 3. Maintain safety in water-based rides | 3.1 Monitor safety around water 3.2 Assist and rescue customers 3.3 Provide emergency care 3.4 Provide reports on emergencies | <ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture • Simulation | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |

| Unit of Competency | Learning Outcomes | Methodology | Assessment Approach |
|-------------------------------------|---|--|--|
| 4. Operate a games location | 4.1 Prepare games location for customers 4.2 Inspect games prior to opening 4.3 Conduct games operations 4.4 Clean and maintain games 4.5 Close games location 4.6 Complete reports and documentation | <ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture • Simulation | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |
| 5. Promote at a games location | 5.1 Make games announcements 5.2 Present and conduct games | <ul style="list-style-type: none"> • Lecture • Role-Play | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning |
| 6. Operate animal enclosure/exhibit | 6.1 Prepare animal enclosure/exhibit for customers 6.2 Monitor the enclosure/exhibit 6.3 Clean and maintain enclosure/exhibit 6.4 Close down enclosure/exhibit 6.5 Use and care for equipment 6.6 Complete reports and documentation | <ul style="list-style-type: none"> • Lecture • Simulation | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |

| Unit of Competency | Learning Outcomes | Methodology | Assessment Approach |
|--|---|---|--|
| 7. Provide general animal care | 7.1 Feed and water animals 7.2 Assist with general animal care 7.3 Assist with animal health care 7.4 Identify and act on potential risks in animal enclosures 7.5 Update and maintain animal records | <ul style="list-style-type: none"> • Lecture • Simulation | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |
| 8. Rescue animals | 8.1 Identify animals requiring rescue 8.2 Participate in animal rescue | <ul style="list-style-type: none"> • Lecture • Simulation | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |
| 9. Provide customers with information on animals | 9.1 Offer information to customers 9.2 Respond to customer questions about animals | <ul style="list-style-type: none"> • Group Discussion • Interaction • Lecture • Role-Play | <ul style="list-style-type: none"> • Demonstration • Observation • Interviews/ Questioning • Written tests |

3.2 TRAINING DELIVERY

The delivery of training should follow the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based on the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;

- Training allows for multiple entry and exit; and
- Approved training programs are Nationally Accredited

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended, thus, programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations
- Modular/self-paced learning is a competency-based training modality where the trainee is allowed to progress at his own pace. The trainer only facilitates the training delivery
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners
- Supervised industry training or on-the-job training is a training approach designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students who wish to enter this training should possess the following requirements:

- can communicate in basic English in both oral and written form
- physically and mentally fit
- with good moral character
- can perform basic mathematical computation

This list does not include specific institutional requirements such as educational attainment, appropriate work experience, and others that may be required of the trainees by the school or training center delivering the TVET program.

3.4 LIST OF TOOLS, EQUIPMENT AND MATERIALS

Recommended list of tools, equipment and materials for the training of a maximum of 25 trainees for ATTRACTIONS AND THEME PARKS OPERATIONS NC II are as follows:

| TOOLS | | EQUIPMENT | | MATERIALS | |
|--------|----------------------|-----------|--|-----------|---------------------|
| QTY | | QTY | | QTY | |
| 2 sets | Rescue kit (toolbox) | 5 units | Computer with internet connection | 1 set | Telephone Directory |
| 2 sets | First aid kit | 1 unit | LCD projector | 1 set | Cleaning materials |
| | | 2 units | Two-way radio | | |
| | | 2 units | Mobile phone | | |
| | | 1 unit | Telephone | | |
| | | 1 unit | Fax machine | | |
| | | 1 unit | Digital camera | | |
| | | 1 unit | Video camera | | |
| | | 1 unit | Microphone | | |
| | | 1 unit | Sound system | | |
| | | 1 unit | Megaphone | | |
| | | 1 unit | Photocopier | | |
| | | 2 sets | Personal protective equipment and clothing | | |
| | | 1 unit | Fire extinguisher | | |
| | | 1 set | Cleaning equipment | | |

***NOTE:** Implementation of the training program can be facilitated through a Memorandum of Agreement between the training provider and industry partner/s regarding the use of facilities. This is in response to the high cost of facilities and equipment. Airconditioned vehicles can be hired on a per trip basis subject to requirement.

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees.

| Space Requirement | Size in Meters | Area in Sq. Meters | Total Area in Sq. Meters |
|--|----------------|--------------------|--------------------------|
| Student/Trainee Working Space | 1 x 1 m. | 1 sq. m. | 25 sq. m |
| Lecture/Demo Room | 8 x 5 m. | 40 sq. m. | 40 sq. m. |
| Learning Resource Center | 3 x 5 m. | 15 sq. m. | 15 sq. m. |
| Facilities/Equipment/ Circulation Area | | | 24 sq. m. |
| Total workshop area: | | | 104 sq. m. |

3.6 TRAINER'S QUALIFICATIONS FOR TOURISM SECTOR

ATTRACTIONS AND THEME PARKS OPERATIONS NCII

TRAINER'S QUALIFICATIONS (TQ II)

- Must have completed a Trainer's Training Methodology Course (TM II) or its equivalent
- Must be physically and mentally fit
- Must have at least 3-5 years job/industry experience
- Must be a holder of Attractions and Theme Parks Operations NC Level II Certificate or equivalent qualification
- Must be of good moral character
- With pleasing personality
- Must have attended relevant training and seminars

3.7 INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1 The qualification of **ATTRACTIONS AND THEME PARKS OPERATIONS NC II (with cognate)** may be attained through demonstration of competence in the following Certificate of Competency (COC):

4.1.1 Promoting Attractions and Theme Parks

4.1.1.1 Provide on-site information and assistance

4.1.1.2 Monitor entry to venue

4.1.1.3 Provide a site briefing or scripted commentary

Plus one or more of the following Certificates of Competency (COCs):

4.1.2 Operating Rides

4.1.2.1 Operate a ride location

4.1.2.2 Load and unload a ride

4.1.3 Operating Water-Based Rides

4.1.3.1 Operate a ride location

4.1.3.2 Load and unload a ride

4.1.3.3 Maintain safety in water-based rides

4.1.4 Operating Games

4.1.4.1 Operate a games location

4.1.4.2 Promote at a games location

4.1.5 Operating Animal Exhibits

4.1.5.1 Operate animal enclosure/exhibit

4.1.5.2 Provide general animal care

4.1.5.3 Rescue animals

4.1.5.4 Provide customers with information on animals

4.2 Successful candidates shall be awarded either of the following National Certificates bearing the signature of the Director General:

ATTRACTIONS AND THEME PARKS OPERATIONS NCII (RIDES)

ATTRACTIONS AND THEME PARKS OPERATIONS NCII

(WATER-BASED RIDES)

ATTRACTIONS AND THEME PARKS OPERATIONS NCII (GAMES)

ATTRACTIONS AND THEME PARKS OPERATIONS NCII

(ANIMAL EXHIBITS)

4.3 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

- 4.4 The following are qualified to apply for assessment and certification:
 - 4.4.1 Graduates of formal, non-formal and informal institutions including enterprise-based training programs
 - 4.4.2 Experienced workers (wage employed or self employed)
- 4.6 The guidelines on assessment and certification are discussed in detail in the "Procedures Manual on Assessment and Certification" and "Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)".

**COMPETENCY MAP - TOURISM Sector
ATTRACTIONS AND THEME PARKS OPERATIONS NC II**

| | | | | | | | | | |
|----------------------------|--|--|--|---|---|--|---|---|--|
| | Book travel-related reservation | Administer billing and settlement plan | Issue air sea land tickets and multi-purpose documents | Research information relevant to tour itinerary | Manage arrangements for visitors | Accompany and guide visitors in accordance with the tour itinerary | Receive and process reservations | Operate computerized reservations system | Provide accommodation reception services |
| CORE COMPETENCIES | Conduct night audit | Provide club reception services | Provide porter services | Plan and develop event proposal and bid | Develop an event concept | Develop event program | Select event venue and site | Develop and update event industry knowledge | Provide on-site event management services |
| | Manage contractors for indoor events | Develop and update knowledge on protocol | Provide on-site information and assistance | Monitor entry to venue | Provide a site briefing or scripted commentary | Operate a ride location | Load and unload a ride | Maintain safety in water-based rides | Operate a games location |
| | Promote at a games location | Operate animal enclosure/exhibit | Provide general animal care | Rescue animals | Provide customers with information on animals | | | | |
| | | | | | | | | | |
| COMMON COMPETENCIES | Develop and update industry knowledge | Observe workplace hygiene procedures | Perform computer operations | Perform workplace and safety practices | Provide effective customer service | Roster staff | Control and order stock | Train small groups | Establish and conduct business relationships |
| | Conduct assessment | Manage workplace diversity | Manage finances within a budget | Manage quality customer service | | | | | |
| BASIC COMPETENCIES | Participate in workplace communication | Work in team environment | Practice career professionalism | Practice occupational health and safety practices | Lead workplace communication | Lead small teams | Develop and practice negotiation skills | Solve problems related to work activities | |
| | Use mathematical concepts and techniques | Use relevant technologies | Utilize specialized communication skills | Develop teams and individuals | Apply problem-solving techniques in the workplace | Collect, analyze and organize information | Plan and organize work | Promote environmental protection | |

DEFINITION OF TERMS

1. **ANIMAL HUSBANDRY** – breeding and raising livestock
2. **BOLLARDS** – short, vertical posts
3. **DUTY OF CARE** - may be considered a formalization of the implicit responsibilities held by an individual towards another individual within society
4. **OHS** – Occupational Health and Safety
5. **PNRC** – Philippine National Red Cross

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Professional and Programs Development Sub-Committee

IWG - EXPERTS

ATTRACTIONS AND THEME PARKS OPERATIONS

THE OFFICERS AND STAFF
Enchanted Kingdom

THE OFFICERS AND STAFF
Star City

THE OFFICERS AND STAFF
Manila Zoo

The TESDA Board Members and Secretariat

The Management and Staff of the TESDA Secretariat

- **QSO**