



# Tourism Occupational Skill Standard Development In The APEC Region - Stage IV

Book 2/4  
APEC Skill Standards  
Assessment Materials-  
Chapter 4  
Tour & Travel Units

**APEC PROJECT NO. TWG - 01/2005**  
**NOVEMBER 2006**



Asia-Pacific  
Economic Cooperation  
Tourism working Group



Asia-Pacific  
Economic Cooperation  
Tourism working Group

**ROAM  
ASIA PACIFIC  
WORKPLACES  
WITH  
APEC Skill Standards**

**CONTACTS:**

APEC SECRETARIAT: [info@mail.apec.org](mailto:info@mail.apec.org)  
MINISTRY OF CULTURE & TOURISM, INDONESIA:  
[yulia@budpar.go.id](mailto:yulia@budpar.go.id)  
EMPOWER Associates: [stellasetyadi@centrin.net.id](mailto:stellasetyadi@centrin.net.id)

**Tourism Occupational Skill Standards Development in the APEC Region – Stage IV**



Asia-Pacific  
Economic Cooperation  
Tourism working Group

**Copyright © 2006 APEC Secretariat**

APEC Secretariat

35 Heng Mui Keng Terrace  
SINGAPORE 119616

Telephone: (65) 67756012, Facsimile: (65) 67756013

Email: [info@apec.org](mailto:info@apec.org)

Website: <http://www.apec.org>

ISBN-10: 981-05-7120-8

ISBN-13: 978-981-05-7120-7

APEC # 206-TO-07.1

**Book 1 :**

**APEC Skill Standards List and Deion of Units**

ISBN-10: 981-05-7114-3

ISBN-13: 978-981-05-7114-6

APEC # 206-TO-01.3

**Book 2/1 :**

**APEC Skill Standards Assessment Materials**

**– General Units**

ISBN-10: 981-05-7115-1

ISBN-13: 978-981-05-7115-3

APEC # 206-TO-01.4

**Book 2/2 :**

**APEC Skill Standards Assessment Materials**

**– General Vocational Units**

ISBN-10: 981-05-7116-X

ISBN-13: 978-981-05-7116-0

APEC # 206-TO-01.5

**Book 2/3 :**

**APEC Skill Standards Assessment Materials**

**– Hospitality Vocational Units**

ISBN-10: 981-05-7117-8

ISBN-13: 978-981-05-7117-7

APEC # 206-TO-01.6

**Book 2/4 :**

**APEC Skill Standards Assessment Materials**

**– Tour & Travel Business Units**

ISBN-10: 981-05-7118-6

ISBN-13: 978-981-05-7118-4

APEC # 206-TO-01.7

**Book 3 :**

**APEC Skill Standards Assessor**

**Program Handbook**

ISBN-10: 981-05-7119-4

ISBN-13: 978-981-05-7119-1

APEC # 206-TO-01.8

**Book 4 :**

**APEC Skill Standards Organization Structure &**

**Miscellaneous**

ISBN-10: 981-05-7130-5

ISBN-13: 978-981-05-7130-6

APEC # 206-TO-07.9

**TOURISM OCCUPATIONAL SKILL  
STANDARD DEVELOPMENT  
IN THE APEC REGION – STAGE IV  
APEC PROJECT NO. TWG 01/2005**

**ASIA PACIFIC ECONOMIC COOPERATION  
TOURISM WORKING GROUP**

**APEC Project TWG 01/2005**

**Tourism Occupational Skill Standards Development in the APEC Region – Stage IV**

**Book 2/4 : APEC Skill Standards Assessment Materials – Tour & Travel Business Units**

**Copyright © 2006 APEC Secretariat**

Extracts from this publication may be reproduced for individual use without permission provided the source is clearly identified and acknowledge.

Reproduction of any or all of this report for commercial purposes or resale is not permitted.

APEC Secretariat

35 Heng Mui Keng Terrace

SINGAPORE 119616

Telephone: (65) 67756012, Facsimile: (65) 67756013

Email: [info@apec.org](mailto:info@apec.org)

Website: <http://www.apec.org>

ISBN-10: 981-05-7118-6

ISBN-13: 978-981-05-7118-4

APEC # 206-TO-01.7

**Printed by**

EMPOWER Associates, JAKARTA

Telephone/Facsimile: 62 21 5674287

Email: [stellasetyadi@centrin.net.id](mailto:stellasetyadi@centrin.net.id)

**Project Overseer**

Ministry of Culture and Tourism of the Republic of Indonesia

Telephone: 62 21 3838429, Facsimile: 62 21 34833601

Email: [yulia@budpar.go.id](mailto:yulia@budpar.go.id)

**Consultant Team Leader**

Stella L. Setyadi, Jakarta

**Consultant Team Members**

Basari Bachri, Jakarta

Sigit Pramono, Semarang

Satyawan Hambari, Cianjur, West Java

Tetty Aryanto, Jakarta

**Graphic Design & Printing**

Promedia - Jakarta

**BOOK 2/4**  
**APEC SKILL STANDARD**  
**ASSESSMENT FILE**  
**Tour & Travel Vocational Units**

This set of 4 books is specially written for easy reference in the preparation of APEC Skill Standard Assessment by Certified APEC SS Assessor. The first book (Book 2 / 1) contains Assessment Materials for all General Units (Chapter 1). The second book (Book 2 / 2) contains Assessment Materials for all General Vocational Units (Chapter 2). The third book (Book 2 / 3) contains Assessment Materials for all Hospitality Vocational Units (Chapter 3) and the fourth book (Book 2 / 4) contains Assessment Materials for all Tour & Travel Business Units (Chapter 4).

However, this set of Assessment Materials Books should not hinder you from accumulating your own references for the assessment process such as Bank of Questions, Simulation scenarios, Study cases etc.

Table of Contents (Overall and This Book)

**BOOK 2 / 1 ASSESSMENT MATERIALS FOR GENERAL UNITS**

- Chapter 1.01 General Core, page 1 – 34
- Chapter 1.02 General Administration, page 35 – 136
- Chapter 1.03 Computer and MIS, page 137 - 163
- Chapter 1.04 English Language, page 165 – 196
- Chapter 1.05 Environment & Community Integration, page 197 – 225

**BOOK 2 / 2 ASSESSMENT MATERIALS FOR GENERAL VOCATIONAL UNITS**

- Chapter 2.01 Customer Service, Sales & Marketing, page 1 - 46
- Chapter 2.02 Financial Administration, page 47 - 77
- Chapter 2.03 Human Resources Management, page 79 - 103
- Chapter 2.04 Security, page 105 - 161
- Chapter 2.05 Gardening & Landscaping, page 163 - 183
- Chapter 2.06 Maintenance & Engineering, page 185 - 212
- Chapter 2.07 SS Training, Assessment and Application, page 213 – 273

**BOOK 2 / 3 ASSESSMENT MATERIALS FOR HOSPITALITY VOCATIONAL UNITS**

- Chapter 3.01 Tourism Core, page 1 - 6
- Chapter 3.02 Food & Beverage Operation, page 7 - 55
- Chapter 3.03 Front Office Operation, page 57 - 83
- Chapter 3.04 Housekeeping & Laundry, page 85 - 102
- Chapter 3.05 Food Production / Cookery, page 103 - 193
- Chapter 3.06 Catering, page 195 - 225
- Chapter 3.07 Patisserie, page 227 - 261
- Chapter 3.08 MICE, Functions, Sports & Recreation, page 263 - 291
- Chapter 3.09 Gaming, page 293 – 310

**BOOK 2 / 4 ASSESSMENT MATERIALS FOR TOUR & TRAVEL BUSINESS UNITS**

- Chapter 4.01 Tourism Core, page
- Chapter 4.02 Retail & Wholesale Travel, page
- Chapter 4.03 Tour Operations, page
- Chapter 4.04 MICE, page
- Chapter 4.05 Tour Guiding, page
- Chapter 4.06 Tourism Attraction & Visitor Information Center, page
- Chapter 4.07 Planning & Product Development, page





**ASSESSMENT MATERIALS**  
**APEC SKILL STANDARD UNITS**  
**2005**

<b>CHAPTER 4.01 - TOURISM CORE (02 Units)</b>
---

**SUMMARY OF UNITS**

Unit code	Unit Name	ELM	Total PC
4.01.01.05	Provide local / national tourism information (idem 3.01.01.05)	2	4+4 = 8
4.01.02.05	Provide APEC / ASEAN tourism information (idem 3.01.02.05)	2	4+4 = 8
	<b>Total 2 UNITS</b>	<b>4</b>	<b>16</b>

**EMPOWER Associates for APEC TWG, 2005**

**ASSESSMENT FILE**  
**APEC SS 4.01.01.05 / APEC SS 3.01.01.05**  
**PROVIDE NATIONAL / LOCAL TOURISM INFORMATION**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<p><b>Element 1 – Obtain valid and accurate information</b></p> <p>1) All necessary information to assist queries on local / national tourism industry, products and services is obtained, including: a. general information on the tourism industry; b. national / local tourism destinations, facilities &amp; infra structure, transportations; c. tourism products / services / facilities / rates; c. environmental issues. 2) Obtained information is updated according to company procedures. 3) Information obtained is shared with colleagues. 4) Information gained from work experience and guests contact is passed to the appropriate person for future updating &amp; references.</p> <p><b>Element 2 – Provide information to queries</b></p> <p>1) Accurate information regarding the local and national tourism information is offered to queries. 2) Selling techniques are used to encourage usage and purchase. 3) Customers are made aware of possible extras, add-ons and further benefits. 4) Report queries and entailed results to designated person for follow-up.</p>	<p><b>UNIT VARIABLES</b></p> <p>Information includes all information on the local and national tourism industry, products, facilities &amp; services, tours &amp; transport, environmental issues, career opportunities, tourism investments and all other necessary information on local and national tourism.</p> <p><b>ASSESSMENT GUIDE*:</b> Understanding the importance of providing local and national tourism information to the customers for the development of the local and national tourism industries.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.01.01.05 / 3.01.01.05 PROVIDE NATIONAL / LOCAL TOURISM INFORMATION
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	

08	Appeal/Review Process	
----	-----------------------	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.01.01.05 / 3.01.01.05 - PROVIDE NATIONAL / LOCAL TOURISM INFORMATION

Name of Candidate :  
Name of Assessor/s :

**C/NC= Competent or Not Yet Competent**

**\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

**VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Obtain valid and accurate information</b>						
	1) All necessary information to assist queries on local / national tourism industry, products and services is obtained, including: a. general information on the tourism industry; b. national / local tourism destinations, facilities & infra structure, transportations; c. tourism products / services / facilities / rates; c. environmental issues.					
	2) Obtained information is updated according to company procedures.					
	3) Information obtained is shared with colleagues.					
	4) Information gained from work experience and guests contact is passed to the appropriate person for future updating & references.					
<b>Element 2 – Provide information to queries</b>						
	1) Accurate information regarding the local and national tourism information is offered to queries.					
	2) Selling techniques are used to encourage usage and purchase.					
	3) Customers are made aware of possible extras, add-ons and further benefits.					
	4) Report queries and entailed results to designated person for follow-up.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.01.01.05 / 3.01.01.05 - PROVIDE NATIONAL / LOCAL TOURISM INFORMATION**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.01.02.05 / APEC SS 3.01.02.05**  
**PROVIDE NATIONAL / LOCAL TOURISM INFORMATION**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Obtain valid and accurate information</b></p> <p>1) All necessary information to assist queries on APEC &amp; ASEAN tourism industry in general is obtained, including: a. general information on the tourism industry; b. national / local tourism destinations, facilities &amp; infra structure, transportations; c. tourism products / services / facilities / rates; c. career opportunities; d. environmental issues. 2) Obtained information is updated according to company procedures. 3) Information obtained is shared with colleagues. 4) Information gained from work experience and guests contact is passed to the appropriate person for future updating &amp; references.</p> <p><b>Element 2 – Provide information to queries</b></p> <p>1) Accurate information regarding the local and national tourism information is offered to queries. 2) Selling techniques are used to encourage visits. 3) Customers are made aware of possible beneficial features. 4) Report queries and entailed results to designated person for follow-up.</p>	<p><b>UNIT VARIABLES</b></p> <p>Information includes all general information on the APEC &amp; ASEAN tourism industry including: popular tourism destinations and their general features and all other necessary information on APEC &amp; ASEAN tourism.</p> <p><b>ASSESSMENT GUIDE*</b>: Understanding the importance of the regional spirit in providing APEC &amp; ASEAN tourism information to the customers for mutual beneficial regional tourism development.</p>

## 1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.01.02.05 / APEC SS 3.01.02.05 PROVIDE APEC & ASEAN TOURISM INFORMATION
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.01.02.05 / APEC SS 3.01.02.05 - PROVIDE APEC & ASEAN TOURISM INFORMATION

Unit Name :  
Name of Candidate :  
Name of Assessor/s :

**C/NC= Competent or Not Yet Competent**

**\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

**VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Obtain valid and accurate information</b>						
	1) All necessary information to assist queries on APEC & ASEAN tourism industry in general is obtained, including: a. general information on the tourism industry; b. national / local tourism destinations, facilities & infra structure, transportations; c. tourism products / services					

	/ facilities / rates; c. career opportunities; d. environmental issues.					
	2) Obtained information is updated according to company procedures.					
	3) Information obtained is shared with colleagues.					
	4) Information gained from work experience and guests contact is passed to the appropriate person for future updating & references.					
<b>Element 2 – Provide information to queries</b>						
	1) Accurate information regarding the local and national tourism information is offered to queries.					
	2) Selling techniques are used to encourage visits.					
	3) Customers are made aware of possible beneficial features.					
	4) Report queries and entailed results to designated person for follow-up.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.01.02.05 / APEC SS 3.01.02.05 - PROVIDE APEC & ASEAN TOURISM INFORMATION**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :  
 Candidate Signature :  
 Date of Assessment :



**ASSESSMENT MATERIALS**  
**APEC SKILL STANDARD UNITS**  
**2005**

<b>CHAPTER 4.02 - RETAIL &amp; WHOLESALE TRAVEL (13 Units)</b>
--

**SUMMARY OF UNITS**

Unit code	Unit Name	Elmts	Total PC
4.02.01.05	Receive and process reservations (idem 3.03.xx.05)	4	4+6+2+2 = 14
4.02.02.05	Operate a computerized reservation system (idem 3.03.xx.05/ 1.03.xx.05)	3	2+4+2 = 8
4.02.03.05	Maintain product information inventory (idem 3.03.xx.05 / 2.01.xx.05)	4	2+2+3+3 = 10
4.02.04.05	Administer billing and settlement plan (BSP) (idem 3.03.xx.05 / 2.02.xx.05)	2	5+3 = 8
4.02.05.05	Source and package tourism products and services (idem 4.07.xx.05)	2	5+8 = 13
4.02.06.05	Source and provide destination information and advice	3	4+3+4 = 11
4.02.07.05	Access and interpret product information	3	2+2+4 = 8
4.02.08.05	Prepare quotations	3	5+4+2 = 11
4.02.09.05	Process non air documentation	2	1+5 = 6
4.02.10.05	Construct and ticket domestic airfares	3	2+4+3 = 9
4.02.11.05	Construct and ticket normal international airfares	3	2+1+2 = 5
4.02.12.05	Construct and ticket promotional international airfares	3	3+3+2 = 8
4.02.13.05	Apply advances airfare rules and procedures	7	2+2+2+1+2+2+2 = 13
	<b>Total 13 units</b>	<b>42</b>	<b>124</b>

**EMPOWER Associates for APEC TWG, 2005**



**ASSESSMENT FILE**

APEC TOSS 4.02.01.05 / APEC TOSS 3.03.xx.05 RECEIVE AND PROCESS RESERVATIONS	
ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Receive reservation requests</b>            1) Availability of requested reservation is correctly determined and politely advised to all customers. 2) Alternatives are offered when the requested booking is not available including wait list options. 3) Information and advice about the enterprise products, facilities and services is pro-actively offered. 4) Inquiries regarding costs and other product features are accurately answered.</p> <p><b>Element 2 – Record details of reservation</b>            1) Customers profile is checked and information used to assist in making the reservation and to enhance customer service. 3) Special requests are recorded clearly and accurately in accordance with enterprise requirements. 4) Payment details are accurately recorded. 5) Details is completed and agreed with customer. 6) Reservation is completed and filed in a manner which ensures easy access and interpretation by others.</p> <p><b>Element 3 – Update reservations</b>            1) Payments received are accurately recorded and processed according to enterprise procedures. 2) Cancellations and alterations to reservations are accurately recorded in accordance with customer request and enterprise procedures.</p> <p><b>Element 4 – Advise others on reservation details</b>            1) Appropriate departments and colleagues are advised on general and specific requirements and reservation details of the customer. 2) Relevant reservation statistics are compiled accurately on request.</p>	<p><b>UNIT VARIABLES</b>            Reservations may be manual or computerized.            Customers may be industry customers, end-users, individuals, groups, VIPs or conference/meeting delegates.            Reservations may be made by phone, facsimile, mail, face-to-face or internet.            General and specific customer requirements/reservation details may include: special requests, timing details, special needs, payment arrangements, detailed information on customer profile, details of other service to be used.</p> <p><b>ASSESSMENT GUIDE</b>            1) Evidence of skills and knowledge is required: a. Product knowledge as appropriate; b. principles which underpin reservation procedures.            2) Evidence should include demonstrated ability to: a. make reservations according to established systems and procedures within acceptable timeframes; b. application of communication skills.            3) Relations between types of guests and the industry.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC TOSS 4.02.01.05 / APEC TOSS 3.03.xx.05 RECEIVE AND PROCESS RESERVATIONS
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	

07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.02.01.05 / APEC TOSS 3.03.xx.05 RECEIVE AND PROCESS RESERVATIONS

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Receive reservation requests</b>						
	1.1. Availability of requested reservation is correctly determined and politely advised to all customers.					
	1.2. Alternatives are offered when the requested booking is not available including wait list options.					
	1.3. Information and advice about the enterprise products, facilities and services is pro-actively offered.					
	1.4. Inquiries regarding costs and other product features are accurately answered.					
<b>Element 2 – Record details of reservation</b>						
	2.1. Customers profile is checked and information used to assist in making the reservation and to enhance customer service.					
	2.3) Special requests are recorded clearly and accurately in accordance with enterprise requirements.					
	2.4. Payment details are accurately recorded.					
	2.5. Details is completed and agreed with customer.					
	2.6. Reservation is completed and filed in a manner which ensures easy access and interpretation by others.					
<b>Element 3 – Update reservations</b>						
	3.1. Payments received are accurately recorded and processed according to enterprise procedures.					
	3.2. Cancellations and alterations to reservations are accurately recorded in accordance with customer request and enterprise procedures.					
<b>Element 4 – Advise others on reservation details</b>						
	4.1. Appropriate departments and colleagues are advised on general and specific requirements and reservation details of the customer.					
	4.2. Relevant reservation statistics are compiled accurately on request.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.02.01.05 / APEC TOSS 3.03.xx.05 RECEIVE AND PROCESS RESERVATIONS**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

.....

**ASSESSMENT FILE**  
APEC TOSS 4.02.02.05 / APEC TOSS 3.03.xx.05 / APEC TOSS 1.03.xx.05  
**OPERATE A COMPUTERIZED RESERVATION SYSTEM**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Access and use CRS information</b>  1) CRS displays are accurately and correctly accessed and interpreted. 2) CRS features are used to access a range of information including: a. costs; b. availability; c. product information; d. product rules; e. general industry information.</p> <p><b>Element 2 – Process CRS status</b>  1) New reservations or changes are accurately entered in accordance with system procedures. 2) All required details are accurately recorded. 3) Reservation status is accurately updated, amended and stored as required. 4) Where required reservation details are correctly downloaded/printed.</p> <p><b>Element 3 - Send and receive CRS Communications</b>  1) Communications to industry colleagues are accurately created and processed in the CRS. 2) Communications from industry colleagues are accessed at the appropriate time and correctly interpreted.</p>	<p><b>UNIT VARIABLES</b>  CRS may use any available CRS</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge in the role of CRS, the range and services offered by CRS, basic keyboarding skills. 2) Look for ability to correctly use the features of a CRS. 3) Look for the ability to accurately make and process reservations by CRS.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD (APEC SS)  
2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.02.02.05 / APEC TOSS 3.03.xx.05 / APEC TOSS 1.03.xx.05 OPERATE A COMPUTERIZED RESERVATION SYSTEM
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.02.02.05 / APEC TOSS 3.03.xx.05 / APEC TOSS 1.03.xx.05

OPERATE A COMPUTERIZED RESERVATION SYSTEM

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
Element 1 – Access and use CRS information						

	1.1. CRS displays are accurately and correctly accessed and interpreted.					
	1.2. CRS features are used to access a range of information including: a. costs; b. availability; c. product information; d. product rules; e. general industry information.					
<b>Element 2 – Process CRS status</b>						
	2.1. New reservations or changes are accurately entered in accordance with system procedures.					
	2.2. All required details are accurately recorded.					
	2.3. Reservation status is accurately updated, amended and stored as required.					
	2.4. Where required reservation details are correctly downloaded/printed.					
<b>Element 3 - Send and receive CRS Communications</b>						
	3.1. Communications to industry colleagues are accurately created and processed in the CRS.					
	3.2. Communications from industry colleagues are accessed at the appropriate time and correctly interpreted.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.02.02.05 / APEC TOSS 3.03.xx.05 / APEC TOSS 1.03.xx.05 OPERATE A COMPUTERIZED RESERVATION SYSTEM**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
 .....

**ASSESSMENT FILE**

**APEC TOSS APEC TOSS 4.02.03x.05 / 3.03.xx.05 / APEC TOSS 2.01.xx.05**  
**MAINTAIN PRODUCT INFORMATION INVENTORY\***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Obtain and interpret information for inventory</b>            1) Information to be included in inventory is obtained from internal and external colleagues at the appropriate time. 2) Information is correctly interpreted and reviewed prior to entry into inventory.</p> <p><b>Element 2 – Enter data into inventory system</b>            1) Where appropriate information is accurately calculated prior to entry in accordance with enterprise procedures and commercial agreements or recheck with the person nominated for price calculation. 2) Information is correctly formatted and entered into the inventory system in accordance with enterprise procedures and commercial agreements.</p> <p><b>Element 3 – Update inventory</b>            1) Inventory information is accurately updated at designated times in accordance with enterprise procedures. 2) Bookings / allotments / requests are monitored. 3) Out-of-date information is removed from the inventory within designated timelines.</p> <p><b>Element 4 – Provide inventory information</b>            1) Inventory information, updates and briefings are accurately produced within designated timelines. 2) Reports and inventory information are distributed to appropriate colleagues in accordance with enterprise procedures. 3) Assistance to inventory-related matters is provided to colleagues.</p>	<p><b>UNIT VARIABLES</b>            Information inventory may include general information of enterprise products, company sales &amp; marketing systems, rates / costs / tariffs,            Terms and conditions of sales, special packages, sales data.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge in the role of product inventories for the company and inventory procedures and systems available. 2) Ability to accurately create, update and produce reports on a product inventory system within acceptable timeframes.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS APEC TOSS 4.02.03x.05 / 3.03.xx.05 / APEC TOSS 2.01.xx.05 MAINTAIN PRODUCT INFORMATION INVENTORY*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	

08	Appeal/Review Process	
----	-----------------------	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS APEC TOSS 4.02.03x.05 / 3.03.xx.05 / APEC TOSS 2.01.xx.05 MAINTAIN PRODUCT INFORMATION INVENTORY\*

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Obtain and interpret information for inventory</b>						
	1.1. Information to be included in inventory is obtained from internal and external colleagues at the appropriate time.					
	1.2. Information is correctly interpreted and reviewed prior to entry into inventory.					
<b>Element 2 – Enter data into inventory system</b>						
	2.1. Where appropriate information is accurately calculated prior to entry in accordance with enterprise procedures and commercial agreements or recheck with the person nominated for price calculation.					
	2.2. Information is correctly formatted and entered into the inventory system in accordance with enterprise procedures and commercial agreements.					
<b>Element 3 – Update inventory</b>						
	3.1. Inventory information is accurately updated at designated times in accordance with enterprise procedures.					
	3.2. Bookings / allotments / requests are monitored.					
	3.3. Out-of-date information is removed from the inventory within designated timelines.					
<b>Element 4 – Provide inventory information</b>						
	4.1. Inventory information, updates and briefings are accurately produced within designated timelines.					
	4.2. Reports and inventory information are distributed to appropriate colleagues in accordance with enterprise procedures. 3) Assistance to inventory-related matters is provided to colleagues.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS APEC TOSS 4.02.03x.05 / 3.03.xx.05 / APEC TOSS 2.01.xx.05 MAINTAIN PRODUCT INFORMATION INVENTORY\***

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----



<b>ASSESSMENT FILE</b> APEC TOSS APEC TOSS 4.02.04.05 / 3.03.xx.0.05 / APEC TOSS 2.02.xx.05 <b>ADMINISTER BILLING &amp; SETTLEMENT PLAN (BSP)</b>
---

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Report on sales and refunds</b></p> <p>1) Information and documents required for BSP report is compiled at the appropriate time. 2) Documents are checked for accuracy and discrepancies identified and included in the report. 3) Document copies are correctly processed. 4) Refund notices and refund applications are accurately completed when appropriate. 5) BSP reports are accurately produced to include all transaction details.</p> <p><b>Element 2 – Complete billing and settlement</b></p> <p>1) Payments are accurately calculated in accordance with BSP procedures and adjustment systems. 2) Discrepancies are identified and acted upon in accordance with BSP procedures. 3) Payments are made within designated timelines.</p>	<p><b>UNIT VARIABLES</b></p> <p><b>BSP procedures</b> may change according to specific regulations (such as IATA, Consumer Association etc).</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Evidence should include demonstrated capacity to: a. process BSP procedures and documentation; b. correctly apply relevant rules and regulations within acceptable enterprise timelines.</p> <p>2) Underpinning knowledge and skills include: a. knowledge of BSP procedures; b. knowledge of BSP documentation; c. relevant regulations/requirements.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS APEC TOSS 4.02.04.05 / 3.03.xx.0.05 / APEC TOSS 2.02.xx.05 ADMINISTER BILLING & SETTLEMENT PLAN (BSP)
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**

## APEC SKILL STANDARD 2005

### EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC TOSS APEC TOSS 4.02.04.05 / 3.03.xx.0.05 / APEC TOSS 2.02.xx.05 ADMINISTER BILLING & SETTLEMENT PLAN (BSP)

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Report on sales and refunds</b>						
	1.1. Information and documents required for BSP report is compiled at the appropriate time.					
	1.2. Documents are checked for accuracy and discrepancies identified and included in the report.					
	1.3. Document copies are correctly processed.					
	1.4. Refund notices and refund applications are accurately completed when appropriate.					
	1.5. BSP reports are accurately produced to include all transaction details.					
<b>Element 2 – Complete billing and settlement</b>						
	2.1. Payments are accurately calculated in accordance with BSP procedures and adjustment systems.					
	2.2. Discrepancies are identified and acted upon in accordance with BSP procedures. 3) Payments are made within designated timelines.					

### Assessment Document 3

## APEC TOURISM WORKING GROUP APEC SKILL STANDARD

### VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC TOSS APEC TOSS 4.02.04.05 / 3.03.xx.0.05 / APEC TOSS 2.02.xx.05 ADMINISTER BILLING & SETTLEMENT PLAN (BSP)

Name of Candidate :

Name of Assessor/s :

### ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

### ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

.....

**ASSESSMENT FILE**  
**APEC TOSS 4.02.05.05 / APEC TOSS 4.07.xx.05**  
**SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Source products and services</b></p> <p>1) Product initiatives are developed within the context of the enterprise overall business plan and marketing focus. 2) Product objectives are identified in consultation with appropriate colleagues and customers. 3) Potential destinations and products are identified and researched using the following methods as appropriate: a. desk research; b. personal contact with tourism authorities / product suppliers / distribution network; c. destinations / site inspections. 4) Destination and product details are assessed for suitability including: Costs, availability, features &amp; benefits and profit potential. 5) Destinations and products are selected based on research conducted and relationship to other products / services offered by the business.</p> <p><b>Element 2 – Package products and services</b></p> <p>1) Programs are developed to meet the requirements of specific customers / markets in relation to: budget, product / service preferences, time constraints, and practicality. 2) Program components are combined and integrated to create maximum value and salability. 3) Where appropriate, agreements are made with suppliers and confirmed in writing according to enterprise procedures. 4) Program costs are calculated according to enterprise requirements to take account of the following as appropriate: commissions, contract agreements, mark-up / profit margin requirements, payment terms, relevant exchange rate implications, taxes, staff costs, promotional costs, and telecommunications costs. 5) Pricing structures are clearly presented and include full details of all inclusions, exclusions and add-ons. 6) Details are confirmed and finalized in writing. 7) Legal requirements are checked and incorporated. 8) Programs are presented to appropriate colleagues / customers for approval prior to promotion in the market place and within required time frames.</p>	<p><b>UNIT VARIABLES</b></p> <p>Packaged tourism products may include: conference packages, social events, tour program and packages (day, extended, eco, cultural, educational, or business, etc), special interest itineraries, incentives, series tours, etc.</p> <p>Products and services may include: accommodation, transport, hire car, attractions, tours, catering, entertainment, conference facilities, specialist services (guides, interpreters, etc), etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Evidence should include demonstrated ability to: a. source and package a range of different products and services to meet specific market need; b. develop and price practical programs that meet both customer needs and enterprise business requirements.</p> <p>2) Underpinning knowledge and skills required include: a. national, regional and international regulations that impact on the packaging and development of tourism products; b. industry information networks; c. industry practices in packaging products as appropriate to different sectors; d. market knowledge in relation to product being developed and potential customers.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.02.05.05 / APEC TOSS 4.07.xx.05 SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.02.05.05 / APEC TOSS 4.07.xx.05 SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Source products and services</b>						
	1.1. Product initiatives are developed within the context of the enterprise overall business plan and marketing focus.					
	1.2. Product objectives are identified in consultation with appropriate colleagues and customers.					
	1.3. Potential destinations and products are identified and researched using the following methods as appropriate: a. desk research; b. personal contact with tourism authorities / product suppliers / distribution network; c. destinations / site inspections.					
	1.4. Destination and product details are assessed for suitability including: Costs, availability, features & benefits and profit potential.					
	1.5. Destinations and products are selected based on research conducted and relationship to					

	other products / services offered by the business.					
<b>Element 2 – Package products and services</b>						
	2.1. Programs are developed to meet the requirements of specific customers / markets in relation to: budget, product / service preferences, time constraints, and practicality.					
	2.2. Program components are combined and integrated to create maximum value and salability.					
	2.3. Where appropriate, agreements are made with suppliers and confirmed in writing according to enterprise procedures.					
	2.4. Program costs are calculated according to enterprise requirements to take account of the following as appropriate: commissions, contract agreements, mark-up / profit margin requirements, payment terms, relevant exchange rate implications, taxes, staff costs, promotional costs, and telecommunications costs.					
	2.5. Pricing structures are clearly presented and include full details of all inclusions, exclusions and add-ons.					
	2.6. Details are confirmed and finalized in writing.					
	2.7. Legal requirements are checked and incorporated.					
	2.8. Programs are presented to appropriate colleagues / customers for approval prior to promotion in the market place and within required time frames.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.02.05.05 / APEC TOSS 4.07.xx.05 SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

.....

**ASSESSMENT FILE**  
**APEC TOSS 4.02.06.05**  
**SOURCE AND PROVIDE DESTINATION INFORMATION AND ADVICE**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Develop destination knowledge</b>            1) Information sources for current and accurate information are correctly identified and accessed. 2) Information on features of the destination and the general style of tourism products available is obtained. 3) Information to meet different customer needs is accurately identified and obtained. 4) Information is recorded and stored for future use according to enterprise systems.</p> <p><b>Element 2 – Update destination knowledge</b>            1) Informal and formal research are used to update destination and general product knowledge. 2) Feedback on experience with destinations is sought from colleagues and customers and shared with other organizations where appropriate. 3) Updated information is shared with colleagues according to enterprise procedures.</p> <p><b>Element 3 – Provide destination information and advice to customers</b>            1) Information and advice needs are accurately identified. 2) A range of current and accurate destination and general product information and advice is provided in a timely manner in accordance with organization procedures. 3) Scope and depth of the information are appropriate to customer needs. 4) Information and advice are presented in an appropriate format and style.</p>	<p><b>UNIT VARIABLES</b>            The range of destination knowledge will vary according to the industry sector and workplace.            Destination knowledge may include but is not limited to: major tourist areas; geographic features; history; local economy; local custom; special regional features; cultural elements; special features of the host community such as festivals, holidays, cultural events; appropriate health and safety considerations; climate and seasonal factors; local facilities including transport, accommodation, eating out; banking and currency information; etc.            General product information may include styles of product available within the destination and seasonal availability of product.            Informal and formal research may include: discussions with colleagues and customers; formal study; reading of brochures; trade and general media; product updates and launches; promotional seminars; direct contact with other organizations; familiarizations; reading of travel guide books; accessing the internet; video; etc.</p> <p><b>ASSESSMENT GUIDE</b>            1) Evidence should include demonstrated ability to: a. research current, relevant and accurate information on tourism destinations and the styles of product offered in those destinations; b. knowledge of current industry information networks and sources; c. present accurate and current information in simple and friendly format.            2) Underpinning knowledge and skills required include: a. sources of information on destinations; b. knowledge of industry information networks; c. typical ways that individuals update their knowledge in the tourism industry; d. understanding of ways in which customers seek information.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC TOSS 4.02.06.05 SOURCE AND PROVIDE DESTINATION INFORMATION AND ADVICE
05	<b>Results of Assessment</b>	

06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.02.06.05 SOURCE AND PROVIDE DESTINATION INFORMATION AND ADVICE

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Develop destination knowledge</b>						
	1.1. Information sources for current and accurate information are correctly identified and accessed.					
	1.2. Information on features of the destination and the general style of tourism products available is obtained.					
	1.3. Information to meet different customer needs is accurately identified and obtained.					
	1.4. Information is recorded and stored for future use according to enterprise systems.					
<b>Element 2 – Update destination knowledge</b>						
	2.1. Informal and formal research are used to update destination and general product knowledge.					
	2.2. Feedback on experience with destinations is sought from colleagues and customers and shared with other organizations where appropriate.					
	2.3. Updated information is shared with colleagues according to enterprise procedures.					
<b>Element 3 – Provide destination information and advice to customers</b>						
	3.1. Information and advice needs are accurately identified.					
	3.2. A range of current and accurate destination and general product information and advice is provided in a timely manner in accordance with organization procedures.					
	3.3. Scope and depth of the information are appropriate to customer needs.					
	3.4. Information and advice are presented in an appropriate format and style.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**

## **APEC SKILL STANDARD**

### **VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

#### **APEC TOSS 4.02.06.05 SOURCE AND PROVIDE DESTINATION INFORMATION AND ADVICE**

Name of Candidate :  
Name of Assessor/s :

#### **ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

#### **ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

#### **RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
-----



**ASSESSMENT FILE**  
 APEC TOSS 4.02.07.05  
**ACCESS AND INTERPRET PRODUCT INFORMATION**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Identify and access product information</b>            1) Sources of product information are correctly identified and accessed. 2) Appropriate sources are selected according to with enterprise policy, commercial agreements and specific needs.</p> <p><b>Element 2 – Interpret product information</b>            1) Information sources are correctly interpreted and applied including timetables, brochures, etc. 2) Specific product information is correctly interpreted and applied including: costs / tariffs / rates; conditions and rules; scheduling information; product codes; booking procedures.</p> <p><b>Element 3 – Provide product advice</b>            1) Product advice and information needs are accurately identified. 2) Current and accurate product advice and information are provided in a timely manner. 3) Scope and depth of the information are appropriate to customer needs. 4) Information and advice are presented in an appropriate format and style.</p>	<p><b>UNIT VARIABLES</b>            Product information system may be manual or automated.            Sources of product information may include: brochures, timetables, computer data, tariff sheets, confidential tariff, etc.            Products may include: transportation, touring products, cruises, accommodation, attractions, special events, recreational activities, convention / conference facilities, FF and catering facilities, currency and banking service, etc.</p> <p><b>ASSESSMENT GUIDE</b>            1) Evidence should include demonstrated knowledge and ability in: a. accessing and correctly interpreting information on different categories of tourism products within enterprise acceptable timeframes; b. knowledge of product terminology and procedures as appropriate to the enterprise.            2) Underpinning knowledge and skills required include: a. major categories of tourism products; b. industry terminology and common abbreviations in relation to major product categories; c. general procedures and specific legal issues in relation to major product categories.</p>

Assessment Document 1  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC TOSS 4.02.07.05 ACCESS AND INTERPRET PRODUCT INFORMATION
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review</b>	

	<b>Process</b>	
--	----------------	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC TOSS 4.02.07.05 ACCESS AND INTERPRET PRODUCT INFORMATION**

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Identify and access product information</b>						
	1.1. Sources of product information are correctly identified and accessed.					
	1.2. Appropriate sources are selected according to with enterprise policy, commercial agreements and specific needs.					
<b>Element 2 – Interpret product information</b>						
	2.1. Information sources are correctly interpreted and applied including timetables, brochures, etc.					
	2.2. Specific product information is correctly interpreted and applied including: costs / tariffs / rates; conditions and rules; scheduling information; product codes; booking procedures.					
<b>Element 3 – Provide product advice</b>						
	3.1. Product advice and information needs are accurately identified.					
	3.2. Current and accurate product advice and information are provided in a timely manner.					
	3.3. Scope and depth of the information are appropriate to customer needs.					
	3.4. Information and advice are presented in an appropriate format and style.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.02.07.05 ACCESS AND INTERPRET PRODUCT INFORMATION**

Name of Candidate :  
Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC TOSS 4.02.08.05**  
**PREPARE QUOTATIONS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Calculate costs of products and services</b>                      1) Product costing information is accurately sourced, selected and interpreted. 2) Costs are negotiated with suppliers as appropriate and according to commercial agreements / relationships. 3) Where appropriate, commission / mark-up procedures are accurately applied according to enterprise procedures and requirements. 4) Currency conversions are accurately calculated if required. 5) Final cost to the customer is accurately calculated.</p> <p><b>Element 2 – Develop quotations to customers</b>                      1) Accurate quotations are provided to customers in accordance with enterprise procedures and formats. 2) Options are offered as appropriate. 3) Quotations include details on the following as appropriate: inclusions &amp; exclusions; payment requirements; general conditions and rules; etc. 4) quotations are accurately and legibly recorded and filed according to enterprise procedures.</p> <p><b>Element 3 – Update and amend quotations</b>                      1) Quotations are accurately adjusted and updated to take account of changed arrangements. 2) Adjustments are accurately recorded and processed according to enterprise procedures.</p>	<p><b>UNIT VARIABLES</b>                      Quotations may be: for single or multiple products and service; prepared using manual or automated system; for domestics or international products and service; etc.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Evidence should include demonstrated ability to accurately cost and quote on a range of products and services within enterprise acceptable timeframes; and demonstrated knowledge of industry practices in relation with commission and mark-up.                      2) Underpinning knowledge and skills required include industry commission / mar-up procedures.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
----	-------	-------------

01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.02.08.05 P PREPARE QUOTATIONS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.02.08.05 PREPARE QUOTATIONS

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Calculate costs of products and services</b>						
	1.1. Product costing information is accurately sourced, selected and interpreted.					
	1.2. Costs are negotiated with suppliers as appropriate and according to commercial agreements / relationships.					
	1.3. Where appropriate, commission / mark-up procedures are accurately applied according to enterprise procedures and requirements.					
	1.4. Currency conversions are accurately calculated if required.					
	1.5. Final cost to the customer is accurately calculated.					
<b>Element 2 – Develop quotations to customers</b>						
	2.1. Accurate quotations are provided to customers in accordance with enterprise procedures and formats.					
	2.2. Options are offered as appropriate.					

	2.3. Quotations include details on the following as appropriate: inclusions & exclusions; payment requirements; general conditions and rules; etc.					
	2.4. quotations are accurately and legibly recorded and filed according to enterprise procedures.					
<b>Element 3 – Update and amend quotations</b>						
	3.1. Quotations are accurately adjusted and updated to take account of changed arrangements.					
	3.2. Adjustments are accurately recorded and processed according to enterprise procedures.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.02.08.05 PREPARE QUOTATIONS**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

.....

**ASSESSMENT FILE**  
**APEC TOSS 4.02.09.05**  
**PROCESS NON-AIR DOCUMENTATION**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Interpret information required for processing of documentation</b></p> <p>1) Industry information sources and documents are correctly interpreted including the following as appropriate: timetables, reservation data (manual or computerized), brochure information, price schedules, visa guides, etc.</p> <p><b>Element 2 – Process documentation</b></p> <p>1) Documentation is correctly processed within designated timelines. 2) All required details are accurately recorded on documentation. 3) Appropriate calculations are accurately made. 4) Documentation is checked for accuracy prior to issuance. 5) Coupons are accurately processed according to enterprise and industry procedures.</p>	<p><b>UNIT VARIABLES</b></p> <p>Documentation may apply in a domestic or international context.            Documentation may be processed in a manual or automated system.            Documentation may include: accommodation vouchers, bus/coach/ rail tickets, car rental voucher, cruise voucher, attraction entry, tour vouchers, travel insurance documents, confirmation vouchers, visa forms, commission vouchers, itineraries, sales returns, etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Evidence should include demonstrated: a. ability to correctly issue / process accurate travel related documents within enterprise acceptable timeframes; b. general knowledge of the previous types of industry documentation; c. understanding of principles that apply to the processing of any type of documentation.</p> <p>2) Underpinning knowledge and skills required include: a. procedures and principles that underpin the processing of documentation; b. typical documentation used in the tourism industry; c. basic numerical skills.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC TOSS 4.02.09.05 PROCESS NON-AIR DOCUMENTATION
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

--	--	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.02.09.05 PROCESS NON-AIR DOCUMENTATION

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Interpret information required for processing of documentation</b>						
	1.1. Industry information sources and documents are correctly interpreted including the following as appropriate: timetables, reservation data (manual or computerized), brochure information, price schedules, visa guides, etc.					
<b>Element 2 – Process documentation</b>						
	2.1. Documentation is correctly processed within designated timelines.					
	2.2. All required details are accurately recorded on documentation.					
	2.3. Appropriate calculations are accurately made.					
	2.4. Documentation is checked for accuracy prior to issuance.					
	2.5. Coupons are accurately processed					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC TOSS 4.02.09.05 PROCESS NON-AIR DOCUMENTATION

Name of Candidate :  
Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC TOSS 4.02.10.05**  
**CONSTRUCT AND TICKET DOMESTIC AIRFARES**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Interpret domestic airfare information</b></p> <p>1) Sources of fare information are identified and accessed including: airlines guides, fare manuals, computerized data and general information from airlines. 2) Information on fares and fare rules is correctly interpreted including: city codes, airlines codes, fare basis, normal fares, discounted / promotional fees, taxes etc.</p> <p><b>Element 2 – Construct and cost domestic airfare and itineraries</b></p> <p>1) Airfares and itineraries are accurately constructed to meet customer needs including: sector area, through fares, mixed class fares, fares for round, circle and open jaw trips, fares including open dates and surface segments, etc. 2) Airfares are constructed in a manner which creates the best possible fare and travel benefits for the customer. 3) Airlines schedules are used to create the optimum itinerary for customers. 4) Fare costs are accurately calculated and provided to the customer with specific reference to conditions that apply.</p> <p><b>Element 3 – Process domestic air travel document</b></p> <p>1) All details are accurately recorded on documents according to IATA regulations including tickets, miscellaneous charge orders, prepaid tickets advices, credit card charge forms, etc. 2) Coupons are processed according to enterprise, IATA and BSP procedures. 3) Where required refunds are processed according to enterprise, IATA and BSP procedures.</p>	<p><b>UNIT VARIABLES</b></p> <p>Airfares and air itineraries are constructed and sold according to airline regulations.</p> <p>Construction and ticketing may be undertaken using manual or automated system.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to provide accurate advice on domestic airfares/fare rules; b. ability to create practical air itineraries in response to customer needs; c. ability to correctly process all related documentation within enterprise acceptable timeframes; d. knowledge of the range of domestic air travel products and procedures.</p> <p>2) Underpinning knowledge and skills required include: a. range of domestic airfare options; b. general knowledge of fare rules as they apply to different types of fares; c. ticketing procedures and regulations for domestic air tickets including the role of IATA.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**



NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.02.10.05 CONSTRUCT AND TICKET DOMESTIC AIRFARES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.02.10.05 CONSTRUCT AND TICKET DOMESTIC AIRFARES

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Interpret domestic airfare information</b>						
	1.1. Sources of fare information are identified and accessed including: airlines guides, fare manuals, computerized data and general information from airlines.					
	1.2. Information on fares and fare rules is correctly interpreted including: city codes, airlines codes, fare basis, normal fares, discounted / promotional fees, taxes etc.					
<b>Element 2 – Construct and cost domestic airfare and itineraries.</b>						
	2.1. Airfares and itineraries are accurately constructed to meet customer needs including: sector area, through fares, mixed class fares, fares for round, circle and open jaw trips, fares including open dates and surface segments, etc.					
	2.2. Airfares are constructed in a manner which creates the best possible fare and travel benefits for the customer.					

	2.3. Airlines schedules are used to create the optimum itinerary for customers.				
	2.4. Fare costs are accurately calculated and provided to the customer with specific reference to conditions that apply.				
<b>Element 3 – Process domestic air travel document</b>					
	3.1. All details are accurately recorded on documents according to IATA regulations including tickets, miscellaneous charge orders, prepaid tickets advices, credit card charge forms, etc.				
	3.2. Coupons are processed according to enterprise, IATA and BSP procedures.				
	3.3. Where required refunds are processed according to enterprise, IATA and BSP procedures.				

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.02.10.05 CONSTRUCT AND TICKET DOMESTIC AIRFARES**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
 .....

<b>ASSESSMENT FILE</b>
APEC TOSS 4.02.11.05
<b>CONSTRUCT AND TICKET NORMAL INTERNATIONAL AIRFARES</b>

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<b>Element 1 – Interpret international airfare information</b> 1) Sources of international airfare information are correctly identified and	<b>UNIT VARIABLES</b> Airfares and air itineraries are constructed and sold according

**APEC TOURISM WORKING GROUP**

**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

<p>accessed. 2) International airfare information is correctly interpreted including: IATA areas, global indicators, international sales indicators, international airline terminology, and general air travel rules and restrictions.</p> <p><b>Element 2 – Construct international airfares</b></p> <p>1) International airfares are correctly constructed for one way and return journeys according to IATA regulations including: mileage system, higher intermediate fares rule, one way backhaul check, circle trip minimum fare check, currency regulations and NUC principles, required taxes, and special fares and other charges.</p> <p><b>Element 3 – Process international air travel documentation</b></p> <p>1) All details are accurately recorded on documents according to IATA regulations including: tickets, miscellaneous charge orders, and credit card charge forms. 2) Coupons are processed according to enterprise, IATA and BSP procedures as appropriate.</p>	<p>to IATA / airline regulations.</p> <p>Construction and ticketing may be undertaken using a manual or automated system</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to provide accurate advice on international airfares / fare rules; b. ability to create practical international air itineraries; c. ability to correctly process international air travel documentation within enterprise acceptable timeframes for a range of fare types; d. knowledge of the range of international fare types.</p> <p>2) Underpinning knowledge and skills required include: a. familiarity with content and format of text-based tariffs and supporting manuals or automated fares system; b. components of an international airline ticket; c. normal fare construction principles and procedures.</p>
--	--

**Assessment Document 1**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD (APEC SS)**

**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.02.11.05 CONSTRUCT AND TICKET NORMAL INTERNATIONAL AIRFARES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD**

**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC TOSS 4.02.11.05 CONSTRUCT AND TICKET NORMAL INTERNATIONAL AIRFARES**

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
	1.1. Sources of international airfare information are correctly identified and accessed.					
	1.2. International airfare information is correctly interpreted including: IATA areas, global indicators, international sales indicators, international airline terminology, and general air travel rules and restrictions.					
	2.1. International airfares are correctly constructed for one way and return journeys according to IATA regulations including: mileage system, higher intermediate fares rule, one way backhaul check, circle trip minimum fare check, currency regulations and NUC principles, required taxes, and special fares and other charges.					
	3.1. All details are accurately recorded on documents according to IATA regulations including: tickets, miscellaneous charge orders, and credit card charge forms. 3.2. Coupons are processed according to enterprise, IATA and BSP procedures as appropriate.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.02.11.05 CONSTRUCT AND TICKET NORMAL INTERNATIONAL AIRFARES**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

<b>ASSESSMENT FILE</b> <b>APEC TOSS 4.02.12.05</b> <b>CONSTRUCT AND TICKET PROMOTIONAL INTERNATIONAL AIRFARES</b>
---

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Interpret promotional airfare information</b>                      1) Sources of information for promotional fares are correctly identified and accessed. 2) Fare rules for promotional fares are correctly interpreted. 3) Nett fare information is correctly interpreted.</p> <p><b>Element 2 – Construct promotional airfares</b>                      1) Promotional airfares are correctly selected according to itinerary needs. 2) Promotional airfares are constructed and calculated according to appropriate rules. 3) Add-on charges are correctly applied.</p> <p><b>Element 3 – Process promotional air travel documentation</b>                      1) All details are accurately recorded on documents according to IATA regulations including: tickets, miscellaneous charge orders, and credit card charge forms. 2) Coupons are processed according to enterprise, IATA and BSP procedures as appropriate.</p>	<p><b>UNIT VARIABLES</b>                      Airfares and air itineraries are constructed and sold according to IATA / airline regulations.                      Construction and ticketing may be undertaken using a manual or automated system.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. ability to provide accurate advice on promotional airfares / fare rules; b. ability to create practical itineraries; c. ability to correctly process all related documentation for a range of commonly used promotional airfares from home point within enterprise acceptable timeframes; d. knowledge of a range of promotional fares available.                      2) Underpinning knowledge and skills required include: a. familiarity with the format and content of air tariff or automated fares systems; b. range of promotional international fares; c. the role of nett fares; d. interpretation of fare as they apply to international promotional fares.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.02.12.05 CONSTRUCT AND TICKET PROMOTIONAL INTERNATIONAL AIRFARES
05	Results of Assessment	
06	Comments &	

	<b>Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.02.12.05 CONSTRUCT AND TICKET PROMOTIONAL INTERNATIONAL AIRFARES

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
	<b>Element 3 – Process promotional air travel documentation</b>					
	<b>Element 1 – Interpret promotional airfare information</b>					
	1.1. Sources of information for promotional fares are correctly identified and accessed.					
	1.2. Fare rules for promotional fares are correctly interpreted.					
	1.3. Nett fare information is correctly interpreted.					
	<b>Element 2 – Construct promotional airfares.</b>					
	2.1. Promotional airfares are correctly selected according to itinerary needs.					
	2.2. Promotional airfares are constructed and calculated according to appropriate rules.					
	2.3.) Add-on charges are correctly applied.					
	<b>Element 3 – Process promotional air travel documentation</b>					
	3.1. All details are accurately recorded on documents according to IATA regulations including: tickets, miscellaneous charge orders, and credit card charge forms.					
	3.2. Coupons are processed according to enterprise, IATA and BSP procedures as appropriate.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.02.12.05 CONSTRUCT AND TICKET PROMOTIONAL INTERNATIONAL AIRFARES**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
-----

**ASSESSMENT FILE**  
**APEC TOSS 4.02.13.05**  
**APPLY ADVANCED AIRFARE RULES AND PROCEDURES**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<p><b>Element 1 – Construct mixed class fares</b>                      1) Options for mixed class combinations are accurately identified. 2) Mixed class fares are accurately calculated and documented according to IATA procedures.</p> <p><b>Element 2 – Construct fares incorporating add-ons</b>                      1) Add-on tables are correctly interpreted. 2) Through fares incorporating add-ons are accurately calculated and documented according to IATA procedures.</p> <p><b>Element 3 – Apply minimum checks</b>                      1) Minimum checks are correctly applied to appropriate itineraries. 2) Fares are calculated and documented according to IATA procedures.</p> <p><b>Element 4 – Issue international pre-paid ticket advices</b>                      1) Prepaid ticket advices are accurately calculated and documented for journeys commencing outside the country of sale according to IATA procedures.</p> <p><b>Element 5 – Apply indirect travel limitation rules</b>                      1) Itineraries which do not comply with the Indirect Travel Limitations rule are accurately identified. 2) Sectorized journeys and side trips are accurately calculated and documented according to IATA procedures.</p> <p><b>Element 6 – Construct round the world journeys</b>                      1) Itineraries incorporating round the world journeys are accurately identified. 2) Fares are accurately constructed and round the world minimum checks are applied according to IATA procedures.</p> <p><b>Element 7 – Construct fares for open jaw journeys</b>                      1) Itineraries incorporating open jaw journeys are accurately identified. 2) Fares are accurately constructed for open jaw journeys according to IATA procedures.</p>	<p><b>UNIT VARIABLES</b>                      Airfares and air itineraries are constructed and sold according to IATA / airline regulations.                      Construction and ticketing may be undertaken using a manual or automated system.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. ability to correctly apply the stated international airfare rules and procedures; b. ability to issue related documentation within enterprise acceptable timeframes.                      2) Underpinning knowledge and skills required include: a. detailed knowledge of fare construction principles and procedures.</p>

Assessment Document 1  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

<b>NO</b>	<b>ITEMS</b>	<b>DESCRIPTION</b>
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC TOSS 4.02.13.05 APPLY ADVANCED AIRFARE RULES AND PROCEDURES
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	



07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.02.13.05 APPLY ADVANCED AIRFARE RULES AND PROCEDURES

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Construct mixed class fares</b>						
	1.1. Options for mixed class combinations are accurately identified					
	1.2. Mixed class fares are accurately calculated and documented according to IATA procedures.					
<b>Element 2 – Construct fares incorporating add-ons</b>						
	2.1. Add-on tables are correctly interpreted.					
	2.2. Through fares incorporating add-ons are accurately calculated and documented according to IATA procedures.					
<b>Element 3 – Apply minimum checks</b>						
	3.1. Minimum checks are correctly applied to appropriate itineraries.					
	3.2. Fares are calculated and documented according to IATA procedures.					
	3.2. Fares are accurately constructed for open jaw journeys according to IATA procedures.					
<b>Element 4 – Issue international pre-paid ticket advices</b>						
	4.1. Prepaid ticket advices are accurately calculated and documented for journeys commencing outside the country of sale according to IATA procedures.					
<b>Element 5 – Apply indirect travel limitation rules</b>						
	5.1. Itineraries which do not comply with the Indirect Travel Limitations rule are accurately identified.					
	5.2. Sectorized journeys and side trips are accurately calculated and documented according to IATA procedures.					
<b>Element 6 – Construct round the world journeys</b>						
	6.1. Itineraries incorporating round the world journeys are accurately identified					
	6.2. Fares are accurately constructed and round the world minimum checks are applied according to IATA procedures.					
<b>Element 7 – Construct fares for open jaw journeys</b>						
	7.1. Itineraries incorporating open jaw journeys are accurately identified					

	7.2. Fares are accurately constructed for open jaw journeys according to IATA procedures.					
--	---	--	--	--	--	--

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.02.13.05 APPLY ADVANCED AIRFARE RULES AND PROCEDURES**

Name of Candidate :  
Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----  
EMPOWER Associates for APEC TWG, 2005



**ASSESSMENT MATERIALS**  
**APEC SKILL STANDARD UNITS**  
**2005**

**CHAPTER 4.03 - TOUR OPERATIONS (09 Units)**

**SUMMARY OF UNITS**

Unit code	Unit Name	Total elements	Total PC
4.03.01.05	Allocate tour resources	3	2+9+2 = 13
4.03.02.05	Conduct pre departure checks	4	1+3+4+1 = 9
4.03.03.05	Drive vehicles	3	5+2+4 = 11
4.03.04.05	Drive coach / buses	3	7+2+4 = 13
4.03.05.05	Operate and maintain a 4 WD vehicle	3	4+3+3 = 10
4.03.06.05	Carry out vehicle maintenance and minor repairs ( idem 2.06.xx.05)	4	2+2+3+1 = 8
4.03.07.05	Set up and operate a camp site	4	3+4+4+5 = 16
4.03.08.05	Provide camp site catering	4	3+3+6+2 = 14
4.03.09.05	Operate tours in a remote area	3	2+2+6 = 10
	<b>Total 09 units</b>	<b>31</b>	<b>104</b>

**EMPOWER Associates for APEC TWG, 2005**

<b>ASSESSMENT FILE</b> APEC TOSS 4.03.01.05 <b>ALLOCATE TOUR RESOURCES</b>
--

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Identify resource requirements</b>                      1) Tour resource requirements are identified through timely liaison with appropriate colleagues / other departments. 2) Reservations and sales data is correctly interpreted and applied in the application of resources.</p> <p><b>Element 2 – Allocate resources to meet operational needs</b>                      1) Resources are organized to meet the needs of particular tours and specific customer requirements. 2) Resource organization complies with enterprise procedures for long and short term planning. 3) Resources are allocated within budget constraints. 4) Resources are allocated according to maintenance, safety and other regulation requirements. 5) Colleagues and customers are provided with resource information in a timely manner. 6) Documentation is accurately prepared and distributed. 7) Contingency plans are put in place and acted upon when required. 8) Changes in resource priorities are recognized and adjustments made accordingly. 9) Where necessary additional or external resources are organized.</p> <p><b>Element 3 – Monitor and adjust resource allocation</b>                      1) Efficiency and effectiveness of resources is monitored and adjusted where required. 2) Feedback is regularly and accurately reported to colleagues to facilitate continuous improvement of the operations.</p>	<p><b>UNIT VARIABLES</b>                      Resources may include both human and physical resources. Resources allocation may be completed with a manual or automated system                      Human resources may include: drivers, tour guides, driver / guides, hostesses, interpreters, counter staff, etc.                      Physical resources may include: vehicles, vessels, camping equipment, catering equipment, maintenance equipment, FB, etc.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. ability to identify and allocate the full range of resources required for the effective and efficient operation of a tour or tours; b. knowledge of the legal, safety and statutory requirements that impact on this aspect of tour operations.                      2) Underpinning knowledge and skills required include: a. legal regulations in relation to both human and physical resources allocation; b. principles of planning; c. sales and reservations procedures as appropriate; d. typical systems and documentation used to control resource allocation.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC TOSS 4.03.01.05 ALLOCATE TOUR RESOURCES
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	

08	Appeal/Review Process	
----	-----------------------	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.03.01.05 ALLOCATE TOUR RESOURCES

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	V D
<b>Element 1 – Identify resource requirements</b>						
	1.1. Tour resource requirements are identified through timely liaison with appropriate colleagues / other departments.					
	1.2. Reservations and sales data is correctly interpreted and applied in the application of resources.					
<b>Element 2 – Allocate resources to meet operational need</b>						
	2.1. Resources are organized to meet the needs of particular tours and specific customer requirements.					
	2.2. Resource organization complies with enterprise procedures for long and short term planning.					
	2.3. Resources are allocated within budget constraints.					
	2.4. Resources are allocated according to maintenance, safety and other regulation requirements.					
	2.5. Colleagues and customers are provided with resource information in a timely manner.					
	2.6. Documentation is accurately prepared and distributed.					
	2.7. Contingency plans are put in place and acted upon when required.					
	2.8. Changes in resource priorities are recognized and adjustments made accordingly.					
	2.9. Where necessary additional or external resources are organized.					
<b>Element 3 – Monitor and adjust resource allocation</b>						
	3.1. Efficiency and effectiveness of resources is monitored and adjusted where required.					
	3.2. Feedback is regularly and accurately reported to colleagues to facilitate continuous improvement of the operations.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.03.01.05 ALLOCATE TOUR RESOURCES**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC TOSS 4.03.02.05**  
**CONDUCT PRE-DEPARTURE CHECKS**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<p><b>Element 1 – Identify requirements</b>            1) Tour and briefing documentation is accurately interpreted to identify the range of equipment and supplies required.</p> <p><b>Element 2 – Check equipment and supplies</b>            1) All equipment and supplies are checked for correct quantity and appropriate quality against documented requirements. 2) Safety checks are conducted according to enterprise procedures and statutory requirements. 3) Shortfalls and problems are promptly identified, reported and followed up to ensure rectification.</p> <p><b>Element 3 – Load equipment and supplies</b>            1) Equipment and supplies are loaded according to legal and OHS guidelines. 2) Loading takes account of terrain to be covered and need for access to equipment and supplies. 3) Hazardous items are identified and appropriately loaded. 4) Load is inspected prior to departure.</p> <p><b>Element 4 – Complete documentation</b>            1) Pre-departure documentation is accurately completed according to enterprise and statutory requirements.</p>	<p><b>UNIT VARIABLES</b>            Departures may be from original point of departure or from any departure point during tour.            Equipment and supplies may include: camping equipment, catering equipment, maintenance equipment, FB, luggage, stationeries, medication / first aid kit, commercial cargo, etc.</p> <p><b>ASSESSMENT GUIDE</b>            1) Look for: a. ability to check and safely load equipment and supplies for a given tour according to supplied documentation; b. knowledge of the safety, legal regulations that apply to tour operators.            2) Underpinning knowledge and skills required include: a. vehicle / vessel loading techniques as appropriate; b. legal regulations in relation to equipment and supplies; c. typical tour documentation.</p>

**APEC SKILL STANDARD (APEC SS)  
 2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.03.02.05 CONDUCT PRE-DEPARTURE CHECKS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP  
 APEC SKILL STANDARD  
 2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.03.02.05 CONDUCT PRE-DEPARTURE CHECKS

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	V D
Element 1 – Identify requirements						



	1.1. Tour and briefing documentation is accurately interpreted to identify the range of equipment and supplies required.					
<b>Element 2 – Check equipment and supplies</b>						
	2.1. All equipment and supplies are checked for correct quantity and appropriate quality against documented requirements.					
	2.2. Safety checks are conducted according to enterprise procedures and statutory requirements.					
	2.3. Shortfalls and problems are promptly identified, reported and followed up to ensure rectification.					
<b>Element 3 – Load equipment and supplies</b>						
	3.1. Equipment and supplies are loaded according to legal and OHS guidelines.					
	3.2. Loading takes account of terrain to be covered and need for access to equipment and supplies.					
	3.3. Hazardous items are identified and appropriately loaded. 4) Load is inspected prior to departure.					
<b>Element 4 – Complete documentation</b>						
	4.1. Pre-departure documentation is accurately completed according to enterprise and statutory requirements.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.03.02.05 CONDUCT PRE-DEPARTURE CHECKS**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

.....

<b>ASSESSMENT FILE</b> APEC TOSS 4.03.03.05 DRIVE VEHICLES
--

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Drive vehicles</b></p> <p>1) Vehicles is started, steered, maneuvered, positioned and stopped according to traffic regulations and manufacturer instructions. 2) Engine power is managed to ensure efficiency and performance and to minimize engine and transmission damage. 3) Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving. 4) The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning. 5) The vehicles is parked, shut down and secured according to manufacturer specifications, traffic regulations and company procedures.</p> <p><b>Element 2 – Monitor traffic and road conditions</b></p> <p>1) The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations. 2) Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities.</p> <p><b>Element 3 – Monitor and maintain vehicle performance</b></p> <p>1) Vehicle performance is maintained through pre-operational inspections and checks of the vehicle. 2) Performance and efficiency of vehicle operation is monitored during use. 3) Defective or irregular performance or malfunctions are reported to the appropriate authority. 4) Vehicle records are maintained / updated and information is processed according to company procedures.</p>	<p><b>UNIT VARIABLES</b></p> <p>Type of vehicle include all cars and vehicles equal to or less than 2 tons and seating up to 9 adults including driver and all types of transmissions.</p> <p>Regulation include: license category information, traffic laws and regulations, special regulatory requirements and emergency procedures.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. sufficient knowledge of road rules, vehicle controls &amp; indicators, defensive driving techniques, engine power management and safe driving strategy; b. ability to start, steer, maneuver, positions, stop, etc.</p> <p>2) Underpinning knowledge and skills required include: road laws, vehicle handling procedures, vehicle controls &amp; indicators, transmission types, defensive driving, map reading, monitoring and anticipating traffic hazards, and stress management.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.03.03.05 DRIVE VEHICLES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review	

	<b>Process</b>	
--	----------------	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.03.03.05 DRIVE VEHICLES

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	V D
<b>Element 1 – Drive vehicles</b>						
	1) Vehicles is started, steered, maneuvered, positioned and stopped according to traffic regulations and manufacturer instructions.					
	2) Engine power is managed to ensure efficiency and performance and to minimize engine and transmission damage.					
	3) Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving.					
	4) The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning.					
	5) The vehicles is parked, shut down and secured according to manufacturer specifications, traffic regulations and company procedures.					
<b>Element 2 – Monitor traffic and road conditions</b>						
	1) The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations.					
	2) Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities.					
<b>Element 3 – Monitor and maintain vehicle performance</b>						
	1) Vehicle performance is maintained through pre-operational inspections and checks of the vehicle.					
	2) Performance and efficiency of vehicle operation is monitored during use.					
	3) Defective or irregular performance or malfunctions are reported to the appropriate authority.					
	4) Vehicle records are maintained / updated and information is processed according to company procedures.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.03.03.05 DRIVE VEHICLES**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC TOSS 4.03.04.05**  
**DRIVE COACH / BUSES**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Drive vehicles</b></p> <p>1) Coach / bus is started, steered, maneuvered, positioned and stopped according to traffic regulations and manufacturer instructions. 2) Engine power is managed to ensure efficiency and performance and to minimize engine and transmission damage. 3) Engine operation is maintained within manufacturer specified instructions through effective transmission use. 4) The braking system of coach / bus is managed and operated to ensure effective control of the vehicle under all conditions. 5) Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving. 6) The coach / bus is driven in reverse, maintaining visibility and achieving accurate positioning. 7) The coach / bus is parked, shut down and secured according to manufacturer specifications, traffic regulations and company procedures.</p> <p><b>Element 2 – Monitor traffic and road conditions</b></p> <p>1) The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations. 2) Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities.</p> <p><b>Element 3 – Monitor and maintain vehicle performance</b></p> <p>1) Coach / bus performance is maintained through pre-operational inspections and checks of the vehicle. 2) Performance and efficiency of vehicle operation is monitored</p>	<p><b>UNIT VARIABLES</b></p> <p>Type of vehicle include all cars and vehicles equal to or less than 2 tons and seating up to 9 adults including driver and all types of transmissions.</p> <p>Regulation include: license category information, traffic laws and regulations, special regulatory requirements and emergency procedures.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Assessment must confirm sufficient knowledge of the requirements for the transport of special load; and ability to apply this knowledge for the special types of load.</p> <p>2) Underpinning knowledge and skills required include: road laws, vehicle handling procedures, vehicle controls &amp; indicators, air brake systems, defensive driving, map reading, monitoring and anticipating traffic hazards, and stress management.</p>

during use. 3) Defective or irregular performance or malfunctions are reported to the appropriate authority. 4) Vehicle records are maintained / updated and information is processed according to company procedures.	
--	--

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.03.04.05 DRIVE COACH / BUSES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.03.04.05 DRIVE COACH / BUSES

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	V D
<b>Element 1 – Drive vehicles</b>						
	1) Coach / bus is started, steered, maneuvered, positioned and stopped according to traffic regulations and manufacturer instructions.					
	2) Engine power is managed to ensure efficiency and performance and to minimize engine and transmission damage.					
	3) Engine operation is maintained within manufacturer specified instructions through effective transmission use.					
	4) The braking system of coach / bus is managed and operated to ensure effective control of the vehicle under all conditions.					
	5) Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving.					
	6) The coach / bus is driven in reverse, maintaining visibility and achieving accurate positioning.					
	7) The coach / bus is parked, shut down and secured according to manufacturer specifications, traffic regulations and company procedures.					
<b>Element 2 – Monitor traffic and road conditions</b>						
	1) The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations.					
	2) Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities.					
<b>Element 3 – Monitor and maintain vehicle performance</b>						
	1) Coach / bus performance is maintained through pre-operational inspections and checks of the vehicle.					
	2) Performance and efficiency of vehicle operation is monitored during use.					
	3) Defective or irregular performance or malfunctions are reported to the appropriate authority.					
	4) Vehicle records are maintained / updated and information is processed according to company procedures.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.03.04.05 DRIVE COACH / BUSES**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC TOSS 4.03.05.05**  
**OPERATE AND MAINTAIN A 4-WHEEL DRIVE**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Use the feature of a 4WD vehicle</b>                      1) 4WD vehicles are correctly and safely operated both on and off the road. 2) Situations where the engagement of 4WD is required are correctly identified. 3) Customers are advised of any special safety precautions to be taken when traversing rough terrain. 4) The special features of a 4WD vehicle are correctly, safely and responsibly use to navigate a range of terrain including: steep inclines, very soft ground, rocky areas, sand, water crossings mud/black soil, etc.</p> <p><b>Element 2 – Recover 4WD vehicles</b>                      1) A range of techniques are correctly and safely used to recover vehicles from adverse terrain including: sand, rock areas and water crossing. 2) Customer safety is considered throughout the recovery exercise. 3) Post recovery repairs are correctly performed.</p> <p><b>Element 3 – Perform maintenance and minor repairs on 4WD vehicles</b>                      1) Maintenance equipment including spares and fluids is correctly selected / accessed prior to tour departure according to: duration of tour; type of terrain to be covered; and remoteness of area to be visited. 2) Vehicles are regularly checked prior to and during tour and routine maintenance / repair tasks are correctly performed. 3) Vehicle performance reports are promptly made to designated person.</p>	<p><b>UNIT VARIABLES</b>                      Routine maintenance / repairs may include: changing wheels in uneven terrain; puncture repairs; bleeding a diesel engine etc.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. ability to safely and correctly use the features of a 4WD to navigate a range of terrain; b. ability to safely apply recovery techniques to 4WD vehicles; c. knowledge of and ability to apply maintenance and repair techniques specific to 4WD vehicles; d. knowledge of legal and safety issues that apply to local 4WD tours.                      2) Underpinning knowledge and skills required include: a. features and handling characteristics of 4WD vehicles; b. differences between 2WD and 4WD vehicles and their impacts on vehicle operations and capability; c. legal and safety issues of particular relevance to local 4WD tours.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	

03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC TOSS 4.03.05.05 OPERATE AND MAINTAIN A 4-WHEEL DRIVE
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.03.05.05 OPERATE AND MAINTAIN A 4-WHEEL DRIVE

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	V D
<b>Element 1 – Use the feature of a 4WD vehicle</b>						
	1) 4WD vehicles are correctly and safely operated both on and off the road.					
	2) Situations where the engagement of 4WD is required are correctly identified.					
	3) Customers are advised of any special safety precautions to be taken when traversing rough terrain.					
	4) The special features of a 4WD vehicle are correctly, safely and responsibly use to navigate a range of terrain including: steep inclines, very soft ground, rocky areas, sand, water crossings mud/black soil, etc.					
<b>Element 2 – Recover 4WD vehicles</b>						
	1) A range of techniques are correctly and safely used to recover vehicles from adverse terrain including: sand, rock areas and water crossing.					
	2) Customer safety is considered throughout the recovery exercise.					
	3) Post recovery repairs are correctly performed.					
<b>Element 3 – Perform maintenance and minor repairs on 4WD vehicles</b>						
	1) Maintenance equipment including spares and fluids is correctly selected / accessed prior to tour departure according to: duration of tour; type of terrain to be covered; and remoteness					



	of area to be visited.					
	2) Vehicles are regularly checked prior to and during tour and routine maintenance / repair tasks are correctly performed.					
	3) Vehicle performance reports are promptly made to designated person.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.03.05.05 OPERATE AND MAINTAIN A 4-WHEEL DRIVE**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
 -----

**ASSESSMENT FILE**  
**APEC TOSS 4.03.06.05 / APEC TOSS 2.06.03.05**  
**CARRY OUT VEHICLE MAINTENANCE AND MINOR REPAIRS**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<p><b>Element 1 – Diagnose faults and undertake minor repairs for the safe operation of vehicles</b></p> <p>1) Faults in the vehicle electrical system are identified, diagnosed and repaired following manufacturer specifications and company procedures. 2) Faults in the fuel system are identified, diagnosed and repaired following manufacturer specifications and company procedures.</p> <p><b>Element 2 – Maintain the vehicle systems</b></p> <p>1) Fluid levels are checked and adjusted following manufacturer specifications and company procedures. 2) Air levels are checked and adjusted following</p>	<p><b>UNIT VARIABLES</b></p> <p><b>Types of vehicles</b> include all transport vehicles.</p> <p><b>Types of minor repairs</b> include replacement of headlights, door mirrors, coolant hose, fan belt, fuse, rear tail-light lens, tires, and repair of tire puncture.</p> <p><b>Types of service</b> include replacement of oils and replacement of air in tires.</p> <p><b>Supervision</b> may be limited or minimum supervision.</p>

<p>manufacturer specifications and company procedures.</p> <p><b>Element 3 – Carry out minor repairs to vehicles</b></p> <p>1) Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturer specifications and company procedures. 2) Tires are repaired or replaced on vehicle following manufacturer specifications and company procedures. 3) The need for more complex maintenance procedures is identified and the problem correctly referred following manufacturer specifications and company procedures.</p> <p><b>Element 4 – Complete documentation</b></p> <p>1) Records and routine maintenance and repairs are promptly made and kept in accordance with enterprise procedures.</p>	<p><b>ASSESSMENT GUIDE</b></p> <p>Evidence should include demonstrated capacity and underpinning knowledge in: a. OHS requirements; b. inspection procedures; c. service procedures; d. operation of electrical system; e. operation of fuel system; f. basic fault finding procedures; g. reporting and documenting; h. ability to use and maintain required materials, tools, and parts; i. recognition and diagnosis of faults and vehicle irregularities; j. ability to work under minimum supervision; k. ability to minimize waste.</p>
---	---

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.03.06.05 / APEC TOSS 2.06.03.05 CARRY OUT VEHICLE MAINTENANCE AND MINOR REPAIRS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.03.06.05 / APEC TOSS 2.06.03.05 CARRY OUT VEHICLE MAINTENANCE AND MINOR REPAIRS

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	V D
<b>Element 1 – Diagnose faults and undertake minor repairs for the safe operation of vehicles</b>						
	1) Faults in the vehicle electrical system are identified, diagnosed and repaired following manufacturer specifications and company procedures.					
	2) Faults in the fuel system are identified, diagnosed and repaired following manufacturer specifications and company procedures.					
<b>Element 2 – Maintain the vehicle systems</b>						
	1) Fluid levels are checked and adjusted following manufacturer specifications and company procedures.					
	2) Air levels are checked and adjusted following manufacturer specifications and company procedures.					
<b>Element 3 – Carry out minor repairs to vehicles</b>						
	1) Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturer specifications and company procedures.					
	2) Tires are repaired or replaced on vehicle following manufacturer specifications and company procedures.					
	3) The need for more complex maintenance procedures is identified and the problem correctly referred following manufacturer specifications and company procedures.					
<b>Element 4 – Complete documentation</b>						
	1) Records and routine maintenance and repairs are promptly made and kept in accordance with enterprise procedures.					

### Assessment Document 3

## **APEC TOURISM WORKING GROUP** **APEC SKILL STANDARD**

### VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.03.06.05 / APEC TOSS 2.06.03.05 CARRY OUT VEHICLE MAINTENANCE AND MINOR REPAIRS**

Name of Candidate :  
 Name of Assessor/s :

### **ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

### **ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
 -----

**ASSESSMENT FILE**  
**APEC TOSS 4.03.07.05**  
**SET UP AND OPERATE A CAMP SITE**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Select a camp site</b>            1) The site is accessed according to tour itinerary, relevant permits, agreement of land owners and other legal requirements. 2) Where no designated area exists, the site is selected to ensure comfort, safety and minimal environmental impact. 3) Hazards are identified and risks are eliminated or minimized.</p> <p><b>Element 2 – Set up a camp site</b>            1) Campsite facilities are set up in the most appropriate position to ensure comfort, safety and minimal environmental impacts. 2) Shelter is arranged appropriately for the prevailing weather and conditions. 3) Where appropriate, water sources are identified and accessed. 4) Where appropriate, a campfire is safely constructed in a safe location and in an environmentally sensitive manner.</p> <p><b>Element 3 – Operate a camp site</b>            1) Camping equipment is correctly operated according to manufacturer instructions and safety guidelines. 2) Environmentally-friendly rubbish and human waste disposal procedures are established, agreed with the group and monitored at all times. 3) Acceptable campsite behavior is discussed and agreed with the groups. 4) Where appropriate, a camp fire is safely operated within land management guidelines.</p> <p><b>Element 4 – Break camp</b>            1) Equipment is safely dismantled, packed and stored. 2) Rubbish is taken from the site where disposal facilities are not available. 3) Where appropriate the camp fire is safely extinguished. 4) The site is checked to ensure all equipment and belongings have been removed. 5) The camp site is left in original or improved condition.</p>	<p><b>UNIT VARIABLES</b>            Campsites may be permanent or temporary. Campsite facilities may include: tents, wash areas, dining areas, cooking areas, latrines, fire sites, pathways, recreation areas, etc. Camping equipment may include: tents, sleeping equipment, cooking equipment, lights, recreation equipment etc.</p> <p><b>ASSESSMENT GUIDE</b>            1) Look for: a. ability to select, set up and safely operate a campsite including the operation of a typical range of camping equipment; b. knowledge of environmental, safety and legal issues related to temporary camp sites.            2) Underpinning knowledge and skills required include: a. Health and safety issues in relation to camping; b. commonly used camping equipment and its operations; c. features of s desirable camp site; d. environmental impacts on camp sites; e. permit requirements as appropriate; f. issues related to use of open fires in camp sites.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	

02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.03.07.05 SET UP AND OPERATE A CAMP SITE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.03.07.05 SET UP AND OPERATE A CAMP SITE

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	V D
<b>Element 1 – Select a camp site</b>						
	1) The site is accessed according to tour itinerary, relevant permits, agreement of land owners and other legal requirements.					
	2) Where no designated area exists, the site is selected to ensure comfort, safety and minimal environmental impact.					
	3) Hazards are identified and risks are eliminated or minimized.					
<b>Element 2 – Set up a camp site</b>						
	1) Campsite facilities are set up in the most appropriate position to ensure comfort, safety and minimal environmental impacts.					
	2) Shelter is arranged appropriately for the prevailing weather and conditions.					
	3) Where appropriate, water sources are identified and accessed.					
	4) Where appropriate, a campfire is safely constructed in a safe location and in an environmentally sensitive manner.					

<b>Element 3 – Operate a camp site</b>						
	1) Camping equipment is correctly operated according to manufacturer instructions and safety guidelines.					
	2) Environmentally-friendly rubbish and human waste disposal procedures are established, agreed with the group and monitored at all times.					
	3) Acceptable campsite behavior is discussed and agreed with the groups.					
	4) Where appropriate, a camp fire is safely operated within land management guidelines.					
<b>Element 4 – Break camp</b>						
	1) Equipment is safely dismantled, packed and stored.					
	2) Rubbish is taken from the site where disposal facilities are not available.					
	3) Where appropriate the camp fire is safely extinguished.					
	4) The site is checked to ensure all equipment and belongings have been removed.					
	5) The camp site is left in original or improved condition.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC TOSS 4.03.07.05 SET UP AND OPERATE A CAMP SITE**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

<b>ASSESSMENT FILE</b> <b>APEC TOSS 4.03.08.05</b> <b>PROVIDE A CAMPSIDE CATERING</b>
---

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Plan camp site menus</b></p> <p>1) Menus are planned to take account of the following factors: budget, duration of trip, size of group, climate, special dietary requirements, available cooking facilities and equipment, availability of supplies, and environmental issues. 2) Type of food is selected from the full range of options available. 3) Menus are nutritionally balanced.</p> <p><b>Element 2 – Store and maintain camp site food and beverages</b></p> <p>1) Appropriate storage equipment is selected and correctly used. 2) Food and beverages are safely and hygienically stored according to requirements. 3) Quality of food and beverages are monitored throughout the trip and adjustments to storage made accordingly.</p> <p><b>Element 3 – Prepare and serve meals</b></p> <p>1) Food preparation equipment is prepared for use and checked for cleanliness. 2) Water is treated where appropriate to ensure suitability for human consumption. 3) Food preparation techniques are correctly and safely applied including: washing &amp; peeling, cutting, slicing and dicing. 4) A range of cooking methods are correctly applied to prepare meals, including: barbecuing, roasting, frying, grilling, boiling, etc. 5) Meals are prepared at the appropriate times within accepted timeframes. 6) Food is hygienically served to customers according to individual preferences.</p> <p><b>Element 4 – Clear and clean catering equipment</b></p> <p>1) Utensils and equipment are cleared and cleaned in a safe, hygienic and environmentally sound manner. 2) Remaining food stuffs are safely and hygienically disposed of or stored.</p>	<p><b>UNIT VARIABLES</b></p> <p>FB may include: fresh, frozen, dehydrated, canned, convenience, long life, etc.          Storage may involve refrigeration, ice boxes, dry goods storage containers etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to safely and hygienically prepared food in a c campsite environment using a range of common practical preparation and cooking techniques; b. knowledge of general nutritional principles and the range of food options available for campsite catering.</p> <p>2) Underpinning knowledge and skills required include: a. general principles of nutrition in relation to providing a balanced diet for customers); b. general food preparation and cooking techniques commonly used in a campsite environment; c. common campsite catering equipment; d. hygiene issues of specific relevance to campsite catering.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC TOSS 4.03.08.05 PROVIDE A CAMPSIDE CATERING
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC TOSS 4.03.08.05 PROVIDE A CAMPSIDE CATERING

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	V D
<b>Element 1 – Plan campsite menus</b>						
	1) Menus are planned to take account of the following factors: budget, duration of trip, size of group, climate, special dietary requirements, available cooking facilities and equipment, availability of supplies, and environmental issues.					
	2) Type of food is selected from the full range of options available.					
	3) Menus are nutritionally balanced.					
<b>Element 2 – Store and maintain camp site food and beverages</b>						
	1) Appropriate storage equipment is selected and correctly used.					
	2) Food and beverages are safely and hygienically stored according to requirements..					
	3) Quality of food and beverages are monitored throughout the trip and adjustments to storage made accordingly.					
<b>Element 3 – Prepare and serve meals</b>						
	1) Food preparation equipment is prepared for use and checked for cleanliness.					
	2) Water is treated where appropriate to ensure suitability for human consumption.					
	3) Food preparation techniques are correctly and safely applied including: washing & peeling, cutting, slicing and dicing.					
	4) A range of cooking methods are correctly applied to prepare meals, including: barbecuing, roasting, frying, grilling, boiling, etc.					
	5) Meals are prepared at the appropriate times within accepted timeframes.					
	6) Food is hygienically served to customers according to individual preferences.					
<b>Element 4 – Clear and clean catering equipment</b>						
	1) Utensils and equipment are cleared and cleaned in a safe, hygienic and environmentally sound manner.					
	2) Remaining food stuffs are safely and hygienically disposed of or stored					

**Assessment Document 3**



## APEC TOURISM WORKING GROUP APEC SKILL STANDARD

### VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

#### APEC TOSS 4.03.08.05 PROVIDE A CAMPSIDE CATERING

Name of Candidate :

Name of Assessor/s :

#### ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

#### ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

#### RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
APEC TOSS 4.03.09.05  
**OPERATE TOURS IN REMOTE AREAS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Use expert local knowledge / survival techniques</b>  1) Expert local knowledge / survival techniques are employed in remote areas when required in relation to: water, food, shelter, map reading / navigation, signaling for help / rescue, etc. 2) Where appropriate expert local knowledge is shared with customers and used to enhance the overall tour experience.</p> <p><b>Element 2 – Operate remote area communication equipment</b>  1) Communications equipment is correctly operated at the appropriate times and according to enterprise procedures / safety requirements. 2) Messages are relayed and received using established communication protocols and the phonetic alphabet.</p> <p><b>Element 3 – Handle first aid situations in a remote area.</b>  1) First Aid equipment and supplies are selected / accessed prior to tour departure according to the needs of specific tour. 2) Emergency</p>	<p><b>UNIT VARIABLES</b>  Tours may include: walking tours, adventure tours, 4WD tours, fishing tours, and any other outdoor activities.  Emergency situations in a remote area that may occur over and above general First Aid situations may include: heat exhaustion and heat stroke, hypothermia, dangerous bites or stings, etc.</p> <p><b>ASSESSMENT GUIDE</b>  1) Look for: a. ability to apply expert local knowledge / survival techniques in a remote area; b. ability to use remote area communications equipment; c. ability to effectively assess and respond to a range of possible emergency situations; d. ability to integrate general problem solving skills with technical skills required for operation of tours in a remote area; e knowledge</p>

<p>situations are promptly recognized. 3) Situations are assessed and a decision promptly made regarding action required, depending upon: a. seriousness of the patients condition and need for specialist assistance; b. proximity to resource of assistance; c. need for evacuation. 4) An action plan is communicated effectively to appropriate colleagues / customers and implemented without delay. 5) Where appropriate treatments are applied according to enterprise policy on provision of first aid and recognized first aid procedures. 6) Incident reports are made / documented according to enterprise procedures and insurance requirements.</p>	<p>of equipment and supplies needed for remote area touring. 2) Underpinning knowledge and skills required include: a. expert knowledge of the region and survival techniques; b. remote area first aid kits and techniques; c. remote area communication methods and equipment; d. problem solving in specific relation to operation of tours in remote areas; e. completion of an accredited first aid course is a pre-requisite.</p>
--	---

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	<b>APEC TOSS 4.03.09.05 OPERATE TOURS IN REMOTE AREAS</b>
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC TOSS 4.03.09.05 OPERATE TOURS IN REMOTE AREAS**  
 Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	V D	S F	
<b>Element 1 – Use expert local knowledge / survival techniques</b>						
	1) Expert local knowledge / survival techniques are employed in remote areas when required in relation to: water, food, shelter, map reading / navigation, signaling for help / rescue, etc.					
	2) Where appropriate expert local knowledge is shared with customers and used to enhance the overall tour experience.					
<b>Element 2 – Operate remote area communication equipment</b>						
	1) Communications equipment is correctly operated at the appropriate times and according to enterprise procedures / safety requirements.					
	2) Messages are relayed and received using established communication protocols and the phonetic alphabet.					
<b>Element 3 – Handle first aid situations in a remote area.</b>						
	1) First Aid equipment and supplies are selected / accessed prior to tour departure according to the needs of specific tour.					
	2) Emergency situations are promptly recognized.					
	3) Situations are assessed and a decision promptly made regarding action required, depending upon: a. seriousness of the patients condition and need for specialist assistance; b. proximity to resource of assistance; c. need for evacuation.					
	4) An action plan is communicated effectively to appropriate colleagues / customers and implemented without delay.					
	5) Where appropriate treatments are applied according to enterprise policy on provision of first aid and recognized first aid procedures.					
	6) Incident reports are made / documented according to enterprise procedures and insurance requirements.					

### Assessment Document 3

## **APEC TOURISM WORKING GROUP** **APEC SKILL STANDARD**

### VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

#### **APEC TOSS 4.03.09.05 OPERATE TOURS IN REMOTE AREAS**

Name of Candidate :

Name of Assessor/s :

#### **ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

#### **ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

EMPOWER Associates for APEC TWG, 2005



**ASSESSMENT MATERIALS**  
**APEC SKILL STANDARD UNITS**  
**2005**

**CHAPTER 4.04 - MICE (09 Units)**  
(See also Chapter 1.05 Community & Environment and Chapter 3.08 – Mice / Hotels)

**SUMMARY OF UNITS**

Unit code	Unit Name	Elmts	Total PC
4.04.01.05	Plan, develop and evaluate interpretive activities (idem 1.05.xx.05)	3	3+10+3 = 16
4.04.02.05	Develop interpretive content for ecotourism activities (idem 1.05.xx.05)	3	2+5+6 = 13
4.04.03.05	Present interpretive activities (idem 4.05.xx.05)	5	6+10+2+6+5 = 29
4.04.04.05	Plan and develop culturally appropriate tourism operations* (idem 1.05.xx.05)	3	7+10+3 = 20
4.04.05.05	Plan, develop and coordinate an appropriate cultural tourism activity	3	5+9+2 = 16
4.04.06.05	Research and share general information on local ethnic cultures* (idem 1.05.xx.05)	2	6+5 = 11
4.04.07.05	Interpret aspects of local ethnic cultures* (idem 4.05.09.05)	2	2+8 = 10
4.04.08.05	Plan and implement minimal impact operations* (idem 1.05.xx.05)	3	3+3+3 = 9
4.04.09.05	Organize functions (idem 3.08.xx.05)	4	4+4+9+3 = 20
	<b>Total 09 units</b>	<b>28</b>	<b>144</b>

**EMPOWER Associates for APEC TWG, 2005**

**ASSESSMENT FILE**  
**APEC SS 4.04.01.05 / APEC SS 1.05.xx.05 / APEC SS 4.07.xx.05)**  
**PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES**

NOTE ON INTERPRETIVE PRINCIPLES FROM TILDEN (see units 4.04. 1 – 4):

1) Interpretation that does not somehow relate to what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information as such, is not interpretation. Interpretation is revelation based upon information. But they are entirely different things. However, all interpretation includes information. 3) The chief aim of interpretation is not instruction but provocation. 4) Interpretation should aim to present a whole rather than a part and must address itself to the whole person rather than any phase. 5) Interpretation addressed to children should not be a dilution of the presentation to adults, but should follow a fundamentally different approach.

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Establish need for activity</b>                      1) Need for activity is identified based on customer requests, customer feedback, product development initiatives and wider community needs. 2) Educational, interpretive and commercial objectives of the activity are established. 3) When required, approval for the activity is obtained from the appropriate source.</p> <p><b>Element 2 – Develop activity</b>                      1) Possible themes and messages for the activity are identified and developed. 2) A range of potential information and resources for the activity are identified and accessed in a manner which is culturally and environmentally appropriate. 3) Risk audit is undertaken and incorporated into activity development. 4) Breadth and depth of message and supporting information selected is appropriate to the customer. 5) Resources to support the activity are developed within designated timelines. 6) Activity is developed within budget. 7) Activity is developed to meet objectives. 8) Activity is developed according to principles of interpretation. 9) Colleagues are consulted and kept informed during the development of the activity. 10) Activity is promoted in conjunction with relevant colleagues and according to organization market objectives.</p> <p><b>Element 3 – Evaluate activity</b>                      1) Formal and informal feedback is obtained from customers and colleagues. 2) Activity is modified according to feedback received. 3) On going review mechanisms are established and implemented to ensure continuous improvement of activity according to its objectives.</p>	<p><b>UNIT VARIABLES</b>                      Activities may include: guided walks, guided site activities, touring activities etc.                      One or more activities may be combined as appropriate.                      Interpretive activities relate to: wildlife, domestic / . Farm animals, birds, history or heritage, culture, art, natural environment for land and water, built environment etc.                      Resources may include: natural resources, PA system, AV equipment, Overhead/transparencies, video &amp; video monitor, slide projector &amp; slides, handouts, costumes, props, actors/performers, guest speakers, special interest organizations, etc.                      Specialists may include: subject matter experts, culture advisor, technical expert, creative designer, actors/performers, marketers, environmental educators, interpretation consultants, government officials.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. ability to explain subject knowledge; b. ability to apply knowledge to the development of tourism related interpretive activities; c. ability to apply the total development and evaluation process to an interpretive activity.                      2) Underpinning knowledge and skills required include: a. customer service skills; b. technical /equipment procedures; c. project planning; d. write and source information, presentation skills; e. activity design; f. knowledge of subject matter being presented.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of</b>	

	<b>Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.04.01.05 / APEC SS 1.05.xx.05 / APEC SS 4.07.xx.05) PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.04.01.05 / APEC SS 1.05.xx.05 / APEC SS 4.07.xx.05) PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Establish need for activity</b>						
	1) Need for activity is identified based on customer requests, customer feedback, product development initiatives and wider community needs.					
	2) Educational, interpretive and commercial objectives of the activity are established.					
	3) When required, approval for the activity is obtained from the appropriate source.					
<b>Element 2 – Develop activity</b>						
	1) Possible themes and messages for the activity are identified and developed.					
	2) A range of potential information and resources for the activity are identified and accessed in a manner which is culturally and environmentally appropriate.					
	3) Risk audit is undertaken and incorporated into activity development.					
	4) Breadth and depth of message and supporting information selected is appropriate to the customer.					
	5) Resources to support the activity are developed within designated timelines.					
	6) Activity is developed within budget.					
	7) Activity is developed to meet objectives.					
	8) Activity is developed according to principles of interpretation.					
	9) Colleagues are consulted and kept informed during the development of the activity.					



	10) Activity is promoted in conjunction with relevant colleagues and according to organization market objectives.					
<b>Element 3 – Evaluate activity</b>						
	1) Formal and informal feedback is obtained from customers and colleagues.					
	2) Activity is modified according to feedback received.					
	3) On going review mechanisms are established and implemented to ensure continuous improvement of activity according to its objectives.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.04.01.05 / APEC SS 1.05.xx.05 / APEC SS 4.07.xx.05) PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
 .....

**ASSESSMENT FILE**  
**APEC SS 4.04.02.05 / APEC SS 1.05.xx.05 / APEC SS 4.05.xx.05**  
**DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES\***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Research specialist information on ecology</b>                      1) Research techniques are used to access current, accurate and relevant information on specialist ecological topics. 2) Subjects of potential customer interest are made the focus of research identities.</p> <p><b>Element 2 – Prepare interpretive content for tourism opportunities</b>                      1) Educational and interpretive themes and messages are identified from research and incorporated into ecotourism activities. 2) Activities are developed to include</p>	<p><b>UNIT VARIABLES</b>                      Interpretation should draw out the links between the different components of the ecosystem: national geology and physical geography, national history and human geography, fauna and flora, preservation and conservation issues, fire and water ecology, impact of human history on</p>

<p>focus on the relationship between key themes and other parts of the eco-system. 3) Content is prepared according to the principles of interpretation. 4) Activities incorporate biological knowledge and ecological principles. 5) Themes and activities are generated in accordance with ecotourism codes of practice.</p> <p><b>NOTE:</b> Interpretation principles from Tilden: 1) Interpretation does not somehow relate what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information is not interpretation. Interpretation is revelation based upon information, but they are entirely different things. However, interpretation includes information. 3) Interpretation is an art which combines many arts, whether the materials are presented are scientific, historical or architectural. 4) The main aim of interpretation is not instruction but provocation. 5) Interpretation should aim to present a whole rather than a part, and must address itself to the whole person rather than any phase. 6) Interpretation addressed to children should not be a dilution of the presentation to adults, but should follow a fundamentally different approach.</p>	<p>environment.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge in research skills, in-depth knowledge of specialist topics, ecotourism codes of practice, interpretation principles (see <b>NOTE</b> on right column), knowledge of environmental best practice and principles, knowledge of global and national environment issues. 2) Look for in-depth knowledge of subject area. 3) Look for ability to research and apply specialist information on activity.</p>
---	---

**Assessment Document 1**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD (APEC SS)  
2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.04.02.05 / APEC SS 1.05.xx.05 / APEC SS 4.05.xx.05 DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC SS 4.04.02.05 / APEC SS 1.05.xx.05 / APEC SS 4.05.xx.05 DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES\***

Name of Candidate :

Name of Assessor/s :

**\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

**\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

**\*\*\* C= Competent; NYC= Not Yet Competent**

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Research specialist information on ecology</b>						
	1) Research techniques are used to access current, accurate and relevant information on specialist ecological topics.					
	2) Subjects of potential customer interest are made the focus of research identities.					
<b>Element 2 – Prepare interpretive content for tourism opportunities</b>						
	1) Educational and interpretive themes and messages are identified from research and incorporated into ecotourism activities.					
	2) Activities are developed to include focus on the relationship between key themes and other parts of the eco-system..					
	3) Content is prepared according to the principles of interpretation					
	4) Activities incorporate biological knowledge and ecological principles					
	5) Themes and activities are generated in accordance with ecotourism codes of practice. <b>NOTE:</b> Interpretation principles from Tilden: 1) Interpretation does not somehow relate what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information is not interpretation. Interpretation is revelation based upon information, but they are entirely different things. However, interpretation includes information. 3) Interpretation is an art which combines many arts, whether the materials are presented are scientific, historical or architectural. 4) The main aim of interpretation is not instruction but provocation. 5) Interpretation should aim to present a whole rather than a part, and must address itself to the whole person rather than any phase. 6) Interpretation addressed to children should not be a dilution of the presentation to adults, but should follow a fundamentally different approach					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.04.02.05 / APEC SS 1.05.xx.05 / APEC SS 4.05.xx.05 DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES\***

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
 -----

**ASSESSMENT FILE**  
**APEC SS 4.04.03.05 / APEC SS 4.05.xx.05**  
**PRESENT INTERPRETIVE ACTIVITIES**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<p><b>Element 1 – Make preparations for interpretive activities</b></p> <p>1) Time is allocated for activity preparations. 2) Where appropriate preparatory research is undertaken and interpretive schemes are selected and developed. 3) All required resources and support materials are obtained, checked and assembled. 4) Where appropriate location is checked for safety, cleanliness and customer comfort. 5) Operational details and timings are confirmed with appropriate colleagues. 6) Customers are welcome to the activity in a friendly manner and opportunities are taken to interact with customers prior to commencement of the activity</p> <p><b>Element 2 – Present interpretive activities to customers</b></p> <p>1) Customers are welcome and provided with information to prepare them for the activity. 2) Materials presented are accurate, current, relevant and in a logical manner. 3) Interpretive and presentation techniques are used to enhance the understanding and quality of the experience for the customer including as appropriate: a. interpretive themes; b. humor; c. body language; d. role playing; e. voice techniques; f. story telling; g. games and activities; h. sensory awareness exercises; i. use of visual aids and props. 4) Interpretation combines learning and entertainment. 5) Audience participation and interaction is encouraged within safety guidelines. 6) Customer questions are correctly answered in a polite, friendly and welcoming manner. 7) Where the requested information falls outside the individual area of knowledge, the answer is found from another source or the customer is referred to other source of information. 8) Presentation of the activity takes account of environmental, cultural and social sensitivities. 9) Educational messages are included in the presentation. 10) Interpretive style is adapted to meet the needs of different customer groups.</p> <p><b>Element 3 – Liaise with team members</b></p> <p>1) Communication with colleagues is maintained on operational and technical aspects to ensure smooth running of the activity as appropriate to the location and circumstances. 2) Assistance is requested and offered to colleagues as appropriate.</p> <p><b>Element 4 – Deal with unexpected events</b></p> <p>1) When unexpected events occur, contingency plans are implemented without delay. 2) The situation is quickly assessed and appropriate action is promptly taken. 3) Presentation format, order or structure is amended to minimize impact on customer enjoyment. 4) Unexpected events are used constructively and creatively to enhance experience. 5) Where safety of customers or colleagues may be threatened, organization procedures are strictly followed. 6) Sources of assistance are promptly identified and accessed.</p> <p><b>Element 5 – Complete the activities</b></p>	<p><b>UNIT VARIABLES</b></p> <p>Activities may include: guided walks, guided site activities, touring activities etc.</p> <p>One or more activities may be combined as appropriate.</p> <p>Interpretive activities relate to: wildlife, domestic / . Farm animals, birds, history or heritage, culture, art, natural environment for land and water, built environment etc.</p> <p>Resources may include: natural resources, PA system, AV equipment, Overhead/transparencies, video &amp; video monitor, slide projector &amp; slides, handouts, costumes, props, actors/performers, guest speakers, special interest organizations, etc.</p> <p>Operational details may include timing of activities, final numbers involved, additional information on customers, last minute changes, and special requirements.</p> <p>Unexpected events may include: systems failure, technical/equipment failure, injury or accident, adverse weather conditions, inappropriate customer behavior, unpredictable animal behavior, cultural considerations, sudden closures, change of access, reassessment of customers physical abilities, etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to prepare and conduct a complete interpretive activity as appropriate to the industry; b. ability to integrate interpretation principles into the activity; c. ability to use interpretive and presentation techniques.</p> <p>2) Underpinning knowledge and skills required include: communication skills, customer service skills, safety procedures, emergency</p>

1) The activity is brought to a close in a manner which takes account of the need to leave customers with positive impressions and feelings. 2) Colleagues are informed of completion of activity as required. 3) Resources are made ready for the next customer group or stored as appropriate. 4) Any defects in equipment and resources are recorded and/or reported according to organization procedures. 5) Activity location and / or resources are prepared for the next customer group or closed down according to organization procedures.	procedures, technical equipment procedures, presentation techniques, creative communication techniques (story telling, role playing, games & activities, sensory awareness exercises, illustrated talks), and knowledge of subject matter to be presented.
---	--

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.04.03.05 / APEC SS 4.05.xx.05 PRESENT INTERPRETIVE ACTIVITIES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.04.03.05 / APEC SS 4.05.xx.05 PRESENT INTERPRETIVE ACTIVITIES

Name of Candidate :

Name of Assessor/s :

**APEC TOURISM WORKING GROUP**

**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Make preparations for interpretive activities</b>						
	1) Time is allocated for activity preparations.					
	2) Where appropriate preparatory research is undertaken and interpretive schemes are selected and developed.					
	3) All required resources and support materials are obtained, checked and assembled.					
	4) Where appropriate location is checked for safety, cleanliness and customer comfort.					
	5) Operational details and timings are confirmed with appropriate colleagues.					
	6) Customers are welcome to the activity in a friendly manner and opportunities are taken to interact with customers prior to commencement of the activity					
<b>Element 2 – Present interpretive activities to customers</b>						
	1) Customers are welcome and provided with information to prepare them for the activity.					
	2) Materials presented are accurate, current, relevant and in a logical manner.					
	3) Interpretive and presentation techniques are used to enhance the understanding and quality of the experience for the customer including as appropriate: a. interpretive themes; b. humor; c. body language; d. role playing; e. voice techniques; f. story telling; g. games and activities; h. sensory awareness exercises; i. use of visual aids and props.					
	4) Interpretation combines learning and entertainment.					
	5) Audience participation and interaction is encouraged within safety guidelines.					
	6) Customer questions are correctly answered in a polite, friendly and welcoming manner.					
	7) Where the requested information falls outside the individual area of knowledge, the answer is found from another source or the customer is referred to other source of information.					
	8) Presentation of the activity takes account of environmental, cultural and social sensitivities.					
	9) Educational messages are included in the presentation.					
	10) Interpretive style is adapted to meet the needs of different customer groups.					
<b>Element 3 – Liaise with team members</b>						
	1) Communication with colleagues is maintained on operational and technical aspects to ensure smooth running of the activity as appropriate to the location and circumstances.					
	2) Assistance is requested and offered to colleagues as appropriate.					
<b>Element 4 – Deal with unexpected events</b>						
	1) When unexpected events occur, contingency plans are implemented without delay.					
	2) The situation is quickly assessed and appropriate action is promptly taken.					
	3) Presentation format, order or structure is amended to minimize impact on customer enjoyment.					
	4) Unexpected events are used constructively and creatively to enhance experience.					
	5) Where safety of customers or colleagues may be threatened, organization procedures are strictly followed.					
	6) Sources of assistance are promptly identified and accessed.					
<b>Element 5 – Complete the activities</b>						
	1) The activity is brought to a close in a manner which takes account of the need to leave customers with positive impressions and feelings.					
	2) Colleagues are informed of completion of activity as required.					
	3) Resources are made ready for the next customer group or stored as appropriate.					
	4) Any defects in equipment and resources are recorded and/or reported according to organization procedures.					
	5) Activity location and / or resources are prepared for the next customer group or closed down according to organization procedures.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.04.03.05 / APEC SS 4.05.xx.05 PRESENT INTERPRETIVE ACTIVITIES**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
.....

**ASSESSMENT FILE**  
APEC SS 4.03.04.05 / APEC SS 1.05.xx.05  
**PLAN AND DEVELOP CULTURALLY APPROPRIATE TOURISM OPERATION\***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Plan for culturally appropriate operations</b>  1) Cultural issues are identified at the commencement of the planning process. 2) Individuals and communities are consulted in relation to cultural issues which may affect the operation. 3) Where appropriate, economic and social impacts are considered in the planning process. 4) Strategies to balance economic viability and cultural appropriateness are developed as part of the planning process. 5) Economic returns to local communities are considered. 6) Ways of managing and minimizing negative impacts and maximizing positive impacts are investigated and developed as part of the planning process. 7) Product development decisions take account of all information made available by the planning process including the need for culturally appropriate operations.</p> <p><b>Element 2 – Develop &amp; implement culturally appropriate operations</b>  1) Codes of practice and procedures which show respect for cultural values are developed for customers and colleagues. 2) Operations are conducted in accordance</p>	<p><b>UNIT VARIABLES</b>  Cultural issues may include: appropriate activities, use of cultural information, access restrictions, use of appropriate staff, traditional / contemporary values and customs, cultural differences in styles of negotiation and communications.  Impacts on communities may include: 1) Positive: economic benefits to local community, improved local facilities, employment opportunities, cultural benefits, visitor education, greater understanding between host and visitor cultures. 2) Negative: trivialization of culture, effect on social structures and behavior.</p>

<p>with codes of practice. 3) Operational participation of individuals from the appropriate cultures is encouraged. 4) All activities are culturally appropriate. 5) Information shared with customers is culturally appropriate, accurate and avoids cultural stereotyping. 6) Copyright &amp; intellectual property issues are considered. 7) Colleagues are educated about other cultures and societies. 8) Culturally appropriate behaviors are encouraged through training and education. 9) The need for culturally appropriate behavior is promoted throughout the organization and with customers. 10) Where appropriate, promotional and other materials are used to inform colleagues and customers about cultural issues.</p> <p><b>Element 3 – Monitor operations</b></p> <p>1) The SOP is regularly monitored to ensure culturally appropriate practices are maintained. 2) Regular consultation is conducted with individuals and local communities as appropriate. 3) Issues are dealt with promptly and changes are considered to continually improve organization practices.</p>	<p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and skills in cultural/social impacts of activities, Copyright &amp; intellectual property issues, cross cultural awareness and knowledge of specific culture in question, relevant government regulations, organizing and planning. 2) Ability to integrate culturally appropriate practices into overall product development process. 3) Training or assessment process should involved persons from the relevant cultures.</p>
---	---

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.03.04.05 / APEC SS 1.05.xx.05 PLAN AND DEVELOP CULTURALLY APPROPRIATE TOURISM OPERATION*
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**



**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC SS 4.03.04.05 / APEC SS 1.05.xx.05 PLAN AND DEVELOP CULTURALLY APPROPRIATE TOURISM OPERATION\***

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Plan for culturally appropriate operations</b>						
	1) Cultural issues are identified at the commencement of the planning process.					
	2) Individuals and communities are consulted in relation to cultural issues which may affect the operation.					
	3) Where appropriate, economic and social impacts are considered in the planning process.					
	4) Strategies to balance economic viability and cultural appropriateness are developed as part of the planning process.					
	5) Economic returns to local communities are considered.					
	6) Ways of managing and minimizing negative impacts and maximizing positive impacts are investigated and developed as part of the planning process.					
	7) Product development decisions take account of all information made available by the planning process including the need for culturally appropriate operations.					
<b>Element 2 – Develop &amp; implement culturally appropriate operations</b>						
	1) Codes of practice and procedures which show respect for cultural values are developed for customers and colleagues.					
	2) Operations are conducted in accordance with codes of practice.					
	3) Operational participation of individuals from the appropriate cultures is encouraged.					
	4) All activities are culturally appropriate.					
	5) Information shared with customers is culturally appropriate, accurate and avoids cultural stereotyping.					
	6) Copyright & intellectual property issues are considered.					
	7) Colleagues are educated about other cultures and societies.					
	8) Culturally appropriate behaviors are encouraged through training and education.					
	9) The need for culturally appropriate behavior is promoted throughout the organization and with customers.					
	10) Where appropriate, promotional and other materials are used to inform colleagues and customers about cultural issues.					
<b>Element 3 – Monitor operations</b>						
	1) The SOP is regularly monitored to ensure culturally appropriate practices are maintained.					
	2) Regular consultation is conducted with individuals and local communities as appropriate.					
	3) Issues are dealt with promptly and changes are considered to continually improve organization practices.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

**APEC TOURISM WORKING GROUP****APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.03.04.05 / APEC SS 1.05.xx.05 PLAN AND DEVELOP CULTURALLY APPROPRIATE TOURISM OPERATION\***

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)****COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**

APEC SS 4.04.05.05

**PLAN, DEVELOP AND COORDINATE AN APPROPRIATE CULTURAL TOURISM ACTIVITY**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Plan for an appropriate cultural activity</b></p> <p>1) Overall context of the proposed activity is defined. 2) Appropriate cultural options are identified at the commencement of the planning process. 3) Customers are consulted in relation to the relevant cultural issues to be considered. 4) Final decisions regarding activities take account of all the information made available during the planning process: the audience, time of the activity, location of the activity, budget and special requests from the customer. 5) Where necessary the contents of the proposed activity are assessed in terms of the organization's ability to meet the customer's needs: network of contacts, other current projects, lead in time for the activity; and proposed size of the activity.</p> <p><b>Element 2 – Develop appropriate cultural activity</b></p> <p>1) Dates and times are selected according to the customers needs. 2) A format is discussed taking into account: budget, venue and staging constraints. 3) Respect for appropriate cultural values is evident in the planning process. 4) Communications and negotiations with the customer regarding the format and content of the activity are conducted in a culturally appropriate manner. 5) Suitable performers are contacted and agreements to perform set in place. 6) Final arrangements regarding the activity suitably reflect the customer's needs and expectations. 7) Regular consultation with the customer and performers prior to the event. 8) Proposed details regarding the activity are presented to the appropriate people within the given timeframes. 9) Contingency plans are drawn up in case of no-shows and technical difficulties.</p> <p><b>Element 3 – Coordinate the activity</b></p> <p>1) Activities are closely monitored to ensure that the program: runs smoothly, stays on time, and meet customer expectations. 2) Arrangements are in place to ensure minimum disruption to the on-going event at the conclusion of the activity.</p>	<p><b>UNIT VARIABLES</b></p> <p>Appropriate cultural activities may include: music, dance, FB, traditional values &amp; customs, sports, arts, religion, storytelling, styles and behavior, etc.</p> <p>Special equipment may include: props, musical instruments, flower arrangements, traditional gong, etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Looks for: a. ability to organize, coordinate and integrate an appropriate cultural activity into an event program; b. knowledge of the types of cultural activities suitable for such an event; c. communication and cultural awareness skills; d. ability to finalize contract details.</p> <p>2) Underpinning knowledge and skills required include: a. organizing, planning and coordinating a range of activities and individuals; b. knowledge of scope and content of a range of appropriate cultural activities; c. network of potential performers and how to access or contact them; d. cross cultural awareness and a general understanding and appreciation of the ethnic and cultural of the subject nation/population; e. knowledge of contracts.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP  
 APEC SKILL STANDARD (APEC SS)  
 2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.04.05.05 PLAN, DEVELOP AND COORDINATE AN APPROPRIATE CULTURAL TOURISM ACTIVITY
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP  
 APEC SKILL STANDARD  
 2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.04.05.05 PLAN, DEVELOP AND COORDINATE AN APPROPRIATE CULTURAL TOURISM ACTIVITY

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V	S	C	A	

		D	F	U	U
<b>Element 1 – Plan for an appropriate cultural activity</b>					
	1) Overall context of the proposed activity is defined.				
	2) Appropriate cultural options are identified at the commencement of the planning process.				
	3) Customers are consulted in relation to the relevant cultural issues to be considered.				
	4) Final decisions regarding activities take account of all the information made available during the planning process: the audience, time of the activity, location of the activity, budget and special requests from the customer.				
	5) Where necessary the contents of the proposed activity are assessed in terms of the organization's ability to meet the customer's needs: network of contacts, other current projects, lead in time for the activity; and proposed size of the activity.				
<b>Element 2 – Develop appropriate cultural activity</b>					
	1) Dates and times are selected according to the customers needs.				
	2) A format is discussed taking into account: budget, venue and staging constraints..				
	3) Respect for appropriate cultural values is evident in the planning process.				
	4) Communications and negotiations with the customer regarding the format and content of the activity are conducted in a culturally appropriate manner.				
	5) Suitable performers are contacted and agreements to perform set in place.				
	6) Final arrangements regarding the activity suitably reflect the customer's needs and expectations.				
	7) Regular consultation with the customer and performers prior to the event.				
	8) Proposed details regarding the activity are presented to the appropriate people within the given timeframes.				
	9) Contingency plans are drawn up in case of no-shows and technical difficulties.				
<b>Element 3 – Coordinate the activity</b>					
	1) Activities are closely monitored to ensure that the program: runs smoothly, stays on time, and meet customer expectations.				
	2) Arrangements are in place to ensure minimum disruption to the on-going event at the conclusion of the activity				

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.04.05.05 PLAN, DEVELOP AND COORDINATE AN APPROPRIATE CULTURAL TOURISM ACTIVITY**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

<b>ASSESSMENT FILE</b> APEC SS 4.04.06.05 / APEC SS 1.05.xx.05 <b>RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES*</b>
--

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Research and collect general information ethnic societies</b></p> <p>1) Sources of information about ethnic societies are correctly identified. 2) Where appropriate, written sources of information are accurately interpreted and the required information is extracted and confirmed with local communities prior to use. 3) Other information sources are accessed in a culturally appropriate way. 4) Appropriate community members are contacted and guidance is sought on how information should be used in industry context. 5) When seeking information, behavior shows respect for local culture &amp; customs and correct protocol is followed. 6) Knowledge gained is shared with work colleagues to increase cultural awareness and understanding in the organization.</p> <p><b>Element 2 – Share information with customers</b></p> <p>1) All information shared with customers is accurate. 2) Information includes reference to the diversity of societies. 3) Information is shared in a manner which shows respect for local community values and customs. 4) Information is shared in a manner which enhances customer understanding of societies. 5) Customer questions are answered in a polite and friendly manner and in accordance with community wishes about what information can be shared with customers.</p>	<p><b>UNIT VARIABLES</b></p> <p>Research may include: talking &amp; listening to specific ethnic people, organizing information from personal memory and experiences, watching audio media, listening to radio, reading books &amp; media publications, internet browsing, museum research &amp; visits, cultural seminars/event/meeting.</p> <p>Information may cover: historical information on ethnic cultures, traditional life and culture, contemporary indigenous life and culture, art &amp; music, dances, special food / herbs / medicine, tools &amp; implements, land ownership, cultural &amp; religious sites, etc.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and skills in: methods of researching and recording information available on ethnic societies, protocols for sharing information about ethnic cultures, copyright issues, communication skills, including cross cultural skills and awareness of communication from an ethnic perspective. 2) Ability to research &amp; share information in a culturally appropriate way. 3) Look for ability of general information on local ethnic cultures in the region.</p> <p>Assessment process should involve appropriate people accepted by the local communities.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.04.06.05 / APEC SS 1.05.xx.05 RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES*

05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.04.06.05 / APEC SS 1.05.xx.05 RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES\*

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Research and collect general information ethnic societies</b>						
	1) Sources of information about ethnic societies are correctly identified.					
	2) Where appropriate, written sources of information are accurately interpreted and the required information is extracted and confirmed with local communities prior to use.					
	3) Other information sources are accessed in a culturally appropriate way.					
	4) Appropriate community members are contacted and guidance is sought on how information should be used in industry context.					
	5) When seeking information, behavior shows respect for local culture & customs and correct protocol is followed.					
	6) Knowledge gained is shared with work colleagues to increase cultural awareness and understanding in the organization.					
<b>Element 2 – Share information with customers</b>						
	1) All information shared with customers is accurate.					
	2) Information includes reference to the diversity of societies.					
	3) Information is shared in a manner which shows respect for local community values and customs.					
	4) Information is shared in a manner which enhances customer understanding of societies.					
	5) Customer questions are answered in a polite and friendly manner and in accordance with community wishes about what information can be shared with customers.					

**Assessment Document 3**

## APEC TOURISM WORKING GROUP APEC SKILL STANDARD

### VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.04.06.05 / APEC SS 1.05.xx.05 RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES\***

Name of Candidate :

Name of Assessor/s :

### ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

### ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

### RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC SS 4.04.07.05 / APEC SS 1.05.xx.05**  
**INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES\***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Consult with the local community</b>  1) Appropriate community members are consulted about cultural activities including: a. information which can be shared; b. who can give information to whom; c. who can receive the information; d. what activities are appropriate; e. who should be involved. 2) Tourism activities are planned and conducted in accordance with the needs and wishes of the local communities.</p> <p><b>Element 2 – Interpret aspects of local ethnic cultures for customers</b>  1) Cultural aspects are interpreted for customers to the level of depth which is appropriate for the guide and the practical customer. 2) Cultural interpretation takes account of any copyright and intellectual property requirements. 3) Customers are briefed on culturally appropriate behavior. 4) Customers are made aware of copyright and intellectual property issues which may affect their own future behavior. 5) Individual guide behavior during activities shows respect for local ethnic culture and value. 6) Where appropriate, traditionally and contemporary practices are shown to customers in a manner which enhances their understanding of such culture. 7) Where appropriate, local language is used correctly and shared with customers. 8) Where appropriate, customers are invited</p>	<p><b>UNIT VARIABLES</b>  Ethnic cultures may include: art, dance, music, folklore, story telling, tools &amp; implements, local foods &amp; herbs, medicine.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge in in-depth knowledge and understanding of local ethnic culture, protocols for sharing information about local ethnic cultures, copyright &amp; intellectual property issues, communications skills on ethnic cultures. 2) Look for ability to provide cultural interpretation for customers in a culturally appropriate and respectful manner. 3) Assessment process must be conducted by person approved by elders of the ethnic community. 4) Assessment process should take account of the fact that knowledge and skills in this unit may be gained</p>

to actively participate and share in the cultural experience.	through general life experience.
---	----------------------------------

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.04.07.05 / APEC SS 1.05.xx.05 INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.04.07.05 / APEC SS 1.05.xx.05 INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES\*

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment	***C/
--------	----------------------	------------	-------



		Quality**				NYC
		V D	S F	C U	A U	
<b>Element 1 – Consult with the local community</b>						
	1) Appropriate community members are consulted about cultural activities including: a. information which can be shared; b. who can give information to whom; c. who can receive the information; d. what activities are appropriate; e. who should be involved.					
	2) Tourism activities are planned and conducted in accordance with the needs and wishes of the local communities.					
<b>Element 2 – Interpret aspects of local ethnic cultures for customers</b>						
	1) Cultural aspects are interpreted for customers to the level of depth which is appropriate for the guide and the practical customer.					
	2) Cultural interpretation takes account of any copyright and intellectual property requirements.					
	3) Customers are briefed on culturally appropriate behavior.					
	4) Customers are made aware of copyright and intellectual property issues which may affect their own future behavior.					
	5) Individual guide behavior during activities shows respect for local ethnic culture and value.					
	6) Where appropriate, traditionally and contemporary practices are shown to customers in a manner which enhances their understanding of such culture					
	7) Where appropriate, local language is used correctly and shared with customers.					
	8) Where appropriate, customers are invited to actively participate and share in the cultural experience.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.04.07.05 / APEC SS 1.05.xx.05 INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES\***

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :  
 Candidate Signature :  
 Date of Assessment :

**ASSESSMENT FILE**  
**APEC SS 4.04.08.05 / APEC SS 1.05.xx.05**  
**PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Plan environmentally responsible activities</b></p> <p>1) Experiences and activities are developed according to ecological codes of practice, including: a. combination of education and interpretation on the natural environment; b. environmental sustainability; c. return to the local environment and community; d. cultural sensitivity; e. meeting of realistic client expectation. 2) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the natural environment. 3) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the local community.</p> <p><b>Element 2 – Conduct activities with minimal impact</b></p> <p>1) Minimal impact procedures are selected and used as appropriate to the area including: waste disposal, use of tracks, energy used, noise, souvenirs given, setting of camps, interactions with wild life, group size, activity specific guidelines, local customs and courtesies. 2) Customers are advised about acceptable behaviors in: environments &amp; communities. 3) Individual behavior provides a role model for customers and colleagues in relation to minimal impact.</p> <p><b>Element 3 – Monitor impact and changes</b></p> <p>1) Changes in the environment are accurately monitored and recorded. 2) Where appropriate environmental information is collected on behalf of environmental/social agencies and authorities. 3) Appropriate authorities are advised on environmental social change.</p>	<p><b>UNIT VARIABLES</b></p> <p>Minimal impact techniques and procedures may include: education on appropriate behavioral patterns, site hardening, technological solutions, education, restricting or limiting access, staged authenticity.</p> <p>Environmental impact may include: 1) Positive: Opportunities for conservation / protection / rejuvenation, education of visitors &amp; locals, improvement of sites already impacted. 2) Negative: disturbance of flora &amp; fauna, physical damage, introduction of feral &amp; exotic species, water / noise / air pollution, waste / energy / consumable demands and issues, visual impacts.</p> <p>Social impact may include: 1) Positive: economic benefits to local community, improved local facilities &amp; amenities, employment, diversify the economy, visitor education on how the local community lives and works. 2) Negative: trivialization of culture, effect on social cultures, disruption to lifestyle, competition on use of infra structure, disturbance to indigenous people.</p> <p>Methods of information collection may include: logbooks, sighting forms, basic measurements on temperature / weather condition / estimations of % cover / water, photography.</p> <p>Changes in the natural environment may include: breeding events, erosion, species sighting, changes to flora &amp; fauna.</p> <p><b>ASSESSMENT GUIDE*</b>: 1) Ability to demonstrate competence and skills in: basic general knowledge of global environment issues, local environmental and cultural issues, basic general knowledge of environmental ethics, relevant government and local regulations &amp; by-laws, minimal impact techniques, environmental information collection techniques, ecological codes of practice, an understanding of the biophysical and social cultural elements in an environment. 2) Knowledge of environmental and socio cultural impacts and issues associated with organization activities. 3) Ability to apply knowledge to the planning and operation of organization activities.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	

04	Unit Assessed	APEC SS 4.04.08.05 / APEC SS 1.05.xx.05 PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.04.08.05 / APEC SS 1.05.xx.05 PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Plan environmentally responsible activities</b>						
	1) Experiences and activities are developed according to ecological codes of practice, including: a. combination of education and interpretation on the natural environment; b. environmental sustainability; c. return to the local environment and community; d. cultural sensitivity; e. meeting of realistic client expectation.					
	2) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the natural environment.					
	3) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the local community.					
<b>Element 2 – Conduct activities with minimal impact</b>						
	1) Minimal impact procedures are selected and used as appropriate to the area including: waste disposal, use of tracks, energy used, noise, souvenirs given, setting of camps, interactions with wild life, group size, activity specific guidelines, local customs and courtesies.					
	2) Customers are advised about acceptable behaviors in: environments & communities.					
	3) Individual behavior provides a role model for customers and colleagues in relation to minimal impact.					
<b>Element 3 – Monitor impact and changes</b>						
	1) Changes in the environment are accurately monitored and recorded.					

	2) Where appropriate environmental information is collected on behalf of environmental/social agencies and authorities.					
	3) Appropriate authorities are advised on environmental social change.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.04.08.05 / APEC SS 1.05.xx.05 PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
 .....

**ASSESSMENT FILE**  
**APEC SS 4.04.09.05 / APEC SS 3.08.xx.05**  
**ORGANIZE FUNCTIONS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Coordinate function bookings</b></p> <p>1) Enquiries for function bookings are courteously and correctly answered. 2) Size and style of facilities are considered and explained to the customer before accepting bookings for functions. 3) Where appropriate facilities are shown to customers. 4) Bookings are accurately recorded and confirmed with the customer according to enterprise procedures.</p> <p><b>Element 2 – Establish customer requirements</b></p> <p>1) Functions requirements are discussed with customers including: catering needs, style &amp; format of occasion, layout of room, technical requirements, and timing details including access and break down. 2) Courteous advice offered to customers to assist them in planning the function. 3) Where necessary consultations are held with colleagues to discuss customer requirements and how these can be met. 4) Details are agreed with the customer and confirmed in writing including deposit and final payment requirements.</p>	<p><b>UNIT VARIABLES</b></p> <p>Functions may include: breakfasts, lunches, dinners, seminars or conferences, cocktail parties, weddings, product launches, promotions etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Evidence should include demonstrated ability to: a. conduct the entire function organization process and ensure function services meet the agreed requirements of customers; b.</p>

<p><b>Element 3 – Arrange functions details</b></p> <p>1) Information is passed to all appropriate colleagues to ensure effective planning of function elements. 2) Staffing needs are accurately identified and organized. 3) Possible effects of special functions on other customers are considered and appropriate action taken. 4) Where appropriate the need for services of external suppliers is identified and bookings made and confirmed in writing. 5) Special stock requirements are organized in a timely fashion. 6) Function sheet is prepared in consultation with appropriate colleagues. 7) All details on function sheet are confirmed with the customer. 8) Function sheets are distributed according to function and enterprise requirements. 9) Where appropriate, briefings are held to ensure smooth running of the function.</p> <p><b>Element 4 – Monitor and evaluate functions</b></p> <p>1) Set up and conduct of function is monitored to ensure service meets customer needs and is according to agreed requirements. 2) Feedback is obtained from customer and operations staff and information used in future function organization. 3) Functions are finalized according to enterprise procedures.</p>	<p>accuracy in the presentation of function information and the ability to tailor the services of the establishment to meet customer needs; c. knowledge of types and range of function services that may be required.</p> <p>2) Underpinning knowledge and skills required include: a. organizational skills in terms of event planning; b. knowledge of typical function requirements including FB, technical, typical function layout etc.</p>
---	---

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.04.09.05 / APEC SS 3.08.xx.05 ORGANIZE FUNCTIONS
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC SS 4.04.09.05 / APEC SS 3.08.xx.05 ORGANIZE FUNCTIONS**

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Coordinate function bookings</b>						
	1) Enquiries for function bookings are courteously and correctly answered.					
	2) Size and style of facilities are considered and explained to the customer before accepting bookings for functions.					
	3) Where appropriate facilities are shown to customers.					
	4) Bookings are accurately recorded and confirmed with the customer according to enterprise procedures.					
<b>Element 2 – Establish customer requirements</b>						
	1) Functions requirements are discussed with customers including: catering needs, style & format of occasion, layout of room, technical requirements, and timing details including access and break down.					
	2) Courteous advice offered to customers to assist them in planning the function.					
	3) Where necessary consultations are held with colleagues to discuss customer requirements and how these can be met.					
	4) Details are agreed with the customer and confirmed in writing including deposit and final payment requirements.					
<b>Element 3 – Arrange functions details</b>						
	1) Information is passed to all appropriate colleagues to ensure effective planning of function elements.					
	2) Staffing needs are accurately identified and organized.					
	3) Possible effects of special functions on other customers are considered and appropriate action taken.					
	4) Where appropriate the need for services of external suppliers is identified and bookings made and confirmed in writing.					
	5) Special stock requirements are organized in a timely fashion.					
	6) Function sheet is prepared in consultation with appropriate colleagues.					
	7) All details on function sheet are confirmed with the customer.					
	8) Function sheets are distributed according to function and enterprise requirements.					
	9) Where appropriate, briefings are held to ensure smooth running of the function.					
<b>Element 4 – Monitor and evaluate functions</b>						
	1) Set up and conduct of function is monitored to ensure service meets customer needs and is according to agreed requirements.					
	2) Feedback is obtained from customer and operations staff and information used in future function organization.					
	3) Functions are finalized according to enterprise procedures.					

**Assessment Document 3**

## **APEC SKILL STANDARD**

### **VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

#### **APEC SS 4.04.09.05 / APEC SS 3.08.xx.05 ORGANIZE FUNCTIONS**

Name of Candidate :

Name of Assessor/s :

#### **ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

#### **ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

#### **RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**EMPOWER Associates for APEC TWG, 2005**





**ASSESSMENT MATERIALS**  
**APEC SKILL STANDARD UNITS**  
**2005**

<b>CHAPTER 4.05 - TOUR GUIDING (11 Units)</b>
---

**SUMMARY OF UNITS**

Unit code	Unit Name	Elmts	Total PC
4.05.01.05	Provide Guide services	3	4+3+2 = 9
4.05.02.05	Provide arrival and departure assistance (idem 3.08.xx.05)	4	8+2+3+8 = 21
4.05.03.05	Develop and maintain general knowledge as guides	2	5 + 2 = 7
4.05.04.05	Coordinate and operate a tour	7	3+1+6+8+1+5+3 = 27
4.05.05.05	Lead tour groups	3	8+2+4 = 14
4.05.06.05	Prepare and present tour commentaries	3	4+7+4 = 15
4.05.07.05	Manage extended tours	4	6+8+5+7 = 26
4.05.08.05	Present interpretive activities (idem 4.04.xx.05)	2	6+8 = 14
4.05.09.05	Develop interpretive contents for ecotourism activities (idem 1.05.xx.05 / 4.04.xx.05)	3	2+5+6 = 13
4.05.10.05	Research and share general information on local ethnic cultures (idem 1.05.xx.05 / 4.04.xx.05)	2	6+5 = 11
4.05.11.05	Interpret aspects of local ethnic cultures (idem 1.05.xx.05 / 4.04.xx.05)	2	2+8 = 10
	<b>Total 11 units</b>	<b>35</b>	<b>167</b>

**EMPOWER Associates for APEC TWG, 2005**

<b>ASSESSMENT FILE</b> <b>APEC SS 4.05.01.05</b> <b>PROVIDE GUIDE SERVICES</b>
--

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Work as a guide</b></p> <p>1) Day to day work activities take account of the roles of different types of guides and their relationships with different industry sectors. 2) Information sources and contacts within the sector are identified and accessed when required. 3) Industry knowledge is used to enhance the quality of guiding services provided. 4) Industry and guide networks are used as required.</p> <p><b>Element 2 – Guide tours according to legal, ethical and safety requirements</b></p> <p>1) Day to day guiding activities is conducted according to the legal requirements governing the industry. 2) Tours are guided according to the national/local tour guide code of ethics and the specific ethical considerations for particular tours. 3) Tours are guided according to safety requirements and in a manner which minimizes risk to customers and colleagues.</p> <p><b>Element 3 – Develop guiding skills and knowledge</b></p> <p>1) A range of opportunities is used to update the knowledge and skills required by guides. 3) Sources of assistance and support for guides are identified and accessed when required.</p>	<p><b>UNIT VARIABLES</b></p> <p>General and specific ethical considerations may include: a. truth and honesty regarding all information given to customers; b. provision of services as promoted; c. ethical dealings with local communities; d. relationship with industry colleagues, customers and suppliers; e. cultural considerations; e. environmental considerations and sustainable practice.</p> <p>Opportunities to update knowledge and skills may include: industry seminars, training course, familiarization tours, joining guide association, formal and informal research and internet research.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for broad knowledge of guiding plus a more detailed knowledge of the issues which relate to the specific guiding context.</p> <p>2) Underpinning knowledge and skills required include: a. general knowledge of the tourism industry and the tour operations / wholesaling sector; b. roles and responsibilities of different types of guides; c. legal and liability issues affecting guiding operations, including: licensing, public liability, environmental regulations, safety issues affecting guiding operations.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.05.01.05 PROVIDE GUIDE SERVICES
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	

08	Appeal/Review Process	
----	-----------------------	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.05.01.05 PROVIDE GUIDE SERVICES

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Work as a guide</b>						
	1) Day to day work activities take account of the roles of different types of guides and their relationships with different industry sectors.					
	2) Information sources and contacts within the sector are identified and accessed when required.					
	3) Industry knowledge is used to enhance the quality of guiding services provided.					
	4) Industry and guide networks are used as required.					
<b>Element 2 – Guide tours according to legal, ethical and safety requirements</b>						
	1) Day to day guiding activities is conducted according to the legal requirements governing the industry.					
	2) Tours are guided according to the national/local tour guide code of ethics and the specific ethical considerations for particular tours.					
	3) Tours are guided according to safety requirements and in a manner which minimizes risk to customers and colleagues.					
<b>Element 3 – Develop guiding skills and knowledge</b>						
	1) A range of opportunities is used to update the knowledge and skills required by guides.					
	2) Sources of assistance and support for guides are identified and accessed when required.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 4.05.01.05 PROVIDE GUIDE SERVICES

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC SS 4.05.02.05 / APEC SS 3.03.xx.05**  
**PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<p><b>Element 1 – Conduct arrival transfers for groups or individuals</b>                      1) Customer arrival information is checked and noted accurately, with prompt implementation of any action required to deal with alterations in schedule. 2) Transport is confirmed for the correct time and place with transport supplier. 3) Identification techniques are employed in a manner which allows customers to locate the guide at the transport terminal. 4) Available terminal facilities are correctly and fully utilized to assist in meeting customers. 5) Customers lists are written accurately and are legible to record arrivals, no shows and other comments. 6) Arrangements for the transport of baggage from the terminal is established prior to the arrival of the customer. 7) Checking procedures are used and the correct number of baggage pieces is transported. 8) In the case of lost baggage, established procedures are promptly and correctly followed.</p> <p><b>Element 2 – Deliver arrival information to visitors</b>                      1) Customers are greeted in a manner which encourages positive feelings of goodwill towards the person, the enterprise, the country and the region. 2) Customers are given correct and adequate information and advice in the following areas: a. general welcome and introduction; b. details of transfers procedures; c. details of forthcoming event arrangements; d. local time, office hours, and time difference; e. currency exchange rates and facilities; f. tipping; g. accommodation facilities; h. geography of hotel and immediate vicinity; i. overview destination information.</p> <p><b>Element 3 – Check in groups and individuals at accommodation</b>                      1) Customers are briefed on accommodation check in procedures to minimize confusion and time delay on arrival at accommodation venue. 2) Customers are offered friendly and efficient assistance to facilitate accommodation check-in. 3) The guide liaises with accommodation staff during check in to minimize any communication difficulties between customers and accommodation staff.</p> <p><b>Element 4 – Conduct departure transfers for groups and individuals</b>                      1) Departure details are verified with carriers prior to commencement of transfer, and action is implemented according to contingency plan if changes in schedule or other problems occur. 2) Customers are organized for departure from hotel in a manner which minimizes disruption in the hotel lobby. 3) Arrival lists are used to accurately check details of all</p>	<p><b>UNIT VARIABLES</b>                      Transport terminals may include: airports, bus &amp; coach terminals, train stations, sea ports, etc.                      Accommodation may include: hotels, guest houses, resorts, home-stays, camping grounds, lodgings, private residence etc.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Evidence should include skills and knowledge in: a. transport terminal facilities and procedures; b. baggage procedures; c. interpretation of standard customer travel documentation; d. microphone use.                      2) Evidence should also include: a. ability to follow correct procedures for the complete conduct of arrival and departure transfers; b. effective communication of information; c. familiarity with a range of transport terminal / facilities and accommodation venues as appropriate.</p>

departing customers. 4) Baggage is checked prior to departure using procedures which ensure that no items are left behind. 5) Customers are advised to check for hotel keys, and items left in the deposit box, tickets and passports before leaving the accommodation. 6) Where appropriate, customers are correctly advised of procedures regarding departure tax, duty free requirements, outgoing passenger cards and general procedures which apply to departure from transport terminal. 7) Feedback on products and services is courteously obtained from customers and accurately relayed to the company. 8) Established procedures are correctly employed to facilitate orderly and efficiently check in at the transport terminal.	
--	--

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.05.02.05 / APEC SS 3.03.xx.05 PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.05.02.05 / APEC SS 3.03.xx.05 PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Conduct arrival transfers for groups or individuals</b>						
	1) Customer arrival information is checked and noted accurately, with prompt implementation of any action required to deal with alterations in schedule.					
	2) Identification techniques are employed in a manner which allows customers to locate the guide at the transport terminal.					
	3) Available terminal facilities are correctly and fully utilized to assist in meeting customers.					
	4) Customers lists are written accurately and are legible to record arrivals					
<b>Element 2 – Deliver arrival information to visitors</b>						
	1) Customers are greeted in a manner which encourages positive feelings of goodwill towards the person, the enterprise, the country and the region.					
	2) Customers are given correct and adequate information and advice in the following areas: a. general welcome and introduction; b. details of transfers procedures; c. details of forthcoming event arrangements; d. local time, office hours, and time difference; e. currency exchange rates and facilities; f. tipping; g. accommodation facilities; h. geography of hotel and immediate vicinity; i. overview destination information.					
<b>Element 3 – Check in groups and individuals at accommodation</b>						
	1) Customers are briefed on accommodation check in procedures to minimize confusion and time delay on arrival at accommodation venue.					
	2) Customers are offered friendly and efficient assistance to facilitate accommodation check-in.					
<b>Element 4 – Conduct departure transfers for groups and individuals</b>						
	1) Departure details are verified with carriers prior to commencement of transfer, and action is implemented according to contingency plan if changes in schedule or other problems occur.					
	2) Customers are organized for departure from hotel in a manner which minimizes disruption in the hotel lobby.					
	3) Arrival lists are used to accurately check details of all departing customers.					
	4) Baggage is checked prior to departure using procedures which ensure that no items are left behind.					
	5) Customers are advised to check for hotel keys, and items left in the deposit box, tickets and passports before leaving the accommodation.					
	6) Where appropriate, customers are correctly advised of procedures regarding departure tax, duty free requirements, outgoing passenger cards and general procedures which apply to departure from transport terminal.					
	7) Feedback on products and services is courteously obtained from customers and accurately relayed to the company.					
	8) Established procedures are correctly employed to facilitate orderly and efficiently check in at the transport terminal.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.05.02.05 / APEC SS 3.03.xx.05 PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC SS 4.05.03.05**  
**DEVELOP AND MAINTAIN GENERAL KNOWLEDGE AS GUIDES**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Research information</b>            1) Information sources frequently used by guides are accurately identified and accessed. 2) The credibility and reliability of information sources is evaluated. 3) Information is obtained in a culturally and environmentally appropriate way. 4) Information is assessed and selected according to the needs of existing and potential customers. 5) Where appropriate personal preference materials are created and updated in a filing system which allows quick and efficient access.</p> <p><b>Element 2 – Develop and maintain general knowledge</b>            1) Informal and formal research is used to update general knowledge of: a. economic, social, political and demographical development of the country; b. the local region; c. current events of interest to visitors; d. local facilities; other information necessary for visitors. 2) New knowledge is incorporated into guiding activities in a culturally appropriate way.</p>	<p><b>UNIT VARIABLES</b>            Informal and formal research may include: a. talking and listening to local experts; b. talking and listening to local ‘chiefs’; c. personal on site observation; d. organizing information from own memory and experiences; e. watching TV, video, films, DVD/VCD; f. listening to radio; g. reading newspaper, books, other references; h. internet browsing; i. industry/professional association membership; j. attending events, etc.            Knowledge of information may include: general information of the country such as climate, geography, fauna and flora, history, cultural and popular elements, demography, government and politics, economic and social issues, education, foods, lifestyle, shopping, traditions, industry, customs, practical and operational information about the tour, features of particular tours, locations of facilities (such as banks, toilets, restaurants, emergency units, religion services), optional activities, social and cultural considerations etc.</p> <p><b>ASSESSMENT GUIDE</b>            1) Look for: a. general knowledge of the country and the region in question; b. ability to source and update information on a range of topics as appropriate.            2) Underpinning knowledge and skills required include: a. research skills; b. general knowledge of the country and the region.</p>

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.05.03.05 DEVELOP AND MAINTAIN GENERAL KNOWLEDGE AS GUIDES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.05.03.05 DEVELOP AND MAINTAIN GENERAL KNOWLEDGE AS GUIDES

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Research information</b>						
	1) Information sources frequently used by guides are accurately identified and accessed.					
	2) The credibility and reliability of information sources is evaluated.					
	3) Information is obtained in a culturally and environmentally appropriate way.					
	4) Information is assessed and selected according to the needs of existing and potential					



	customers.					
	5) Where appropriate personal preference materials are created and updated in a filing system which allows quick and efficient access.					
<b>Element 2 – Develop and maintain general knowledge</b>						
	1) Informal and formal research is used to update general knowledge of: a. economic, social, political and demographical development of the country; b. the local region; c. current events of interest to visitors; d. local facilities; other information necessary for visitors.					
	2) New knowledge is incorporated into guiding activities in a culturally appropriate way.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.05.03.05 DEVELOP AND MAINTAIN GENERAL KNOWLEDGE AS GUIDES**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

.....

<b>ASSESSMENT FILE</b>	
APEC SS 4.05.04.05	
<b>COORDINATE AND OPERATE A TOUR</b>	

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<b>Element 1 – Plan tour operation</b> 1) Operation of the tour is planned according to briefing or documentation from the tour operator. 2) Planning takes account of the following areas: types of customers, customer special needs.	<b>UNIT VARIABLES</b> Types of tours may be: half or full day tours, extended tours, city or

size of tour group, length of tour, specific itinerary requirements, special requests, style of commentaries required, location of tour, climate, equipment and resources required, environmental and cultural considerations, language considerations, etc. 2) Tasks are prioritized and carried out.

**Element 2 – Brief customers**

1) Customers are welcome to the tour and briefed on the practical tour issues including: itinerary including route, schedule, and highlights; health and safety procedures; local regulations; specific site procedures; procedures at tour stops; any group rules and regulations; cultural considerations; environmental considerations; special customs or codes of behavior; and optional tours.

**Element 3 – Liaise with industry colleagues**

1) Smooth running of the tour is achieved through liaison with the following as appropriate: host communities; coach drivers; tour managers; local guides; airlines; tour operators; product suppliers (such as hotels, restaurants, attractions, retail shops etc); tour company office. 2) Requests from industry colleagues are acted upon promptly and willingly wherever possible. 3) Assistance when required is requested politely. 4) Agreements are made about individual and joint responsibilities during the tour. 5) Forward confirmations and bookings with suppliers are made in an accurate and timely manner. 6) Documentation from other organizations is correctly interpreted and applied.

**Element 4 – Manage itinerary**

1) The tour is conducted according to schedule and includes all features as set down from the itinerary. 2) Customers are advised courteously and sensitively about unavoidable changes to itinerary. 3) Where necessary, the itinerary is promptly re-planned with minimum disruption to customers and to meet customer needs. 4) The itinerary is re-planned to ensure all purchased inclusions or their equivalents are delivered. 5) Industry colleagues and suppliers affected by the changes are advised according to company procedures. 6) When itinerary delays occur, contact is maintained with those fixing the problem, and negotiation techniques are used to minimize time delay and negative impact on customers. 7) Customers are kept accurately informed of reasons for delays and the actions being taken to manage the delay. 8) Product suppliers affected by the delays are promptly informed.

**Element 5 – Provide general information and assistance**

1) Information and assistance are provided to customers to enhance enjoyment of the tour including: local events and activities; options for free time activities; general directions; local facilities and directives in case of emergency.

**Element 6 – Deal with unexpected event**

1) When unexpected events occur, contingency plans are implemented without delay. 2) The situation is quickly assessed and appropriate action is promptly taken. 3) In the case of accidents or where safety of customers and colleagues may be threatened, company procedures are strictly followed. 4) Sources of assistance are promptly identified and accessed. 5) The tour is amended to minimize impact on customer enjoyment.

**Element 7 – Debrief tour**

1) Accurate and complete tour reports are provided according to company guidelines. 2) Customer comments and feedback are accurately and promptly reported to company. 3) Information and feedback to assist with future tour improvements is provided to the company.

rural tours, cultural, eco-tours, adventure tours, special interest tours, pilgrimage tours, health tours, educational tours, etc.

**ASSESSMENT GUIDE**

1) Look for: a. ability to plan and operate a tour which comprises multiple products and services; b. knowledge of the range of potential on tour situations and problems that may arise; c. ability to effectively respond to potential future tour opportunities.

2) Underpinning knowledge and skills required include: a. general tourism industry knowledge; b. confirmation and booking procedures; c. legal and liability issues affecting guides; d. tour planning and management; e. communicated skills; f. problem solving.

**Assessment Document 1**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD (APEC SS)  
2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of	

	<b>Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.05.04.05 COORDINATE AND OPERATE A TOUR
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.05.04.05 COORDINATE AND OPERATE A TOUR

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Plan tour operation</b>						
	1) Operation of the tour is planned according to briefing or documentation from the tour operator.					
	2) Planning takes account of the following areas: types of customers, customer special needs, size of tour group, length of tour, specific itinerary requirements, special requests, style of commentaries required, location of tour, climate, equipment and resources required, environmental and cultural considerations, language considerations, etc.					
	3) Tasks are prioritized and carried out.					
<b>Element 2 – Brief customers</b>						
	1) Customers are welcome to the tour and briefed on the practical tour issues including: itinerary including route, schedule, and highlights; health and safety procedures; local regulations; specific site procedures; procedures at tour stops; any group rules and regulations; cultural considerations; environmental considerations; special customs or codes of behavior; and optional tours.					
<b>Element 3 – Liaise with industry colleagues</b>						
	1) Smooth running of the tour is achieved through liaison with the following as appropriate: host communities; coach drivers; tour managers; local guides; airlines; tour operators; product suppliers (such as hotels, restaurants, attractions, retail shops etc); tour company					

	office.					
	2) Requests from industry colleagues are acted upon promptly and willingly wherever possible.					
	3) Assistance when required is requested politely.					
	4) Agreements are made about individual and joint responsibilities during the tour.					
	5) Forward confirmations and bookings with suppliers are made in an accurate and timely manner.					
	6) Documentation from other organizations is correctly interpreted and applied.					
<b>Element 4 – Manage itinerary</b>						
	1) The tour is conducted according to schedule and includes all features as set down from the itinerary.					
	2) Customers are advised courteously and sensitively about unavoidable changes to itinerary.					
	3) Where necessary, the itinerary is promptly re-planned with minimum disruption to customers and to meet customer needs.					
	4) The itinerary is re-planned to ensure all purchased inclusions or their equivalents are delivered.					
	5) Industry colleagues and suppliers affected by the changes are advised according to company procedures.					
	6) When itinerary delays occur, contact is maintained with those fixing the problem, and negotiation techniques are used to minimize time delay and negative impact on customers.					
	7) Customers are kept accurately informed of reasons for delays and the actions being taken to manage the delay.					
	8) Product suppliers affected by the delays are promptly informed.					
<b>Element 5 – Provide general information and assistance</b>						
	1) Information and assistance are provided to customers to enhance enjoyment of the tour including: local events and activities; options for free time activities; general directions; local facilities and directives in case of emergency.					
<b>Element 6 – Deal with unexpected event</b>						
	1) When unexpected events occur, contingency plans are implemented without delay.					
	2) The situation is quickly assessed and appropriate action is promptly taken.					
	3) In the case of accidents or where safety of customers and colleagues may be threatened, company procedures are strictly followed.					
	4) Sources of assistance are promptly identified and accessed.					
	5) The tour is amended to minimize impact on customer enjoyment.					
<b>Element 7 – Debrief tour</b>						
	1) Accurate and complete tour reports are provided according to company guidelines.					
	2) Customer comments and feedback are accurately and promptly reported to company.					
	3) Information and feedback to assist with future tour improvements is provided to the company.					

### **Assessment Document 3**

## **APEC TOURISM WORKING GROUP** **APEC SKILL STANDARD**

### **VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

#### **APEC SS 4.05.04.05 COORDINATE AND OPERATE A TOUR**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC SS 4.05.05.05**  
**LEAD TOUR GROUPS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Coordinate group movements</b>            1) Importance of keeping the tour on schedule is fully conveyed to the group. 2) Schedule is maintained by the entire group wherever possible. 3) Techniques are used promptly to attract group attention when required. 4) Group is fully advised of procedures which assist in causing minimum disruption and disturbance to other tour members, host communities, and the environment. 5. Physical movement of the groups is completed in an orderly manner. 6) Customers are advised of appropriate procedures if they become separated from the group. 7) Group instructions are given in a manner and pace appropriate to the particular group. 8) Customers are encouraged to seek clarification of instructions where necessary.</p> <p><b>Element 2 – Encourage group morale and goodwill</b>            1) Techniques are used to build up group cohesion during the tour. 2) Balance between needs of individuals and the group is taken into consideration.</p> <p><b>Element 3 – Deal with conflicts and difficulties</b>            1) Potential conflict is quickly assessed and appropriate action taken to prevent and/or resolve problem. 2) Appropriate action is taken to deal with difficult tour members. 3) Action is taken in a manner likely to optimize the goodwill and morale of the group. 4) Procedures for controlling drug or alcohol-affected customers are accurately followed according to company guidelines and legal requirements.</p>	<p><b>UNIT VARIABLES</b>            Conflicts and difficulties may include: a. personal conflicts between customers; b. dominant or disruptive customers; c. negative customers; d. sub-group or cliques within the group; e. perception of favoritism by guide; g. dissatisfaction with the tour.</p> <p><b>ASSESSMENT GUIDE</b>            1) Look for: a. ability to use techniques to build group cohesion; b. knowledge of the range of people management issues which could arise during group tours; c. ability to use techniques to respond to people management problems and issues.            2) Underpinning knowledge and skills required include: a. advance and creative communication skills; b. leadership skills; c. conflict resolution; d. group management and dynamics; language used by the majority of members of the group.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

## 1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.05.05.05 LEAD TOUR GROUPS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.05.05.05 LEAD TOUR GROUPS

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Coordinate group movements</b>						
	1) Importance of keeping the tour on schedule is fully conveyed to the group.					
	2) Schedule is maintained by the entire group wherever possible.					
	3) Techniques are used promptly to attract group attention when required.					
	4) Group is fully advised of procedures which assist in causing minimum disruption and disturbance to other tour members, host communities, and the environment.					
	5) Physical movement of the groups is completed in an orderly manner.					

	6) Customers are advised of appropriate procedures if they become separated from the group.					
	7) Group instructions are given in a manner and pace appropriate to the particular group.					
	8) Customers are encouraged to seek clarification of instructions where necessary.					
<b>Element 2 – Encourage group morale and goodwill</b>						
	1) Techniques are used to build up group cohesion during the tour.					
	2) Balance between needs of individuals and the group is taken into consideration.					
<b>Element 3 – Deal with conflicts and difficulties</b>						
	1) Potential conflict is quickly assessed and appropriate action taken to prevent and/or resolve problem.					
	2) Appropriate action is taken to deal with difficult tour members.					
	3) Action is taken in a manner likely to optimize the goodwill and morale of the group.					
	4) Procedures for controlling drug or alcohol-affected customers are accurately followed according to company guidelines and legal requirements.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.05.05.05 LEAD TOUR GROUPS**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
 .....

<b>ASSESSMENT FILE</b>	
APEC SS 4.05.06.05	
PREPARE AND PRESENT TOUR COMMENTARIES	
<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>

<p><b>Element 1 – Prepare information for delivery to customers</b></p> <p>1) Information is selected and prepared to meet the needs of customers according to geographic origin; cultural and historical background; age; educational level; special interests; and requested coverage. 2) Information is selected and organized according to tour route and itinerary. 3) Where commentary is to be presented during an extended tour, themes and information are consistent but not repetitive. Commentary is constructed following established procedures to facilitate ease of delivery and appropriate timing for delivery of information.</p> <p><b>Element 2 – Prepare commentary to customers</b></p> <p>1) Information is presented is current, accurate and relevant. 2) The depth and breadth of the information presented is appropriate for specific customer needs. 3) Presentation shows appropriate cultural and social sensitivity. 4) Presentation combines entertainment and learning. 5) Language used is appropriate for the customer group. 6) Presentation is used to enhance customer enjoyment including as appropriate: humor, body language, voice techniques, and story telling and anecdotes. 7) Equipment is correctly used during presentation.</p> <p><b>Element 3 – Interact with customers</b></p> <p>1) Customer participation is encouraged. 2) Questions and feedback are invited from customers. 3) Questions are answered courteously and correctly and, if required, the whole group is involved by repeating the question and delivery of answer is audible to all. 4) Where the answer to a question is unknown, an offer is made to supply the answer at a future time or the customer is referred to other information sources.</p>	<p><b>UNIT VARIABLES</b></p> <p>Commentaries may include:</p> <p>General country/local information such as climate, geography, flora and fauna, history, culture, heritage, government and politics, education, food, life style, shopping, local customs, specific tour features and locations, etc.</p> <p>Practical and operational information about the tour such as: features at particular tour stops, location of public facilities such as banks, toilets, restaurant, mosques/churches, emergency locations, optional activities etc.</p> <p>Equipment may include: micro-phone, audio visual equipment, videos, props, etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to select and prepare commentary information to meet a specific need; b. ability to use appropriate presentation techniques in the delivery of a commentary</p> <p>2) Underpinning knowledge and skills required include presentation skills, and knowledge of subject matter being presented.</p>
--	---

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.05.06.05 PREPARE AND PRESENT TOUR COMMENTARIES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	



--	--	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.05.06.05 PREPARE AND PRESENT TOUR COMMENTARIES

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Prepare information for delivery to customers</b>						
	1) Information is selected and prepared to meet the needs of customers according to geographic origin; cultural and historical background; age; educational level; special interests; and requested coverage.					
	2) Information is selected and organized according to tour route and itinerary.					
	3) Where commentary is to be presented during an extended tour, themes and information are consistent but not repetitive. Commentary is constructed following established procedures to facilitate ease of delivery and appropriate timing for delivery of information.					
<b>Element 2 – Prepare commentary to customers</b>						
	1) Information is presented is current, accurate and relevant.					
	2) The depth and breadth of the information presented is appropriate for specific customer needs.					
	3) Presentation shows appropriate cultural and social sensitivity.					
	4) Presentation combines entertainment and learning.					
	5) Language used is appropriate for the customer group.					
	6) Presentation is used to enhance customer enjoyment including as appropriate: humor, body language, voice techniques, and story telling and anecdotes.					
	7) Equipment is correctly used during presentation.					
<b>Element 3 – Interact with customers</b>						
	1) Customer participation is encouraged.					
	2) Questions and feedback are invited from customers.					
	3) Questions are answered courteously and correctly and, if required, the whole group is involved by repeating the question and delivery of answer is audible to all.					
	4) Where the answer to a question is unknown, an offer is made to supply the answer at a future time or the customer is referred to other information sources.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.05.06.05 PREPARE AND PRESENT TOUR COMMENTARIES**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
**APEC SS 4.05.07.05**  
**MANAGE EXTENDED TOURS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Manage touring arrangements</b>            1) The touring program is conducted according to the agreed itinerary. 2) Operational details are re-confirmed progressively throughout the program. 3) Touring arrangements are re-organized and adjusted when required within scope of individual responsibility. 4) Major adjustments are made within budget according to controlling office guidelines. 5) Adjustments to touring arrangements are made in the context of the whole program. 6) On-going contacts is maintained with controlling office and forward suppliers as required.</p> <p><b>Element 2 – Liaise and negotiate with others</b>            1) Operational efficiency and customer service levels are maximized by effective liaison and negotiation with all those who contribute to the operation of the program. 2) Negotiations are conducted in a businesslike and professional manner within the relevant cultural context. 3) Negotiations are conducted in the context of the entire touring program. 4) Negotiations are conducted to take account of the overall relationship between the organization and the other party. 5) Communication / negotiation style is appropriate to the circumstances. 6) Negotiation and communication techniques are used to maximize the chances of an acceptable outcome for all parties. 7) Agreements are noted and confirmed in writing as required. 8) Relevant information is passed to the controlling office.</p> <p><b>Element 3 – Develop and maintain group rapport</b>            1) A team spirit is developed and maintained for the duration of the program. 2) Trust and confidence of the group is gained through the</p>	<p><b>UNIT VARIABLES</b>            An extended touring program is any tour of more than one day duration.            Types of extended tours may include: general sightseeing tours, eco-tours, educational tours, adventure tours, cultural and historical tours, cruise programs, pilgrimage tours.            Operational details may include: luggage coordination, documentation preparation, group currency requirements, seat rotation, check in / check out procedures, immigration and customs procedures, local touring liaison, booking confirmations etc.            Re-organization and adjustment of touring arrangements may include: development of alternative routes; re-booking of one or multiple services; organization of new documentation; costs re-negotiation; etc.            Problems may include: unexpected delays; passenger sickness, injury or death; loss of personal valuables and documents; equipment and transportation breakdown; lost passengers; group conflict or dissatisfaction; service complaints; poor supplier performance; political unrest in area of tour; inclement weather conditions; lack of access to tour areas.            Liaison and negotiation may be with: coach drivers, local guides, tour leaders from home country, interpreter guides,</p>

<p>demonstration of professional competence and integrity. 3) Leadership and communication skills are used to foster group cohesion. 4) Customer participation and group interaction is encouraged. 5) Potential conflict within the group is promptly identified and assessed, and action taken to resolve the issue(s).</p> <p><b>Element 4– Solve problems which arise on tour</b></p> <p>1) Problems are promptly identified and considered from an operational and customer service perspective in the context of the entire touring program. 2) Short term action is initiated to resolve the immediate problem where appropriate. 3) Problems are analyzed for any long term commercial impact and potential solutions are assessed and acted upon. 4) A positive image of the organization and its contracted suppliers is presented at all times. 5) Responsibility is taken for resolving the problem within the scope of individual authority. 6) The controlling office is consulted as required. 7) Follow up action is taken to monitor the effectiveness of chosen authority.</p>	<p>traditional owners, airlines, tour operators, hotels, restaurants, attractions, retail locations, government authorities, etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to effectively deal with the range of practical and people related issues which arise during the operation of an extended tour; b. ability to solve problems in a range of different context as appropriate to the individual workplace; c. knowledge of typical range of issues and problems that may arise during extended touring programs.</p> <p>2) Underpinning knowledge and skills required include: a. tourism industry and other networks that affect the role of tour manager; b. team building; c. leadership and motivation; d. problem solving; e. communication and negotiation.</p>
--	---

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.05.07.05 MANAGE EXTENDED TOURS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC SS 4.05.07.05 MANAGE EXTENDED TOURS**

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Manage touring arrangements</b>						
	1) The touring program is conducted according to the agreed itinerary.					
	2) Operational details are re-confirmed progressively throughout the program.					
	3) Touring arrangements are re-organized and adjusted when required within scope of individual responsibility.					
	4) Major adjustments are made within budget according to controlling office guidelines.					
	5) Adjustments to touring arrangements are made in the context of the whole program.					
	6) On-going contacts is maintained with controlling office and forward suppliers as required,					
<b>Element 2 – Liaise and negotiate with others</b>						
	1) Operational efficiency and customer service levels are maximized by effective liaison and negotiation with all those who contribute to the operation of the program.					
	2) Negotiations are conducted in a businesslike and professional manner within the relevant cultural context.					
	3) Negotiations are conducted in the context of the entire touring program.					
	4) Negotiations are conducted to take account of the overall relationship between the organization and the other party.					
	5) Communication / negotiation style is appropriate to the circumstances.					
	6) Negotiation and communication techniques are used to maximize the chances of an acceptable outcome for all parties. 7) Agreements are noted and confirmed in writing as required. 8) Relevant information is passed to the controlling office.					
<b>Element 3 – Develop and maintain group rapport</b>						
	1) A team spirit is developed and maintained for the duration of the program.					
	2) Trust and confidence of the group is gained through the demonstration of professional competence and integrity.					
	3) Leadership and communication skills are used to foster group cohesion.					
	4) Customer participation and group interaction is encouraged.					
	5) Potential conflict within the group is promptly identified and assessed, and action taken to resolve the issue(s).					
<b>Element 4 – Solve problems which arise on tour</b>						
	1) Problems are promptly identified and considered from an operational and customer service perspective in the context of the entire touring program.					
	2) Short term action is initiated to resolve the immediate problem where appropriate.					
	3) Problems are analyzed for any long term commercial impact and potential solutions are assessed and acted upon.					
	4) A positive image of the organization and its contracted suppliers is presented at all times.					
	5) Responsibility is taken for resolving the problem within the scope of individual authority.					
	6) The controlling office is consulted as required.					
	7) Follow up action is taken to monitor the effectiveness of chosen authority.					

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.05.07.05 MANAGE EXTENDED TOURS**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---



**ASSESSMENT MATERIALS**  
**APEC SKILL STANDARD UNITS**  
**2005**

**ASSESSMENT FILE BY UNITS**  
**CHAPTER 4.06 - ATTRACTIONS & VISITOR INFORMATION CENTER (21 Units)**

**SUMMARY OF UNITS**

Unit code	Unit Name	Elmts	Total PC
4.06.01.05	Provide on site information and assistance	2	3+4 = 7
4.06.02.05	Monitor entry to venue	2	3+3 = 6
4.06.03.05	Conduct pre activity briefing	3	6+7+3 = 16
4.06.04.05	Operate a ride location	7	7+4+2+8+4+4+4 = 33
4.06.05.05	Load and unload a ride	3	6+2+3 = 11
4.06.06.05	Maintain safety in water based rides	4	7+3+4+2 = 16
4.06.07.05	Supervise ride locations	4	6+5+7+3 = 21
4.06.08.05	Operate a games location	6	7+2+8+4+3+2 = 26
4.06.09.05	Carry out spruiking	2	5+9 = 14
4.06.10.05	Operate an animal enclosures / exhibit	6	7+5+9+5+3+2 = 31
4.06.11.05	Provide general animal care	5	7+7+5+4+2 = 25
4.06.12.05	Rescue animals	2	4+4 = 8
4.06.13.05	Provide customers with information on animals	2	8+4 = 12
4.06.14.05	Coordinate and monitor animal care	9	3+5+3+4+6+4+4+3+4 = 36
4.06.15.05	Train and condition animals	3	3+5+2 = 10
4.06.16.05	Supervise animal enclosures	5	4+3+3+4+4 = 18
4.06.17.05	Manage animal enclosures / exhibits	3	6+5+3 = 14
4.06.18.05	Sell merchandise (idem 2.01.xx.05)	7	2+5+4+5+4+3+3 = 26
4.06.19.05	Advice on merchandise (idem 2.01.xx.05)	2	2+3 = 5
4.06.20.05	Merchandise products (idem 2.01.xx.05)	5	7+5+3+7+1 = 23
4.06.21.05	Apply Point of Sales Transactions (idem 2.02.xx.05 / 2.01.xx.05)	4	9+7+3+5 = 24
	<b>Total 21 units</b>	<b>86</b>	<b>382</b>

**ASSESSMENT FILE**  
**APEC SS 4.06.02.05 – PROVIDE ON SITE INFORMATION AND ASSISTANCE**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Access and update attraction / the park information</b>            1) Information is accessed and updated according to enterprise procedures and systems. 2) Information is incorporated into day-to-day working activities to ensure quality of service and standards within the attraction/theme park. 3) Information is shared with colleagues to ensure efficiency of operations.</p> <p><b>Element 2 – Provide assistance and information</b>            1) Information and assistance needs of different customers are accurately identified including those with special needs/disabilities. 2) Customers are courteously provided with information and assistance including the following as appropriate: a. general information on the attraction; b. times of activities &amp; events; c. directions within the venue; d. facilities for those with special needs. 3) Information and assistance is provided in a manner that takes account of health and safety requirements and enterprise customer service standards. 4) Services within the attraction / theme park are promoted to customers.</p>	<p><b>UNIT VARIABLES</b>            Information may include: new activities / events, new procedures / systems, changes within the operation of the premises, promotional activities, new customers / client groups, and risk management issues and procedures.            Information could be accessed and updated by: staff notice boards, leaflets &amp; brochures, team meetings, internal newsletter, discussions with colleagues, monthly industry related magazine etc.</p> <p><b>ASSESSMENT GUIDE</b>            1) Look for: a. knowledge of and ability to use information systems within the premises; b. knowledge of sources of customers for such premises.            2) Underpinning knowledge and skills required include: a. sources of customers for an attraction / theme park; b. the roles of different departments within an attraction / theme park; c. information system within the premises for both the customers and staff.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.01.05 - PROVIDE ON SITE INFORMATION AND ASSISTANCE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	



08	<b>Appeal/Review Process</b>	
----	------------------------------	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC SS 4.06.01.05 - PROVIDE ON SITE INFORMATION AND ASSISTANCE**

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Access and update attraction / the park information</b>						
	1) Information is accessed and updated according to enterprise procedures and systems.					
	2) Information is incorporated into day-to-day working activities to ensure quality of service and standards within the attraction/theme park.					
	3) Information is shared with colleagues to ensure efficiency of operations.					
<b>Element 2 – Provide assistance and information</b>						
	1) Information and assistance needs of different customers are accurately identified including those with special needs/disabilities.					
	2) Customers are courteously provided with information and assistance including the following as appropriate: a. general information on the attraction; b. times of activities & events; c. directions within the venue; d. facilities for those with special needs.					
	3) Information and assistance is provided in a manner that takes account of health and safety requirements and enterprise customer service standards.					
	4) Services within the attraction / theme park are promoted to customers.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.01.05 - PROVIDE ON SITE INFORMATION AND ASSISTANCE**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.02.05 – MONITOR ENTRY TO VENUE**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Monitor and maintain access areas to ride / attraction</b>            1) Access areas are checked before operation, including: exit and entry locations, gates, fences, barriers, signage, and other items associated with safe operation of the area. 2) Access is controlled according to workplace procedures complying at all times with specific regulations and parameters. 3) Access areas are regularly checked for cleanliness, safety and customer comfort.</p> <p><b>Element 2 – Monitor crowds</b>            1) Maximum crowd size is accurately identified according to individual ride requirements. 2) Crowd size is monitored to ensure that maximum limit is not exceeded. 3) Crowd behavior is monitored and any problems promptly reported to the appropriate supervisor or security person.</p>	<p><b>UNIT VARIABLES</b>            Entry areas may include entry for: rides, exhibitions, games, show areas, pools etc.            Types of entry may include gates entry and exit, informal un-structured lines/gathering, queue line, queue house, bollards, turnstile entrance &amp; exits, sliding or mechanical opening.</p> <p><b>ASSESSMENT GUIDE</b>            1) Look for: a. knowledge and procedures for monitoring entry areas; b. ability to consistently apply procedures.            2) Underpinning knowledge and skills required include: a. procedures for monitoring of entry areas as appropriate to the enterprise; b. health and safety implications in the monitoring of entry areas.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.02.05 - MONITOR ENTRY TO VENUE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.02.05 - MONITOR ENTRY TO VENUE

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Monitor and maintain access areas to ride / attraction</b>						
	1) Access areas are checked before operation, including: exit and entry locations, gates, fences, barriers, signage, and other items associated with safe operation of the area.					
	2) Access is controlled according to workplace procedures complying at all times with specific regulations and parameters.					
	3) Access areas are regularly checked for cleanliness, safety and customer comfort.					
<b>Element 2 – Monitor crowds</b>						
	1) Maximum crowd size is accurately identified according to individual ride requirements.					
	2) Crowd size is monitored to ensure that maximum limit is not exceeded.					

3) Crowd behavior is monitored and any problems promptly reported to the appropriate supervisor or security person.					
---	--	--	--	--	--

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.02.05 - MONITOR ENTRY TO VENUE**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :  
 Candidate Signature :  
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.03.05 – CONDUCT PRE-ACTIVITY BRIEFING**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Provide practical information to customers</b>            1) Customers are welcome to the event. 2) Customers are provided with comprehensive, accurate and relevant information about the events. 3) Health and safety requirements are clearly outlined according to company procedures and specific restrictions. 4) Special requirements are clearly outlined, for example the need to queue. 5) Information and advice given prepare customers for potential environmental changes and situation which may occur. 6) Customer questions are answered in a courteous and friendly manner.</p> <p><b>Element 2 – Enhance the briefing</b></p>	<p><b>UNIT VARIABLES</b>            Events may include: shows, presentation, rides, demonstrations, safety presentation, non-scripted presentation, scripted presentation, crowd information sessions etc.            Communications resources and equipment may include: microphone, loud speaker, video presentation, monitors, actors scripted show, etc.</p>

<p>1) Communication and presentation techniques are used to enhance customer enjoyment of the briefing. 2) Humor is appropriate to the customer group. 3) Language is appropriate to the customer group. 4) Personal presentation, appearance and grooming is appropriate for the environment. 5) Body language is positive and welcoming to the customer. 6) Briefing shows cultural and social sensitivity. 7) Technical presentation resources are correctly used.</p> <p><b>Element 3 – Liaise with team members</b></p> <p>1) Communications is maintained with other team members and operators to ensure safe and efficient commencement to the event. 2) Signals are correctly given at the appropriate time. 3) Assistance is requested and offered to colleagues as appropriate.</p>	<p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. knowledge of health, safety and emergency procedures; b. ability to clearly communicate information to customers; c. ability to use simple presentation techniques to enhance briefing; d. ability to work in a team.</p> <p>2) Underpinning knowledge and skills required include: a. health and safety requirements for specific events / locations; b. emergency procedures for specific events; c. instructions to be given to customers; d. basic presentation techniques.</p>
--	---

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.03.05 - CONDUCT PRE-ACTIVITY BRIEFING
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.03.05 - CONDUCT PRE-ACTIVITY BRIEFING

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Provide practical information to customers</b>						
	1) Customers are welcome to the event.					
	2) Customers are provided with comprehensive, accurate and relevant information about the events.					
	3) Health and safety requirements are clearly outlined according to company procedures and specific restrictions.					
	4) Special requirements are clearly outlined, for example the need to queue.					
	5) Information and advice given prepare customers for potential environmental changes and situation which may occur.					
	6) Customer questions are answered in a courteous and friendly manner.					
<b>Element 2 – Enhance the briefing</b>						
	1) Communication and presentation techniques are used to enhance customer enjoyment of the briefing.					
	2) Humor is appropriate to the customer group.					
	3) Language is appropriate to the customer group.					
	4) Personal presentation, appearance and grooming is appropriate for the environment.					
	5) Body language is positive and welcoming to the customer.					
	6) Briefing shows cultural and social sensitivity.					
	7) Technical presentation resources are correctly used.					
<b>Element 3 – Liaise with team members</b>						
	1) Communications is maintained with other team members and operators to ensure safe and efficient commencement to the event.					
	2) Signals are correctly given at the appropriate time.					
	3) Assistance is requested and offered to colleagues as appropriate.					

### **Assessment Document 3**

## **APEC TOURISM WORKING GROUP APEC SKILL STANDARD**

### **VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

#### **APEC SS 4.06.03.05 - CONDUCT PRE-ACTIVITY BRIEFING**

Name of Candidate :  
 Name of Assessor/s :

#### **ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.04.05 – OPERATE A RIDE LOCATION**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<p><b>Element 1 – Prepare and inspect ride location</b></p> <p>1) The ride area is inspected according to an approved checklist for specific ride. 2) Inspection takes place prior to arrival of customers. 3) General equipment in the ride location is checked to ensure readiness for operation. 4) Safety equipment is checked to ensure readiness for operation. 5) The area is checked for cleanliness and standard of presentation, and remedial action promptly taken where appropriate. 6) General supplies are checked for quantity and quality. 7) Supplies are ordered according to company procedures.</p> <p><b>Element 2 – Inspect rides</b></p> <p>1) Rides are inspected daily according to an approved checklist. 2) Inspection takes place prior to the arrival of the customers. 3) All items are accurately noted according to company procedures. 4) Discrepancies or irregularities are reported to the appropriate supervisor and appropriate action taken immediately.</p> <p><b>Element 3 – Prepare to operate ride</b></p> <p>1) Loading procedures are checked prior to commencement of the ride according to company procedures. 2) Communications is maintained with the ride loader as appropriate to ensure the ride commences safely.</p> <p><b>Element 4 – Operate and monitor ride</b></p> <p>1) Ride procedures are performed correctly, promptly and safely according to company requirements and procedures. 2) The ride device is operated according to manufacturer and company specifications and guidelines. 3) Operator controls are continuously monitored during the operation of the ride. 4) The ride is continuously observed whilst in operation. 5) Action undertaken in response to observations made during the ride conforms to company procedures and manufacturer instructions. 6) Emergency procedures are carried out strictly according to company and specific ride procedures. 7) Customers are treated with friendly and courteous manner throughout the ride. 8) Quality control issue or problems identified during the ride are immediately communicated to the appropriate supervisor for action.</p> <p><b>Element 5 – Close down ride</b></p> <p>1) Close down procedures are commenced when all customers have left the ride location. 2) The ride is closed down following company procedures. 3) Close down is documented according to company procedures. 4) Any defects or deficiencies are correctly identified, documented and immediately reported to the appropriate supervisor for action.</p> <p><b>Element 6 – Close and secure ride</b></p> <p>1) All areas of the ride are checked according to company guidelines. 2) Location is cleaned in</p>	<p><b>UNIT VARIABLES</b></p> <p>Ride may include: mechanical, computerized, manual, water-based, animal rides, etc.</p> <p>Checklist for rides may include: mechanical components, restraints/seats/harnesses, mounts, couplings and chains, fiberglass and metal, overall structure etc.</p> <p>General equipment may include: booth area, chairs, water cooler, cleaning equipment, microphone, signage etc.</p> <p>Safety equipment may include: signage, health &amp; safety restriction signs and monitors, telephone, fire extinguisher, life preservers, safety rope/chain, communication devices, emergency stop button and apparatus relevant to rides, etc.</p> <p>Ride location may include: perimeter, walk ways, gates, queue house, bridges, ramps, fences, barriers, netting, etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to consistently follow procedures in ride operations to ensure safety of customers and colleagues; b. understanding to the health, safety and emergency issues associated with ride operations.</p> <p>2) Underpinning knowledge and skills</p>

readiness for the next operation. 3) Equipment is made ready for next operation. 4) The ride location is secured according to company procedures. <b>Element 7 – Prepare ride documentation and reports</b> 1) Issues and events requiring documentation are promptly and accurately identified. 2) Accurate and comprehensive notations are made according to company procedures. 3) Reports and documentation are accurately completed within required timeframes. 4) Reports and documentation are forwarded to the appropriate area within the required timeframe.	required include: a. health and safety procedures for specific rides; b. emergency procedures for specific rides; c. technical/equipment procedures for specific rides; d. documentation and reports to be completed in ride operations.
--	--

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	xxx
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.06.04.05 - OPERATE A RIDE LOCATION
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.04.05 - OPERATE A RIDE LOCATION

Name of Candidate :  
 Name of Assessor/s :



**APEC TOURISM WORKING GROUP**

**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Prepare and inspect ride location</b>						
	1) The ride area is inspected according to an approved checklist for specific ride.					
	2) Inspection takes place prior to arrival of customers.					
	3) General equipment in the ride location is checked to ensure readiness for operation.					
	4) Safety equipment is checked to ensure readiness for operation.					
	5) The area is checked for cleanliness and standard of presentation, and remedial action promptly taken where appropriate.					
	6) General supplies are checked for quantity and quality.					
	7) Supplies are ordered according to company procedures.					
<b>Element 2 – Inspect rides</b>						
	1) Rides are inspected daily according to an approved checklist.					
	2) Inspection takes place prior to the arrival of the customers.					
	3) All items are accurately noted according to company procedures.					
	4) Discrepancies or irregularities are reported to the appropriate supervisor and appropriate action taken immediately.					
<b>Element 3 – Prepare to operate ride</b>						
	1) Loading procedures are checked prior to commencement of the ride according to company procedures.					
	2) Communications is maintained with the ride loader as appropriate to ensure the ride commences safely.					
<b>Element 4 – Operate and monitor ride</b>						
	1) Ride procedures are performed correctly, promptly and safely according to company requirements and procedures.					
	2) The ride device is operated according to manufacturer and company specifications and guidelines.					
	3) Operator controls are continuously monitored during the operation of the ride.					
	4) The ride is continuously observed whilst in operation.					
	5) Action undertaken in response to observations made during the ride conforms to company procedures and manufacturer instructions.					
	6) Emergency procedures are carried out strictly according to company and specific ride procedures.					
	7) Customers are treated with friendly and courteous manner throughout the ride.					
	8) Quality control issue or problems identified during the ride are immediately communicated to the appropriate supervisor for action.					
<b>Element 5 – Close down ride</b>						
	1) Close down procedures are commenced when all customers have left the ride location.					
	2) The ride is closed down following company procedures.					
	3) Close down is documented according to company procedures.					
	4) Any defects or deficiencies are correctly identified, documented and immediately reported to the appropriate supervisor for action.					
<b>Element 6 – Close and secure ride</b>						
	1) All areas of the ride are checked according to company guidelines.					
	2) Location is cleaned in readiness for the next operation.					
	3) Equipment is made ready for next operation.					
	4) The ride location is secured according to company procedures.					

<b>Element 7 – Prepare ride documentation and reports</b>						
	1) Issues and events requiring documentation are promptly and accurately identified.					
	2) Accurate and comprehensive notations are made according to company procedures.					
	3) Reports and documentation are accurately completed within required timeframes.					
	4) Reports and documentation are forwarded to the appropriate area within the required timeframe.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.04.05 - OPERATE A RIDE LOCATION**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.05.05 – LOAD AND UNLOAD RIDE**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<b>Element 1 – Load ride</b> 1) Loading procedures are performed correctly, safely, promptly according to company requirements and procedures. 2) The ride is loaded to the maximum number of persons approved to ride. 3) All riders are checked to ensure they are secure as per	<b>UNIT VARIABLES</b> Ride may include: mechanical, computerized, manual, water-based activities, animal rides & exhibits, shows, etc.

<p>the requirement of the ride. 4) Riders are directed to secure any articles which may become loose while riding. 5) Customers are treated in a courteous and friendly manner during loading. 6) All load requirements are checked prior to start of ride.</p> <p><b>Element 2 – Observe ride</b></p> <p>1) The ride is continuously observed once in cycle as per directed safety procedures. 2) Quality control issues or problems are which are identified during the ride are immediately communicated to the appropriate supervisor for action.</p> <p><b>Element 3 – Unload ride</b></p> <p>1) Unloading commences at the appropriate time once the ride is fully completed. 2) Unloading procedures are promptly, correctly and safely performed according to company requirements and procedures. 3) Customers are unloaded from the ride in a courteous and friendly fashion.</p>	<p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to consistently follow procedures in ride operations to ensure safety of customers and colleagues; b. understanding to the health, safety and emergency issues associated with ride operations.</p> <p>2) Underpinning knowledge and skills required include: a. health and safety procedures for specific rides; b. emergency procedures for specific rides; c. technical/equipment procedures for specific rides.</p>
---	---

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.05.05 - LOAD AND UNLOAD RIDE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC SS 4.06.05.05 - LOAD AND UNLOAD RIDE**

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Load ride</b>						
	1) Loading procedures are performed correctly, safely, promptly according to company requirements and procedures.					
	2) The ride is loaded to the maximum number of persons approved to ride.					
	3) All riders are checked to ensure they are secure as per the requirement of the ride.					
	4) Riders are directed to secure any articles which may become loose while riding.					
	5) Customers are treated in a courteous and friendly manner during loading.					
	6) All load requirements are checked prior to start of ride.					
<b>Element 2 – Observe ride</b>						
	1) The ride is continuously observed once in cycle as per directed safety procedures.					
	2) Quality control issues or problems are which are identified during the ride are immediately communicated to the appropriate supervisor for action.					
<b>Element 3 – Unload ride</b>						
	1) Unloading commences at the appropriate time once the ride is fully completed.					
	2) Unloading procedures are promptly, correctly and safely performed according to company requirements and procedures.					
	3) Customers are unloaded from the ride in a courteous and friendly fashion.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.05.05 - LOAD AND UNLOAD RIDE**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.06.05 – MAINTAIN SAFETY IN WATER BASED RIDES**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Monitor safety around water</b>            1) Surveillance of water areas is continuously maintained. 2) A replacement is obtained when it is necessary to leave the water. 3) Water areas are kept free from hazards at all times. 4) Customer behavior is continuously monitored to ensure compliance with safety requirements including wearing of safety garments. 5) Dangerous or unsafe behavior is promptly identified. 6) Customers are firmly but courteously requested to change behavior where it poses a threat to themselves, other guests or staff. 7) Assistance in controlling customer behavior is sought from a supervisor or security as appropriate.</p> <p><b>Element 2 – Assist and rescue customer</b>            1) Persons in distress or danger are promptly identified. 2) Assistance is given and rescue carried out as required. 3) Rescue equipment is correctly used.</p> <p><b>Element 3 – Provide emergency care</b>            1) Emergency situations are quickly and correctly recognized and assessed. 2) Emergency procedures are implemented. 3) Emergency care techniques are correctly applied. 4) Assistance from emergency services/ colleagues/ customers is gained where appropriate.</p> <p><b>Element 4 – Provide reports on emergencies</b>            1) Emergency situations are documented according to company procedures. 2) Reports provided are clear and accurate.</p>	<p><b>UNIT VARIABLES</b>            Water based activity may include: swimming pools, wave pools, water slides, water rides, bungalows/ restaurant/ lounge located amidst natural or man-made ponds/lakes, etc.            Emergency care may include: basic rescue, resuscitation, first aid, CPR, etc.</p> <p><b>ASSESSMENT GUIDE</b>            1) Look for: a. ability to follow procedures in ride operations to ensure safety of customers and colleagues; b. understanding to the health, safety and emergency issues associated with ride operations; c. ability to rescue and care for customers.            2) Underpinning knowledge and skills required include: a. a. health and safety procedures for specific rides/ activities; b. emergency procedures for specific rides/ activities; c. technical/equipment procedures for specific rides/ activities.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	xxx

02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.06.05 - MAINTAIN SAFETY IN WATER BASED RIDES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.06.05 - MAINTAIN SAFETY IN WATER BASED RIDES

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Monitor safety around water</b>						
	1) Surveillance of water areas is continuously maintained.					
	2) A replacement is obtained when it is necessary to leave the water.					
	3) Water areas are kept free from hazards at all times.					
	4) Customer behavior is continuously monitored to ensure compliance with safety requirements including wearing of safety garments.					
	5) Dangerous or unsafe behavior is promptly identified.					
	6) Customers are firmly but courteously requested to change behavior where it poses a threat to themselves, other guests or staff.					
	7) Assistance in controlling customer behavior is sought from a supervisor or security as appropriate.					
<b>Element 2 – Assist and rescue customer</b>						
	1) Persons in distress or danger are promptly identified.					

	2) Assistance is given and rescue carried out as required.					
	3) Rescue equipment is correctly used.					
<b>Element 3 – Provide emergency care</b>						
	1) Emergency situations are quickly and correctly recognized and assessed.					
	2) Emergency procedures are implemented.					
	3) Emergency care techniques are correctly applied.					
	4) Assistance from emergency services/ colleagues/ customers is gained where appropriate.					
<b>Element 4 – Provide reports on emergencies</b>						
	1) Emergency situations are documented according to company procedures.					
	2) Reports provided are clear and accurate.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.06.05 - MAINTAIN SAFETY IN WATER BASED RIDES**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :  
 Candidate Signature :  
 Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.07.05 – SUPERVISE RIDE OPERATIONS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Monitor ride operations</b></p> <p>1) Communication is established with ride operators at commencement of the duty period. 2) Regular liaison is undertaken with all operators. 3) Informal updates are requested from operators. 4) Ride operations are observed and monitored to ensure adherence to safety and customer service policies. 5) Quality control issues are promptly identified and action is promptly taken to rectify any problems. 6) Assistance is provided to ride operators as required.</p> <p><b>Element 2 – Solve problems with ride operations</b></p> <p>1) Problems are promptly identified and considered from an operational and customer service perspective. 2) Short term action is initiated to resolve the immediate problem where appropriate. 3) Problems are analyzed for any long term impact and potential solutions are assessed and acted upon in consultation with relevant colleagues. 4) Where a problem is raised by the team members, they are encouraged to participate in solving the problem. 5) Follow up action is taken to monitor the effectiveness of solutions in the workplace.</p> <p><b>Element 3 – Coordinate emergency procedures</b></p> <p>1) Immediate response is made to requests for assistance with emergencies. 2) Emergency procedures are implemented according to company procedures. 3) Relevant information is obtained from ride operators. 4) The situation is quickly assessed and decision is taken on the course of action required. 5) Action is clearly communicated to all relevant personnel. 6) Emergency services are called when required. 7) Emergency care techniques are correctly applied where appropriate.</p> <p><b>Element 4 – Contribute to ride operations management</b></p> <p>1) Constructive suggestions for improvement in ride operations are made to management. 2) Input to management takes account of feedback from ride operators. 3) Reports on ride operations are provided to management as required.</p>	<p><b>UNIT VARIABLES</b></p> <p>Ride may include: mechanical, computerized, manual, water-based activities, animal rides, etc.</p> <p>Problems may be technical, operational or customer service related.</p> <p>Emergency care may include: First Aid, CPR, resuscitation etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. understanding of quality assurance and how it applies to ride operations; b. ability to apply quality assurance principles to the supervision of ride operations; c. Ability to solve problems and make decisions in a range of different operational situations including emergency situations; d. knowledge of potential issues and problems that may arise in ride operations within an attraction / theme park; e. knowledge of legal and insurance issues that impact on ride operations.</p> <p>2) Underpinning knowledge and skills required include: a. problem solving and decision making; b. systems for coordination of safety and emergency procedures; c. comprehensive knowledge of legal and insurance requirements that impact on ride operations.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.07.05 - SUPERVISE RIDE OPERATIONS
05	Results of Assessment	
06	Comments & Feedback	



07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.07.05 - SUPERVISE RIDE OPERATIONS

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Monitor ride operations</b>						
	1) Communication is established with ride operators at commencement of the duty period.					
	2) Regular liaison is undertaken with all operators.					
	3) Informal updates are requested from operators.					
	4) Ride operations are observed and monitored to ensure adherence to safety and customer service policies.					
	5) Quality control issues are promptly identified and action is promptly taken to rectify any problems.					
	6) Assistance is provided to ride operators as required.					
<b>Element 2 – Solve problems with ride operations</b>						
	1) Problems are promptly identified and considered from an operational and customer service perspective.					
	2) Short term action is initiated to resolve the immediate problem where appropriate.					
	3) Problems are analyzed for any long term impact and potential solutions are assessed and acted upon in consultation with relevant colleagues.					
	4) Where a problem is raised by the team members, they are encouraged to participate in solving the problem.					
	5) Follow up action is taken to monitor the effectiveness of solutions in the workplace.					
<b>Element 3 – Coordinate emergency procedures</b>						
	1) Immediate response is made to requests for assistance with emergencies.					
	2) Emergency procedures are implemented according to company procedures.					
	3) Relevant information is obtained from ride operators.					
	4) The situation is quickly assessed and decision is taken on the course of action required.					
	5) Action is clearly communicated to all relevant personnel.					
	6) Emergency services are called when required.					
	7) Emergency care techniques are correctly applied where appropriate.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.07.05 - SUPERVISE RIDE OPERATIONS**

Name of Candidate :  
Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.08.05 / 3.09.xx.05 – OPERATE A GAMES LOCATION**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Prepare games locations for customers</b>  1) The games location is checked for cleanliness, safety and security according to company policy and procedures. 2) Equipment is checked and prepared for operation. 3) Signage is checked and correctly displayed. 4) Prizes and other supplies are checked to ensure sufficient stock levels. 5) Prizes are attractively displayed. 6) The number of stock items is accurately recorded. 7) Additional supplies are ordered where appropriate.</p> <p><b>Element 2 – Inspect games prior to opening</b>  1) Each game is correctly inspected according to company policy and procedures. 2) Faults are immediately reported to supervisor.</p> <p><b>Element 3 – Conduct games operations</b>  1) Rules and regulations are enforced during games. 2) Customer questions on games are correctly</p>	<p><b>UNIT VARIABLES</b>  Games may be: computerized, manual, coin operated, group, individual, pay per use, included in entry etc.</p> <p><b>ASSESSMENT GUIDE</b>  1) Look for: a. ability to apply games operational procedures including set up,</p>

<p>answered. 3) All prizes given are recorded for data analysis and stock take purposes according to company procedures. 4) The location is kept clean at all times. 5) Crowd size is monitored and maximum numbers are not exceeded. 6) Customer behavior is monitored to ensure a safe and pleasant environment for all customers. 7) Customers are firmly but courteously requested to change inappropriate behavior. 8) Assistance is sought from supervisor or security personnel as appropriate.</p> <p><b>Element 4 – Clean and maintain games</b></p> <p>1) Games are regularly inspected and cleaned as appropriate. 2) Game faults are correctly identified. 3) Simple repairs are made with minimum disruption to customers according to manufacturer instructions and company policy. 4) Games are put out of order where necessary and the fault immediately reported to the appropriate supervisor.</p> <p><b>Element 5 – Close down games locations</b></p> <p>1) Close down procedures are carried out according to company policy and procedures and manufacturer instructions. 2) Resources, equipment and stock are secured according to company policy and procedures. 3) The area is cleaned and prepared for the next day operation.</p> <p><b>Element 6 – Complete reports and documentation</b></p> <p>1) Tally, data records and reports are accurately produced according to company requirements within designated timeframe. 2) Reports are forwarded to the appropriate area within required timeframe.</p>	<p>inspection, cleaning and maintenance, actual conduct of games and close down of games area; b. ability to accurately complete games operation documentation.</p> <p>2) Underpinning knowledge and skills required include: a. security procedures in specific relation to games operations; b. record keeping and documentation procedures for games; c. knowledge of individual game operations and rules; d. health and safety requirements as they apply to games operations.</p>
--	---

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.08.05 / APEC SS 3.09.xx.05 - OPERATE A GAMES LOCATION
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP**

## APEC SKILL STANDARD 2005

### EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 4.06.08.05 / APEC SS 3.09.xx.05 - OPERATE A GAMES LOCATION

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Prepare games locations for customers</b>						
	1) The games location is checked for cleanliness, safety and security according to company policy and procedures.					
	2) Equipment is checked and prepared for operation.					
	3) Signage is checked and correctly displayed.					
	4) Prizes and other supplies are checked to ensure sufficient stock levels.					
	5) Prizes are attractively displayed.					
	6) The number of stock items is accurately recorded.					
	7) Additional supplies are ordered where appropriate.					
<b>Element 2 – Inspect games prior to opening</b>						
	1) Each game is correctly inspected according to company policy and procedures.					
	2) Faults are immediately reported to supervisor.					
<b>Element 3 – Conduct games operations</b>						
	1) Rules and regulations are enforced during games.					
	2) Customer questions on games are correctly answered.					
	3) All prizes given are recorded for data analysis and stock take purposes according to company procedures.					
	4) The location is kept clean at all times.					
	5) Crowd size is monitored and maximum numbers are not exceeded.					
	6) Customer behavior is monitored to ensure a safe and pleasant environment for all customers.					
	7) Customers are firmly but courteously requested to change inappropriate behavior.					
	8) Assistance is sought from supervisor or security personnel as appropriate.					
<b>Element 4 – Clean and maintain games</b>						
	1) Games are regularly inspected and cleaned as appropriate.					
	2) Game faults are correctly identified.					
	3) Simple repairs are made with minimum disruption to customers according to manufacturer instructions and company policy.					
	4) Games are put out of order where necessary and the fault immediately reported to the appropriate supervisor.					
<b>Element 5 – Close down games locations</b>						
	1) Close down procedures are carried out according to company policy and procedures and manufacturer instructions.					
	2) Resources, equipment and stock are secured according to company policy and procedures.					
	3) The area is cleaned and prepared for the next day operation.					

<b>Element 6 – Complete reports and documentation</b>					
	1) Tally, data records and reports are accurately produced according to company requirements within designated timeframe.				
	2) Reports are forwarded to the appropriate area within required timeframe.				

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.08.05 / APEC SS 3.09.xx.05 - OPERATE A GAMES LOCATION**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.09.05 – CARRY OUT SPRUIKING**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<p><b>Element 1 – Make games announcement</b></p> <p>1) Communication systems and equipment are correctly used. 2) Announcement is clear and concise. 3) Information given about games is accurate and prepares customers for the games experience. 4) Information is presented in an entertaining manner. 5) Customers are encouraged to participate in games by inclusion of key sales points and promotional offers.</p>	<p><b>UNIT VARIABLES</b></p> <p>Games may be: computerized, manual, coin operated, group, or individual.</p> <p>Communications systems and equipment may include: static microphone, roaming microphone, PA system etc.</p>

<p><b>Element 2 – Present and conduct games</b></p> <p>1) Games are presented and conducted in a lively and entertaining manner. 2) Spruiking techniques are employed to enhance customer enjoyment of the game. 3) Player and crowd participation is encouraged. 4) Humor is appropriate to the customer group. 5) Language is appropriate for the customer group. 6) Personal presentation, appearance and grooming enhance the customer experience and are appropriate to the games environment. 7) Body language is positive and welcoming to the customer. 8) Presentation shows cultural and social sensitivity. 9) Technical presentation resources are correctly used.</p>	<p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to use a range of established spruiking techniques to encourage customer participation and enhance customer enjoyment of games.</p> <p>2) Underpinning knowledge and skills required include: a. health and safety requirements; b. security procedures; c. knowledge of individual game operation; d. presentation and spruiking techniques.</p>
--	---

Assessment Document 1  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	XXX
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.06.09.05 - CARRY OUT SPRUIKING
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

Assessment Document 2  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.09.05 - CARRY OUT SPRUIKING

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Make games announcement</b>						
	1) Communication systems and equipment are correctly used.					
	2) Announcement is clear and concise.					
	3) Information given about games is accurate and prepares customers for the games experience.					
	4) Information is presented in an entertaining manner.					
	5) Customers are encouraged to participate in games by inclusion of key sales points and promotional offers.					
<b>Element 2 – Present and conduct games</b>						
	1) Games are presented and conducted in a lively and entertaining manner.					
	2) Spruiking techniques are employed to enhance customer enjoyment of the game.					
	3) Player and crowd participation is encouraged.					
	4) Humor is appropriate to the customer group.					
	5) Language is appropriate for the customer group.					
	6) Personal presentation, appearance and grooming enhance the customer experience and are appropriate to the games environment.					
	7) Body language is positive and welcoming to the customer.					
	8) Presentation shows cultural and social sensitivity.					
	9) Technical presentation resources are correctly used.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.09.05 - CARRY OUT SPRUIKING**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.10.05 – OPERATE AN ANIMAL ENCLOSURE / EXHIBIT**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Prepare for customers</b>                      1) Animal welfare is checked and immediate action taken to rectify any problems. 2) Enclosure/exhibit is inspected prior to arrival of customers according to enterprise procedures. 3) Signs are erected for temporary closures to ensure minimum customer inconvenience. 4) Equipment is prepared for the day activity. 5) Area is checked for cleanliness and safety according to enterprise procedures. 6) Supplies are checked for quantity and quality. 7) Required supplies are ordered according to enterprise procedures.</p> <p><b>Element 2 – Monitor the enclosure / exhibit</b>                      1) During operation customer numbers are monitored to ensure maximum numbers are not exceeded. 2) Customer behavior is continuously monitored to ensure compliance with safety requirements. 3) Dangerous or unsafe behavior is promptly identified. 4) Customers are firmly but courteously requested to change behavior where there is a threat to themselves, other guests, animal or staff. 5) Assistance in controlling customer behavior is sought from supervisor or security as appropriate.</p> <p><b>Element 3 – Clean and maintain enclosure / exhibit</b>                      1) Waste, faeces and weeds are removed from enclosures. 2) Vermin control procedures implemented. 3) Disposal of materials is carried out according to instructions. 4) Enclosure cleaning is conducted with minimum disruption to animals including exhibits, night facilities and food preparation areas. 5) Enclosure is presented according to requirements of both the animal and the customer. 6) Enclosures are secured according to enterprise guidelines and requirements for animal species. 7) Routine maintenance tasks are carried out according to instructions. 8) Feeding and watering systems are monitored and maintained in a safe and working condition. 9) Tasks are carried out in a manner which causes minimum disruption to customers.</p> <p><b>Element 4 – Close down enclosures</b>                      1) Close down procedures are carried out according to enterprise procedures. 2) Animal welfare and security are checked during the close down process and reports are made to the appropriate supervisor. 3) The enclosure / exhibit and all equipment are prepared for the next day operation. 4) The enclosure / exhibit is cleaned. 5) The enclosure / exhibit is correctly secured.</p> <p><b>Element 5 – Use and care for equipment</b>                      1) Animal husbandry and general equipment is correctly identified and used. 2) Basic cleaning and maintenance is correctly carried out on equipment. 3) Equipment is correctly and safely stored in the designated area.</p> <p><b>Element 6 – Complete reports and documentation</b>                      1) Reports and documentation on the enclosure / exhibit are completed within the required timeframes. 2) Reports and documentation are forwarded to the appropriate area within required timeframes.</p>	<p><b>UNIT VARIABLES</b>                      Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species.                      Routine maintenance includes: simple repairs or improvements to enclosure structure or equipment; basic gardening or landscaping.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. general knowledge of animals in the enclosure and procedures to be followed; b. knowledge of health and safety issues related to the animal enclosures; c. ability to correctly follow procedures for the opening, closing and monitoring of an enclosure or exhibit open to the public; d. ability to correctly use animal husbandry and general enclosure equipment; e. ability to undertake routine cleaning and maintenance duty; f. ability to accurately complete enclosure documentation.                      2) Underpinning knowledge and skills required include: a. animal types within the enterprise; b. animal escape procedures; c. animal welfare and ethics politics; d. animal feeding procedures; e. cleaning procedures in specific relation to animal enclosures; f. equipment procedures for animal husbandry and general enclosure equipment; g. health and safety requirements for animal enclosures; h. basic maintenance routine; i. record keeping in relation to animals enclosures.</p>



Assessment Document 1

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD (APEC SS)  
2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.10.05 - OPERATE AN ANIMAL ENCLOSURE / EXHIBIT
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.10.05 - OPERATE AN ANIMAL ENCLOSURE / EXHIBIT

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**	***C/ NYC
---------	----------------------	----------------------	-----------

**APEC TOURISM WORKING GROUP**

**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

		<b>V</b>	<b>S</b>	<b>C</b>	<b>A</b>
		<b>D</b>	<b>F</b>	<b>U</b>	<b>U</b>
<b>Element 1 – Prepare for customers</b>					
	1) Animal welfare is checked and immediate action taken to rectify any problems.				
	2) Enclosure/exhibit is inspected prior to arrival of customers according to enterprise procedures.				
	3) Signs are erected for temporary closures to ensure minimum customer inconvenience.				
	4) Equipment is prepared for the day activity.				
	5) Area is checked for cleanliness and safety according to enterprise procedures.				
	6) Supplies are checked for quantity and quality.				
	7) Required supplies are ordered according to enterprise procedures.				
<b>Element 2 – Monitor the enclosure / exhibit</b>					
	1) During operation customer numbers are monitored to ensure maximum numbers are not exceeded.				
	2) Customer behavior is continuously monitored to ensure compliance with safety requirements.				
	3) Dangerous or unsafe behavior is promptly identified.				
	4) Customers are firmly but courteously requested to change behavior where there is a threat to themselves, other guests, animal or staff.				
	5) Assistance in controlling customer behavior is sought from supervisor or security as appropriate.				
<b>Element 3 – Clean and maintain enclosure / exhibit</b>					
	1) Waste, faeces and weeds are removed from enclosures.				
	2) Vermin control procedures implemented.				
	3) Disposal of materials is carried out according to instructions.				
	4) Enclosure cleaning is conducted with minimum disruption to animals including exhibits, night facilities and food preparation areas.				
	5) Enclosure is presented according to requirements of both the animal and the customer.				
	6) Enclosures are secured according to enterprise guidelines and requirements for animal species.				
	7) Routine maintenance tasks are carried out according to instructions.				
	8) Feeding and watering systems are monitored and maintained in a safe and working condition.				
	9) Tasks are carried out in a manner which causes minimum disruption to customers.				
<b>Element 4 – Close down enclosures</b>					
	1) Close down procedures are carried out according to enterprise procedures.				
	2) Animal welfare and security are checked during the close down process and reports are made to the appropriate supervisor.				
	3) The enclosure / exhibit and all equipment are prepared for the next day operation.				
	4) The enclosure / exhibit is cleaned.				
	5) The enclosure / exhibit is correctly secured.				
<b>Element 5 – Use and care for equipment</b>					
	1) Animal husbandry and general equipment is correctly identified and used.				
	2) Basic cleaning and maintenance is correctly carried out on equipment.				
	3) Equipment is correctly and safely stored in the designated area.				
<b>Element 6 – Complete reports and documentation</b>					
	1) Reports and documentation on the enclosure / exhibit are completed within the required timeframes.				
	2) Reports and documentation are forwarded to the appropriate area within required timeframes.				

**Assessment Document 3**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.10.05 - OPERATE AN ANIMAL ENCLOSURE / EXHIBIT**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :  
 Candidate Signature :  
 Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.11.05 – PROVIDE GENERAL ANIMAL CARE**

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
<p><b>Element 1 – Feed and water animals</b>                      1) Food preparation equipment is cleaned, disinfected and sterilized. 2) Food is prepared, apportioned and distributed according to instructions and dietary charts. 3) Feed animals are correctly handled according to enterprise procedures. 4) Water supply is monitored to ensure appropriate quantity, quality and safety. 5) Feeding and watering is conducted according to animal welfare and ethics policies. 6) Feeding and watering is conducted according to health and safety procedures. 7) Where possible and appropriate, customers are involved in animal feeding within safety guidelines.</p> <p><b>Element 2 – Assist with general animal care</b>                      1) Appropriate care is provided for the specific animal type and gender. 2) Chemicals used in animal care are handled, administered and stored in a safe and environmentally responsible manner. 3) Animals are groomed according to enterprise and animal welfare ethics policy. 4) Common animal behaviors are correctly recognized and appropriate action taken. 5) Capture and restraint procedures are correctly used under supervision. 6) Assistance is provided in rearing of young animals under supervision. 7) Stock levels are accurately counted.</p>	<p><b>UNIT VARIABLES</b>                      Animals refer to all types of animals which are exhibited in theme parks and attractions including marine species.                      Samples may include urine, faeces, fur, feather, scale, etc.                      Animal behaviors may include: courtship, copulation, combat etc.                      Grooming and general care will vary according to the nature and type of the animal.                      Hazards and risks may include: animal behavior, human behavior, defects in enclosure structure or equipment.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. knowledge of procedures to be</p>

<p><b>Element 3 – Assist with animal health care</b></p> <p>1) Disease prevention procedures are carried out according to instructions and appropriate quarantine procedures. 2) Pests and toxic substances are accurately identified. 3) Obvious signs of illness are promptly recognized and reported according to procedures. 4) Routine treatments are administered under supervision. 5) Samples are correctly collected when required.</p> <p><b>Element 4 – Identify and act on potential risks in animal enclosures</b></p> <p>1) Physical / behavioral hazards are correctly identified. 2) Risks associated with specific animals are identified. 3) Day-to-day duties are conducted in a manner which minimizes risks in the enclosure. 4) Potential risks are promptly reported to supervisor.</p> <p><b>Element 5 – Update and maintain animal records</b></p> <p>1) Issues, behavior, events requiring written notation are promptly and accurately identified. 2) Accurate notations are made on animal records using correct terminology.</p>	<p>applied in day-to-day animal care including feeding, watering, grooming, disease prevention, routine health treatments and capture / restraint; b. ability to apply safety procedures to selected animal groups; c. knowledge of correct terminology and record keeping procedures in relation to animal care.</p> <p>2) Underpinning knowledge and skills required include: a. animal observation skills; b. feeding procedures; c. chemical types and usage in animal care; d. quarantine requirements; e. general knowledge of animal diseases and pests; f. health and safety requirements related to animal care.</p>
---	---

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.11.05 - PROVIDE GENERAL ANIMAL CARE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC SS 4.06.11.05 - PROVIDE GENERAL ANIMAL CARE**

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Feed and water animals</b>						
	1) Food preparation equipment is cleaned, disinfected and sterilized.					
	2) Food is prepared, apportioned and distributed according to instructions and dietary charts.					
	3) Feed animals are correctly handled according to enterprise procedures.					
	4) Water supply is monitored to ensure appropriate quantity, quality and safety.					
	5) Feeding and watering is conducted according to animal welfare and ethics policies.					
	6) Feeding and watering is conducted according to health and safety procedures.					
	7) Where possible and appropriate, customers are involved in animal feeding within safety guidelines.					
<b>Element 2 – Assist with general animal care</b>						
	1) Appropriate care is provided for the specific animal type and gender.					
	2) Chemicals used in animal care are handled, administered and stored in a safe and environmentally responsible manner.					
	3) Animals are groomed according to enterprise and animal welfare ethics policy.					
	4) Common animal behaviors are correctly recognized and appropriate action taken.					
	5) Capture and restraint procedures are correctly used under supervision.					
	6) Assistance is provided in rearing of young animals under supervision.					
	7) Stock levels are accurately counted.					
<b>Element 3 – Assist with animal health care</b>						
	1) Disease prevention procedures are carried out according to instructions and appropriate quarantine procedures.					
	2) Pests and toxic substances are accurately identified.					
	3) Obvious signs of illness are promptly recognized and reported according to procedures.					
	4) Routine treatments are administered under supervision.					
	5) Samples are correctly collected when required.					
<b>Element 4 – Identify and act on potential risks in animal enclosures</b>						
	1) Physical / behavioral hazards are correctly identified.					
	2) Risks associated with specific animals are identified.					
	3) Day-to-day duties are conducted in a manner which minimizes risks in the enclosure.					
	4) Potential risks are promptly reported to supervisor.					
<b>Element 5 – Update and maintain animal records</b>						
	1) Issues, behavior, events requiring written notation are promptly and accurately identified.					
	2) Accurate notations are made on animal records using correct terminology.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.11.05 - PROVIDE GENERAL ANIMAL CARE**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :  
 Candidate Signature :  
 Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.12.05 – RESCUE ANIMALS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Identify animal requiring rescue</b>                      1) The work area is regularly checked for distressed or escaped animals. 2) Animals requiring rescue or in distress are promptly identified. 3) Potential risks to customers, the animals, self and colleagues are assessed and action taken accordingly. 4) Appropriate departments and animal specialists are promptly informed of the situation.</p> <p><b>Element 2 – Participate in animal rescue</b>                      1) Rescue procedures are carried out within the scope of individual responsibility. 2) Assistance is sought from colleagues and animal specialists as required. 3) The animal is taken to the appropriate location. 4) Customers are kept informed of rescue progress where appropriate.</p>	<p><b>UNIT VARIABLES</b>                      Animals refer to all types of animals which are exhibited in theme parks and attractions including marine species.                      Rescue may include: escaped animals, sick animals, wildlife living in the park, etc.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. ability to safely apply animal rescue techniques; b. knowledge of rescue procedures.                      2) Underpinning knowledge and skills required include: a. animal types within the organization; b. animal escape / rescue procedures; c. animal welfare and ethics politics; d. health and safety requirements.</p>

**Assessment Document 1**

**APEC SKILL STANDARD (APEC SS)  
2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.12.05 - RESCUE ANIMALS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.12.05 - RESCUE ANIMALS

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Identify animal requiring rescue</b>						
	1) The work area is regularly checked for distressed or escaped animals.					

	2) Animals requiring rescue or in distress are promptly identified.					
	3) Potential risks to customers, the animals, self and colleagues are assessed and action taken accordingly.					
	4) Appropriate departments and animal specialists are promptly informed of the situation.					
<b>Element 2 – Participate in animal rescue</b>						
	1) Rescue procedures are carried out within the scope of individual responsibility.					
	2) Assistance is sought from colleagues and animal specialists as required.					
	3) The animal is taken to the appropriate location.					
	4) Customers are kept informed of rescue progress where appropriate.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.12.05 - RESCUE ANIMALS**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

<b>ASSESSMENT FILE</b>
<b>APEC SS 4.06.13.05 – PROVIDE INFORMATION ON ANIMALS</b>

<b>ELEMENTS &amp; PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLES &amp; ASSESSMENT GUIDE</b>
--	--



<p><b>Element 1 – Offer information to customers</b></p> <p>1) Opportunities are taken to talk to customers about animals. 2) Interactions with customers are conducted in a polite, friendly and welcoming manner. 3) Information offered is current and accurate. 4) Complexity of information is appropriate to customer needs. 5) Available resources are used to enhance the presentation of information. 6) Demonstration with actual animals is used as appropriate and within safety and animal welfare/ethics guidelines. 7) Customers are given opportunities to observe and interact with animals according to safety and animal welfare/ethics guidelines. 8) Customers are invited to ask questions.</p> <p><b>Element 2 – Respond to customer questions about animals</b></p> <p>1) Customer questions are correctly answered in a polite, friendly and welcoming manner. 2) Opportunities are taken to provide additional information to enhance the customer understanding and experience. 3) Where possible answers are enhanced by showing examples in real animals. 4) Where the requested information falls outside the individual area of knowledge, the answer is found from another source or the customer is referred to other sources of information.</p>	<p><b>UNIT VARIABLES</b></p> <p>Animals refer to all types of animals which are exhibited in theme parks and attractions including marine species.</p> <p>Information may include: general animal characteristics, animal behavioral pattern, individual animal characteristics, feeding information, etc.</p> <p>Resources may include: slide, video, pictures &amp; charts, animal models, handouts, CD Rom etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. knowledge of animals; b. ability to effectively communicate information about animals to customers.</p> <p>2) Underpinning knowledge and skills required include: a. knowledge of animal as appropriate to the enterprise; b. customer service skills.</p>
--	---

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.13.05 - PROVIDE INFORMATION ON ANIMALS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP**

## APEC SKILL STANDARD 2005

### EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

#### APEC SS 4.06.13.05 - PROVIDE INFORMATION ON ANIMALS

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Offer information to customers</b>						
	1) Opportunities are taken to talk to customers about animals.					
	2) Interactions with customers are conducted in a polite, friendly and welcoming manner.					
	3) Information offered is current and accurate.					
	4) Complexity of information is appropriate to customer needs.					
	5) Available resources are used to enhance the presentation of information.					
	6) Demonstration with actual animals is used as appropriate and within safety and animal welfare/ethics guidelines.					
	7) Customers are given opportunities to observe and interact with animals according to safety and animal welfare/ethics guidelines.					
	8) Customers are invited to ask questions.					
<b>Element 2 – Respond to customer questions about animals</b>						
	1) Customer questions are correctly answered in a polite, friendly and welcoming manner.					
	2) Opportunities are taken to provide additional information to enhance the customer understanding and experience.					
	3) Where possible answers are enhanced by showing examples in real animals.					
	4) Where the requested information falls outside the individual area of knowledge, the answer is found from another source or the customer is referred to other sources of information.					

#### Assessment Document 3

## APEC TOURISM WORKING GROUP APEC SKILL STANDARD

### VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

#### APEC SS 4.06.13.05 - PROVIDE INFORMATION ON ANIMALS

Name of Candidate :  
Name of Assessor/s :

#### ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.14.05 – COORDINATE AND MONITOR ANIMAL CARE**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Formulate animal diets and feeding regimes</b>                      1) Research on dietary requirements is undertaken in consultation with a veterinarian. 2) Feeding strategies appropriate to the particular animal groups are used. 3) Liaison with supervisor and veterinarian is undertaken on dietary requirements.</p> <p><b>Element 2 – Handle and feed young animals</b>                      1) An appropriate environment is prepared and maintained for young animals. 2) Young animals are handled and cared for in a manner which minimizes stress to the animal. 3) Weaning routines are correctly used. 4) Dietary and feeding requirements for young animals are correctly implemented. 5) Growth and development of young animals is monitored and recorded according to established protocol.</p> <p><b>Element 3 – Monitor animal health</b>                      1) Health changes are identified with regard to behavior, general condition, food intake, and faecal appearance. 2) Simple illnesses are correctly diagnosed and action taken within scope of individual responsibility. 3) Health changes with potential for risk to other animals are promptly identified and acted upon.</p> <p><b>Element 4 – Administer animal health treatment</b>                      1) Treatments are administered within scope of individual responsibility. 2) Internal and external medications are administered in consultation with a veterinarian. 3) Treatments are administered in a manner which minimizes animal stress and maximizes the safety of the operation. 4) Critical and special care procedures including pre and post natal care are correctly carried out under direction from appropriate specialist.</p> <p><b>Element 5 – Monitor and modify animal behavior</b>                      1) Individual and group animal behavior is observed and recorded for research purposes. 2) Behavioral changes are recognized and assessed for potential risks. 3) Causes of behavioral changes are determined or reported to the appropriate person for determination. 4) Action is taken to remedy any undesirable behavior. 5) Enterprise conditioning programs are correctly applied. 6) Behavioral changes are promptly reported to the appropriate supervisor.</p> <p><b>Element 6 – Operate and maintain controlled environments</b>                      1) Breeding control procedures are correctly implemented. 2) Specialist equipment is correctly used as directed by breeding and growth patterns. 3) Equipment is maintained according to enterprise and manufacturer instructions. 4) Maintenance assistance is sought from internal and external sources as</p>	<p><b>UNIT VARIABLES</b>                      Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species. Identification techniques may include: microchips, ear tags, brands, bands, color marking etc.                      Routine health care may include: routine injections, adding vitamins, fresh foods, pest control etc.                      Capture, restraint and movement methods will vary according to the type of animal and circumstances of capture.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. detailed knowledge of animal care procedures; b. ability to coordinate and monitor the overall day-to-day care of animals in an attraction / theme park environment including diet / feeding, young animal care, health care, breeding, capture / restraint.</p>

<p>required.</p> <p><b>Element 7 – Capture, restraint and transport animals</b></p> <p>1) Appropriate capture, restraint and transport equipment is accurately identified. 2) Equipment is checked and any faults promptly reported. 3) Capture and restraint procedures are carried out to minimize risk to animals and humans, using techniques required for the specific animals. 4) Animals are transported according to transport protocol and enterprise guidelines.</p> <p><b>Element 8 – Use animal identification techniques</b></p> <p>1) Species are correctly identified through correct application of morphology, dentition, reproduction, and behavior. 2) Appropriate identification methods are selected for animal type. 3) Identification techniques are correctly applied including microchips, tattoos, ear tags, brands, etc.</p> <p><b>Element 9 – Monitor quality in the animal enclosure</b></p> <p>1) Quality of animal care in the enclosure is monitored daily and action promptly taken to remedy any problems. 2) The effects of new programs / exhibits on animals are assessed and communicated to the appropriate supervisor. 3) Maintenance and renovation work conducted in the enclosure is undertaken and monitored to ensure minimum distress to animals. 4) Opportunities are taken to suggest animal care improvements to the appropriate supervisor.</p>	<p>2) Underpinning knowledge and skills required include: a. feeding requirements for different animals; b. capture, restraint and transport techniques including knots and lashings; c. record keeping procedures for animals, animal record keeping terminology; e. critical and special care procedures; f. dietary requirements for animals; g. young animal handling; h. general animal health; i. animal behavior modification.</p>
---	---

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.14.05 - COORDINATE AND MONITOR ANIMAL CARE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

2005

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.14.05 - COORDINATE AND MONITOR ANIMAL CARE

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Formulate animal diets and feeding regimes</b>						
	1) Research on dietary requirements is undertaken in consultation with a veterinarian.					
	2) Feeding strategies appropriate to the particular animal groups are used.					
	3) Liaison with supervisor and veterinarian is undertaken on dietary requirements.					
<b>Element 2 – Handle and feed young animals</b>						
	1) An appropriate environment is prepared and maintained for young animals.					
	2) Young animals are handled and cared for in a manner which minimizes stress to the animal.					
	3) Weaning routines are correctly used.					
	4) Dietary and feeding requirements for young animals are correctly implemented.					
	5) Growth and development of young animals is monitored and recorded according to established protocol.					
<b>Element 3 – Monitor animal health</b>						
	1) Health changes are identified with regard to behavior, general condition, food intake, and faecal appearance.					
	2) Simple illnesses are correctly diagnosed and action taken within scope of individual responsibility.					
	3) Health changes with potential for risk to other animals are promptly identified and acted upon.					
<b>Element 4 – Administer animal health treatment</b>						
	1) Treatments are administered within scope of individual responsibility.					
	2) Internal and external medications are administered in consultation with a veterinarian.					
	3) Treatments are administered in a manner which minimizes animal stress and maximizes the safety of the operation.					
	4) Critical and special care procedures including pre and post natal care are correctly carried out under direction from appropriate specialist.					
<b>Element 5 – Monitor and modify animal behavior</b>						
	1) Individual and group animal behavior is observed and recorded for research purposes.					
	2) Behavioral changes are recognized and assessed for potential risks.					
	3) Causes of behavioral changes are determined or reported to the appropriate person for determination.					
	4) Action is taken to remedy any undesirable behavior.					
	5) Enterprise conditioning programs are correctly applied.					
	6) Behavioral changes are promptly reported to the appropriate supervisor.					
<b>Element 6 – Operate and maintain controlled environments</b>						
	1) Breeding control procedures are correctly implemented.					
	2) Specialist equipment is correctly used as directed by breeding and growth patterns.					
	3) Equipment is maintained according to enterprise and manufacturer instructions.					

	4) Maintenance assistance is sought from internal and external sources as required.					
<b>Element 7 – Capture, restraint and transport animals</b>						
	1) Appropriate capture, restraint and transport equipment is accurately identified.					
	2) Equipment is checked and any faults promptly reported.					
	3) Capture and restraint procedures are carried out to minimize risk to animals and humans, using techniques required for the specific animals.					
	4) Animals are transported according to transport protocol and enterprise guidelines.					
<b>Element 8 – Use animal identification techniques</b>						
	1) Species are correctly identified through correct application of morphology, dentition, reproduction, and behavior.					
	2) Appropriate identification methods are selected for animal type.					
	3) Identification techniques are correctly applied including microchips, tattoos, ear tags, brands, etc.					
<b>Element 9 – Monitor quality in the animal enclosure</b>						
	1) Quality of animal care in the enclosure is monitored daily and action promptly taken to remedy any problems.					
	2) The effects of new programs / exhibits on animals are assessed and communicated to the appropriate supervisor.					
	3) Maintenance and renovation work conducted in the enclosure is undertaken and monitored to ensure minimum distress to animals.					
	4) Opportunities are taken to suggest animal care improvements to the appropriate supervisor.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.14.05 - COORDINATE AND MONITOR ANIMAL CARE**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :  
 Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.15.05 – TRAIN AND CONDITION ANIMAL**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Develop animal training plan</b>                      1) A program to train and condition each animal is developed in consultation with appropriate experts. 2) Animal training plans take account of all safety and animal welfare / ethics policies. 3) The required degree of human/animal interaction is taken into consideration in developing the training plan.</p> <p><b>Element 2 – Train and condition animal</b>                      1) Animals are trained and conditioned according to plan and in consultation with appropriate experts. 2) Safety procedures are strictly followed for all animals and animal training equipment. 3) Procedures for dealing with trained and conditioned animals are correctly followed and communicated to all other personnel in animal care. 4) Progress of training is accurately documented. 5) Progress of training is communicated to colleagues to facilitate planning of animal exhibits and shows.</p> <p><b>Element 3 – Design and present animal show</b>                      1) Animal shows are designed and presented to take account of training and conditioning. 2) Shows are presented in a manner which causes minimum distress to animals.</p>	<p><b>UNIT VARIABLES</b>                      Animals refer to all types of animals which are exhibited in theme parks and attractions including marine species.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. knowledge of animal welfare / ethics policies in relation to training of animals; b. ability to safely apply detailed animal knowledge to the training / conditioning process; c. ability to design and present animal shows within ethical guidelines.                      2) Underpinning knowledge and skills required include: a. in-depth knowledge of behavior patterns of animal to be trained; b. animal training techniques; c. training plan design; d. animal training documentation; e. show presentation techniques.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.15.05 - TRAIN AND CONDITION ANIMAL
05	Results of Assessment	
06	Comments & Feedback	

07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

**APEC SS 4.06.15.05 - TRAIN AND CONDITION ANIMAL**

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Develop animal training plan</b>						
	1) A program to train and condition each animal is developed in consultation with appropriate experts.					
	2) Animal training plans take account of all safety and animal welfare / ethics policies.					
	3) The required degree of human/animal interaction is taken into consideration in developing the training plan.					
<b>Element 2 – Train and condition animal</b>						
	1) Animals are trained and conditioned according to plan and in consultation with appropriate experts.					
	2) Safety procedures are strictly followed for all animals and animal training equipment.					
	3) Procedures for dealing with trained and conditioned animals are correctly followed and communicated to all other personnel in animal care.					
	4) Progress of training is accurately documented.					
	5) Progress of training is communicated to colleagues to facilitate planning of animal exhibits and shows.					
<b>Element 3 – Design and present animal show</b>						
	1) Animal shows are designed and presented to take account of training and conditioning.					
	2) Shows are presented in a manner which causes minimum distress to animals.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**



This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.15.05 - TRAIN AND CONDITION ANIMAL**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.16.05 – SUPERVISE ANIMAL ENCLOSURES / EXHIBITS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Monitor and evaluate animal exhibit / enclosure</b>                      1) Communication established with animal handling staff at the commencement of duty period. 2) Regular liaison is undertaken with all handlers. 3) Technical assistance with animal care is provided to handlers where required. 4) Quality of the overall exhibit is regularly evaluated from the perspective of customers, animals, and staff and appropriate action is initiated.</p> <p><b>Element 2 – Monitor animal care</b>                      1) Animal care strategies are evaluated in consultation with relevant colleagues and specialists. 2) Possible improvements to animal care are identified and introduced. 3) Preventive pest control procedures are implemented and monitored.</p> <p><b>Element 3 – Monitor enclosure / exhibit safety</b>                      1) Safety of all exhibits / enclosures for customers, staff and animals is monitored and prompt action taken to rectify deficiencies. 2) Design improvements are implemented and approval sought as required by enterprise policies. 3) Animal containment strategies are monitored and improved where appropriate.</p> <p><b>Element 4 – Maintain animal husbandry manuals</b>                      1) Information in animal husbandry manuals is monitored for accuracy, relevance and currency. 2) Manuals are developed and improved as required in consultation with colleagues. 3) Manuals are stored and/or distributed to all relevant colleagues. 4) New information is highlighted.</p>	<p><b>UNIT VARIABLES</b>                      Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species.                      Animal exhibits / shows include existing species, new species, new single species, multi species etc.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. technical and specialist knowledge in relation to animal care and the operation of animal exhibits / enclosures; b. ability to integrate technical and specialist knowledge with general operational monitoring and quality control of animal enclosures / exhibits.                      2) Underpinning knowledge and skills required include: a. quality control procedures in specific relation to animal exhibits / enclosures; b. animal</p>

<p><b>Element 5 – Provide technical specialist advice to management</b></p> <p>1) Husbandry and technical management advice is provided to management to facilitate informed management decisions for animal exhibits. 2) Assistance with exhibit design is provided. 3) Advice provided takes account of feedback from animal handlers. 4) Reports on animal exhibits are provided to management as required.</p>	<p>management techniques; c. development and maintenance of animal husbandry manuals; d. supervisory skills as stipulated in APEC SS Unit Monitor Workplace Operations (1.02.xx.05 / 2.03.xx.05)</p>
--	--

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.16.05 - SUPERVISE ANIMAL ENCLOSURES / EXHIBITS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.16.05 - SUPERVISE ANIMAL ENCLOSURES / EXHIBITS

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Monitor and evaluate animal exhibit / enclosure</b>						
	1) Communication established with animal handling staff at the commencement of duty period.					
	2) Regular liaison is undertaken with all handlers.					
	3) Technical assistance with animal care is provided to handlers where required.					
	4) Quality of the overall exhibit is regularly evaluated from the perspective of customers, animals, and staff and appropriate action is initiated.					
<b>Element 2 – Monitor animal care</b>						
	1) Animal care strategies are evaluated in consultation with relevant colleagues and specialists.					
	2) Possible improvements to animal care are identified and introduced.					
	3) Preventive pest control procedures are implemented and monitored.					
<b>Element 3 – Monitor enclosure / exhibit safety</b>						
	1) Safety of all exhibits / enclosures for customers, staff and animals is monitored and prompt action taken to rectify deficiencies.					
	2) Design improvements are implemented and approval sought as required by enterprise policies.					
	3) Animal containment strategies are monitored and improved where appropriate.					
<b>Element 4 – Maintain animal husbandry manuals</b>						
	1) Information in animal husbandry manuals is monitored for accuracy, relevance and currency.					
	2) Manuals are developed and improved as required in consultation with colleagues.					
	3) Manuals are stored and/or distributed to all relevant colleagues.					
	4) New information is highlighted.					
<b>Element 5 – Provide technical specialist advice to management</b>						
	1) Husbandry and technical management advice is provided to management to facilitate informed management decisions for animal exhibits.					
	2) Assistance with exhibit design is provided.					
	3) Advice provided takes account of feedback from animal handlers.					
	4) Reports on animal exhibits are provided to management as required.					

### Assessment Document 3

## **APEC TOURISM WORKING GROUP APEC SKILL STANDARD**

### VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.16.05 - SUPERVISE ANIMAL ENCLOSURES / EXHIBITS**

Name of Candidate :

Name of Assessor/s :

### **ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.17.05 – MANAGE ANIMAL ENCLOSURES / EXHIBITS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Develop animal care and management strategies</b>                      1) Animal care strategies are planned and implemented in consultation with all relevant colleagues for: general care, breeding, diets &amp; feeding, handling, restraint and transport, health, artificial rearing. 2) Strategies are developed to meet all requirements of animal welfare and ethics guidelines. 3) Regimes and procedures for animal enclosures are created as an integral part of the animal care strategy. 4) Administration systems are created and maintained. 5) Animal care strategies are clearly communicated to relevant colleagues. 6) Strategies are evaluated and action taken accordingly.</p> <p><b>Element 2 – Plan animal exhibits and shows</b>                      1) The need for a new exhibit / show is identified in a timely manner. 2) Objectives for a new exhibit / show are developed and agreed upon with colleagues. 3) Requirements are considered from all perspectives including animal, keeper and customer. 4) An action plan for an exhibit / show development is created and implemented in consultation with relevant colleagues. 5) Information on a new exhibit / show is created and distributed as appropriate.</p> <p><b>Element 3 – Integrate animal exhibits and shows with other features and attractions</b>                      1) Contact is maintained with other departments to facilitate effective coordination of all shows and exhibits. 2) Other departments are given the opportunity to provide input into the management of animal exhibits / shows. 3) Animal exhibits / shows are developed and maintained in accordance with the overall goals and objectives of the organization.</p>	<p><b>UNIT VARIABLES</b>                      Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species.                      Animal exhibits / shows include existing species, new species, new single species, multi species etc.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. Detailed knowledge of animal management strategies, development, implementation and monitoring; b. ability to develop and apply animal management strategies in an attraction / theme park environment; c. ability to plan and implement new animal exhibits / shows.                      2) Underpinning knowledge and skills required include: a. strategic animal management techniques and practices; b. knowledge of government regulations regarding exhibited animals; c. planning principles; d. enterprise marketing strategies.</p>

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.17.05 - MANAGE ANIMAL ENCLOSURES / EXHIBITS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.17.05 - MANAGE ANIMAL ENCLOSURES / EXHIBITS

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Develop animal care and management strategies</b>						
	1) Animal care strategies are planned and implemented in consultation with all relevant colleagues for: general care, breeding, diets & feeding, handling, restraint and transport, health, artificial rearing.					
	2) Strategies are developed to meet all requirements of animal welfare and ethics guidelines.					

**APEC TOURISM WORKING GROUP****APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

	3) Regimes and procedures for animal enclosures are created as an integral part of the animal care strategy.					
	4) Administration systems are created and maintained.					
	5) Animal care strategies are clearly communicated to relevant colleagues.					
	6) Strategies are evaluated and action taken accordingly.					
<b>Element 2 – Plan animal exhibits and shows</b>						
	1) The need for a new exhibit / show is identified in a timely manner.					
	2) Objectives for a new exhibit / show are developed and agreed upon with colleagues.					
	3) Requirements are considered from all perspectives including animal, keeper and customer.					
	4) An action plan for an exhibit / show development is created and implemented in consultation with relevant colleagues.					
	5) Information on a new exhibit / show is created and distributed as appropriate.					
<b>Element 3 – Integrate animal exhibits and shows with other features and attractions</b>						
	1) Contact is maintained with other departments to facilitate effective coordination of all shows and exhibits.					
	2) Other departments are given the opportunity to provide input into the management of animal exhibits / shows.					
	3) Animal exhibits / shows are developed and maintained in accordance with the overall goals and objectives of the organization.					

**Assessment Document 3****APEC TOURISM WORKING GROUP****APEC SKILL STANDARD****VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.17.05 - MANAGE ANIMAL ENCLOSURES / EXHIBITS**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.18.05 / 2.01.xx.05 – SELL MERCHANDISE**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Apply product knowledge</b>                      1) Knowledge of the use and application of relevant products and services demonstrated. 2) Experienced sales staff or product information guide consulted to increase product knowledge.</p> <p><b>Element 2 – Approach customer</b>                      1) Timing of customer approach determined and applied. 2) Effective sales approach identified and applied. 3) Positive impression conveyed to arouse customer interest. 4) Knowledge of customer buying behavior demonstrated. 5) Customer is focused on specific merchandise.</p> <p><b>Element 3 – Gather information from customer</b>                      1) Questioning techniques applied to determine customer buying motives. 2) Listening skills used to determine customer requirements. 3) Non-verbal communication cues interpreted and clarified. 4) Customers identified by name where possible.</p> <p><b>Element 4 – Sell benefits</b>                      1) Customer needs matched to appropriate products and services. 2) Knowledge of product features and benefits communicated clearly to customers. 3) Product use and safety requirements described. 4) Customers referred to appropriate product specialist as required. 5) Routine customer questions about merchandise, such as price, price reductions, quality, age etc. are answered accurately, courteously and honesty or referred to more experienced sales staff.</p> <p><b>Element 5 – Overcome objections</b>                      1) Customer objections identified. 2) Objections categorized into price, time and merchandise characteristics. 3) Solutions offered according to store policy. 4) Problem solving applied to overcome customer objections.</p> <p><b>Element 6 – Close sales</b>                      1) Customer buying signals are monitored, identified and responded to appropriately. 2) Customer is encouraged to make purchase decisions. 3) Appropriate method of closing sale selected and applied.</p> <p><b>Element 7 – Maximize sales opportunities</b>                      1) Opportunities for making additional sales recognized and applied. 2) Customer advised of complimentary products of services according to customers identified need. 2) Personal sales outcomes reviewed to maximize future sales.</p>	<p><b>UNIT VARIABLES</b>                      The following variables may be present: a. store policy and procedures with regard to selling products and services; b. size, type and location of store; c. store merchandise range; d. store service range; e. store sales approach; f. product knowledge may include warranties, corresponding benefits of various products, use-by dates, storage requirements and stock availability; g. customers with routine or special requests; h. regular and new customers; varying levels of staff.                      Selling may be face-to-face or by telephone or internet.                      Customers may include people from a range of social, cultural or ethnic backgrounds and physical and mental abilities.                      Handling techniques may vary according to type of merchandise sold and stock characteristics.                      Selling skill includes: opening techniques, buying signals, strategies to focus customer on specific merchandise, add-ons and complimentary sales, overcoming customer objections, and closing techniques.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. ability to selling techniques in a retail environment; b. general product knowledge.                      2) Underpinning knowledge and skills required include: a. store policies and procedures in selling products and services; b. relevant regulations including consumer law; c. store merchandise and service range; d. listening and questioning techniques; e. verbal and non verbal communication skills; f. negotiation techniques; f. customer buying motives; g. customer categories / types; h. types of customer needs, e.g. functional, psychological; i. problem solving techniques; j. performance analysis techniques; k. product knowledge; l. numerical skills.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.18.05 / APEC SS 2.01.xx.05 - SELL MERCHANDISE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.18.05 / APEC SS 2.01.xx.05 - SELL MERCHANDISE

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Apply product knowledge</b>						
	1) Knowledge of the use and application of relevant products and services demonstrated.					
	2) Experienced sales staff or product information guide consulted to increase product knowledge.					
<b>Element 2 – Approach customer</b>						
	1) Timing of customer approach determined and applied.					
	2) Effective sales approach identified and applied.					
	3) Positive impression conveyed to arouse customer interest.					
	4) Knowledge of customer buying behavior demonstrated.					
	5) Customer is focused on specific merchandise.					



**APEC TOURISM WORKING GROUP****APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

<b>Element 3 – Gather information from customer</b>							
	1) Questioning techniques applied to determine customer buying motives.						
	2) Listening skills used to determine customer requirements.						
	3) Non-verbal communication cues interpreted and clarified.						
	4) Customers identified by name where possible.						
<b>Element 4 – Sell benefits</b>							
	1) Customer needs matched to appropriate products and services.						
	2) Knowledge of product features and benefits communicated clearly to customers.						
	3) Product use and safety requirements described.						
	4) Customers referred to appropriate product specialist as required.						
	5) Routine customer questions about merchandise, such as price, price reductions, quality, age etc. are answered accurately, courteously and honestly or referred to more experienced sales staff.						
<b>Element 5 – Overcome objections</b>							
	1) Customer objections identified.						
	2) Objections categorized into price, time and merchandise characteristics.						
	3) Solutions offered according to store policy.						
	4) Problem solving applied to overcome customer objections.						
<b>Element 6 – Close sales</b>							
	1) Customer buying signals are monitored, identified and responded to appropriately.						
	2) Customer is encouraged to make purchase decisions.						
	3) Appropriate method of closing sale selected and applied.						
<b>Element 7 – Maximize sales opportunities</b>							
	1) Opportunities for making additional sales recognized and applied.						
	2) Customer advised of complimentary products of services according to customers identified need.						
	3) Personal sales outcomes reviewed to maximize future sales.						

**Assessment Document 3****APEC TOURISM WORKING GROUP****APEC SKILL STANDARD****VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.18.05 / APEC SS 2.01.xx.05 - SELL MERCHANDISE**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.19.05 / 2.01.xx.05 – ADVICE ON MERCHANDISE**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Develop product knowledge</b>                      1) Product knowledge developed, maintained and conveyed to other staff members as required. 2) Comparisons between products and services researched and applied including: brand options, product features, warranties, and price. 3) Competitors product and service range and pricing are identified and assessed.</p> <p><b>Element 2 – Recommend specialized products</b>                      1) Merchandise evaluated according to customer requirements. 2) Features and benefits of products and services demonstrated to customer to create a buying environment. 3) Detailed specialized knowledge of products applied to provide accurate advice to customers.</p>	<p><b>UNIT VARIABLES</b>                      The following variables may be present: a. store policy and procedures with regard to selling products and services; b. size, type and location of store; c. store merchandise range; d. store service range; e. store sales approach; f. product knowledge may include warranties, corresponding benefits of various products, use-by dates, storage requirements and stock availability; g. customers with routine or special requests; h. regular and new customers; i. varying levels of staff; various types of customers (with routine or special requests, special needs, regular and new customers, varying backgrounds etc)                      Handling techniques may vary according to type of merchandise sold and stock characteristics.                      Selling skill includes: opening techniques, buying signals, strategies to focus customer on specific merchandise, add-ons and complimentary sales, overcoming customer objections, and closing techniques.</p> <p><b>ASSESSMENT GUIDE</b>                      1) Look for: a. ability to provide in-depth advice on merchandise as appropriate to the enterprise.                      2) Underpinning knowledge and skills required include: a. store policies and procedures in selling products and services; b. relevant regulations including consumer law; c. store merchandise and service range; d. listening and questioning techniques; e. verbal and non verbal communication skills; f. negotiation techniques; f. customer buying motives; g. customer categories / types; h. types of customer needs, e.g. functional, psychological; i. problem solving techniques; j. performance analysis techniques; k. product knowledge; l. numerical skills.</p>

Assessment Document 1  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	xxx

02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.19.05 / APEC SS 2.01.xx.05 - ADVICE ON MERCHANDISE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.19.05 / APEC SS 2.01.xx.05 / APEC SS 2.02.xx.05 - ADVICE ON MERCHANDISE

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Develop product knowledge</b>						
	1) Product knowledge developed, maintained and conveyed to other staff members as required.					
	2) Comparisons between products and services researched and applied including: brand options, product features, warranties, and price.					
	3) Competitors product and service range and pricing are identified and assessed.					
<b>Element 2 – Recommend specialized products</b>						
	1) Merchandise evaluated according to customer requirements.					
	2) Features and benefits of products and services demonstrated to customer to create a buying environment.					
	3) Detailed specialized knowledge of products applied to provide accurate advice to customers.					

**Assessment Document 3**

## APEC TOURISM WORKING GROUP APEC SKILL STANDARD

### VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

#### APEC SS 4.06.19.05 / APEC SS 2.01.xx.05 - ADVICE ON MERCHANDISE

Name of Candidate :

Name of Assessor/s :

#### ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

#### ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

#### RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

### ASSESSMENT FILE

#### APEC SS 4.06.20.05 / 2.01.xx.05 – MERCHANDISE PRODUCTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Place and arrange merchandise</b></p> <p>1) Merchandise unpacked according to store procedures. 2) Merchandise placed on floor, fixtures and shelves in designated locations. 3) Merchandise displayed to achieve balanced fully stocked appearance and promote sales. 4) Damaged, soiled or out of date stock identified and corrective action taken as required according to store procedures. 5) Stock range placed to conform to fixtures, ticketing, prices or bar codes. 6) Stock rotated according to stock requirements and store procedures. 7) Stock presentation conforms to special handling techniques and safety requirements.</p> <p><b>Element 2 – Prepare display labels/tickets</b></p> <p>1) Labels/tickets for window, wall or floor displays prepared according to store policy. 2) Tickets prepared using electronic equipment or neatly by hand according to store procedures. 3) Soiled, damaged, illegible or incorrect labels / tickets identified and corrective actions taken. 4) Electronic ticketing</p>	<p><b>UNIT VARIABLES</b></p> <p>The following variables may be present: a. store policy and procedures with regard to selling products and services; b. size, type and location of store; c. store merchandise range; d. store service range; e. store sales approach; f. product knowledge may include warranties, corresponding benefits of various products, use-by dates, storage requirements and stock availability; g. customers with routine or special requests; h. regular and new customers; i. varying levels of staff; various types of customers (with routine or special requests, special needs, regular and new customers, varying backgrounds etc).</p> <p>Store ticketing and pricing policy may include: pricing</p>

<p>equipment used and maintained according to design specifications. 5) Ticketing equipment maintained and stored in a secure location.</p> <p><b>Element 3 – Place, arrange and display price tickets and labels (where applicable)</b></p> <p>1) Tickets/labels are visible and correctly placed on merchandise. 2) Labels / tickets replaced according to store policy. 3) Correct pricing and information maintained on merchandise according to store.</p> <p><b>Element 4 – Maintain display</b></p> <p>1) Special promotion areas reset and dismantled. 2) Supervisor assisted in selection of merchandise for display. 3) Merchandise arranged as directed and/or according to lay out specifications and load bearing capacity of fixtures. 4) Unsuitable or out of date displays identified, reset and / or removed as directed. 5) Optimum stock levels identified and stock replenished according to store policy. 6) Display areas maintained in a clean and tidy manner. 7) Excess packaging removed from display areas.</p> <p><b>Element 5 – Protect merchandise.</b></p> <p>1) Correct handling, storage and display techniques identified and used according to stock characteristics.</p>	<p>gun, shelf tickets, shelf talkers, written labels, swing ticketing, bar coding, price boards, header boards etc. Merchandise may be characterized by: type, size, brand, customer, color, etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to follow correct procedures for the selling of products according to store procedures; b. knowledge of techniques for the presentation of merchandise.</p> <p>2) Underpinning knowledge and skills required include: a. store policies and procedures in selling products and services; b. relevant regulations including consumer law; c. principles of display; d. location of display areas; e. merchandise range and specifications; f. availability and use of display materials; g. merchandise life cycle; h. correct handling techniques for protection of shelf and merchandise; i. stock rotation; j. stock replenishment; k. numerical skills; safety requirements.</p>
--	---

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	xxx
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.06.20.05 / APEC SS 2.01.xx.05 MERCHANDISE PRODUCTS
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.20.05 / APEC SS 2.01.xx.05 - MERCHANDISE PRODUCTS

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Place and arrange merchandise</b>						
	1) Merchandise unpacked according to store procedures.					
	2) Merchandise placed on floor, fixtures and shelves in designated locations.					
	3) Merchandise displayed to achieve balanced fully stocked appearance and promote sales.					
	4) Damaged, soiled or out of date stock identified and corrective action taken as required according to store procedures.					
	5) Stock range placed to conform to fixtures, ticketing, prices or bar codes.					
	6) Stock rotated according to stock requirements and store procedures.					
	7) Stock presentation conforms to special handling techniques and safety requirements.					
<b>Element 2 – Prepare display labels/tickets</b>						
	1) Labels/tickets for window, wall or floor displays prepared according to store policy.					
	2) Tickets prepared using electronic equipment or neatly by hand according to store procedures.					
	3) Soiled, damaged, illegible or incorrect labels / tickets identified and corrective actions taken.					
	4) Electronic ticketing equipment used and maintained according to design specifications.					
	5) Ticketing equipment maintained and stored in a secure location.					
<b>Element 3 – Place, arrange and display price tickets and labels (where applicable)</b>						
	1) Tickets/labels are visible and correctly placed on merchandise.					
	2) Labels / tickets replaced according to store policy.					
	3) Correct pricing and information maintained on merchandise according to store.					
<b>Element 4 – Maintain display</b>						
	1) Special promotion areas reset and dismantled.					
	2) Supervisor assisted in selection of merchandise for display.					
	3) Merchandise arranged as directed and/or according to lay out specifications and load bearing capacity of fixtures.					
	4) Unsuitable or out of date displays identified, reset and / or removed as directed.					
	5) Optimum stock levels identified and stock replenished according to store policy.					
	6) Display areas maintained in a clean and tidy manner.					
	7) Excess packaging removed from display areas.					
<b>Element 5 – Protect merchandise.</b>						
	1) Correct handling, storage and display techniques identified and used according to stock characteristics.					

## APEC TOURISM WORKING GROUP APEC SKILL STANDARD

### VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 4.06.20.05 / APEC SS 2.01.xx.05 / APEC SS 2.02.xx05 - MERCHANDISE PRODUCTS

Name of Candidate :

Name of Assessor/s :

### ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

### ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

### RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005

**ASSESSMENT FILE**  
**APEC SS 4.06.21.05 / 2.01.xx.05 / 2.02.xx.05**  
**PROCESS POINT OF SALES (POS) TRANSACTIONS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Operate Point of Sale (POS) Equipment</b></p> <p>1) POS equipment is operated according to design applications. 2) POS terminal opened and closed according to enterprise procedures. 3) POS terminal cleared and transaction transferred according to enterprise procedures. 4) Cash handled according to enterprise security procedures. 5) Supplies of change in POS terminal maintained according to enterprise policy. 6) Active POS attended according to store policy. 7) Records completed for transaction errors according to store policy. 8) Adequate supplies of dockets, vouchers and POS documents maintained. 9) Customers courteously informed of delays in POS process.</p> <p><b>Element 2 – Perform POS transactions</b></p> <p>1) POS transactions completed according to store policy. 2) Store procedures identified and applied in respect of cash and non-cash transactions, such debit/credits cards, cheques, gift vouchers etc. 3)</p>	<p><b>UNIT VARIABLES</b></p> <p><b>This unit applies</b> to all kinds of stores selling merchandise. Store policies &amp; procedures refer to operation of POS equipment, security and sales transactions. POS equipment may be manual or electronic.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Evidence should include</p>

**APEC TOURISM WORKING GROUP****APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

<p>Store procedures identified and applied according to exchanges and returns. 4) Goods moved through POS area efficiently and treated according to fragility and packaging. 5) Information accurately and properly entered into POS equipment. 6) Price/total/amount of cash received stated verbally to customer. 7) Correct change offered.</p> <p><b>Element 3 – Complete sales</b></p> <p>1) Customer order forms, invoices, receipts are accurately completed. 2) Customer delivery requirements identified and processed accurately without undue delay. 3) Sales transactions processed without undue delay or customer directed to other terminals according to enterprise policy.</p> <p><b>Element 4 – Wrap and pack goods</b></p> <p>1) Adequate supplies of wrapping material or bags maintained/requested. 2) Appropriate packaging material selected. 3) Merchandise wrapped neatly and effectively where required. 4) Items packed safely to avoid damage in transit, and labels attached where required. 5) Transfer of merchandise for parcel pick-up or other delivery methods arranged if required.</p>	<p>demonstrated capacity to correctly operate POS equipment according to enterprise procedures within acceptable timeframes.</p> <p>2) Underpinning knowledge and skills include: a. store policies and procedures regarding customer service and sales techniques; b. relevant regulations and consumer law; c. wrapping and packaging techniques; d. merchandise handling techniques; e. numeric skills.</p>
---	--

**Assessment Document 1**
**APEC TOURISM WORKING GROUP  
 APEC SKILL STANDARD (APEC SS)  
 2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.06.21.05 / APEC SS 2.01.xx.05 / APEC SS 2.02.xx.05 PROCESS POINT OF SALES (POS) TRANSACTIONS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**
**APEC TOURISM WORKING GROUP  
 APEC SKILL STANDARD  
 2005**



**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.06.21.05 / APEC SS 2.01.xx.05 / APEC SS 2.02.xx.05 - PROCESS POINT OF SALES (POS) TRANSACTIONS

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Operate Point of Sale (POS) Equipment</b>						
	1) POS equipment is operated according to design applications.					
	2) POS terminal opened and closed according to enterprise procedures.					
	3) POS terminal cleared and transaction transferred according to enterprise procedures.					
	4) Cash handled according to enterprise security procedures.					
	5) Supplies of change in POS terminal maintained according to enterprise policy.					
	6) Active POS attended according to store policy.					
	7) Records completed for transaction errors according to store policy.					
	8) Adequate supplies of dockets, vouchers and POS documents maintained.					
	9) Customers courteously informed of delays in POS process.					
<b>Element 2 – Perform POS transactions</b>						
	1) POS transactions completed according to store policy.					
	2) Store procedures identified and applied in respect of cash and non-cash transactions, such debit/credits cards, cheques, gift vouchers etc.					
	3) Store procedures identified and applied according to exchanges and returns.					
	4) Goods moved through POS area efficiently and treated according to fragility and packaging.					
	5) Information accurately and properly entered into POS equipment.					
	6) Price/total/amount of cash received stated verbally to customer.					
	7) Correct change offered.					
<b>Element 3 – Complete sales</b>						
	1) Customer order forms, invoices, receipts are accurately completed.					
	2) Customer delivery requirements identified and processed accurately without undue delay.					
	3) Sales transactions processed without undue delay or customer directed to other terminals according to enterprise policy.					
<b>Element 4 – Wrap and pack goods</b>						
	1) Adequate supplies of wrapping material or bags maintained/requested.					
	2) Appropriate packaging material selected.					
	3) Merchandise wrapped neatly and effectively where required.					
	4) Items packed safely to avoid damage in transit, and labels attached where required.					
	5) Transfer of merchandise for parcel pick-up or other delivery methods arranged if required.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

**APEC TOURISM WORKING GROUP**

**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.06.21.05 / APEC SS 2.01.xx.05 / APEC SS 2.02.xx.05 - PROCESS POINT OF SALES (POS) TRANSACTIONS**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

---

EMPOWER Associates for APEC TWG, 2005



**ASSESSMENT MATERIALS**  
**APEC SKILL STANDARD UNITS**  
**2005**

**CHAPTER 4.07 - PLANNING & PRODUCT DEVELOPMENT (12 Units)**

**SUMMARY OF UNITS**

Unit code	Unit Name	Elmts	Total PC
4.07.01.05	Create , implement and evaluate strategic development initiatives (idem 1.02.xx.05)	3	11+3+3 = 17
4.07.02.05	Research tourism data (idem 1.02.xx.05)	3	2+4+3 = 9
4.07.03.05	Source and package tourism products and services (idem 4.02.xx.05)	2	5+8 = 13
4.07.04.05	Plan and implement minimal impact tourism operation (idem 1.05.xx.05)	3	3+3+3 = 9
4.07.05.05	Plan, develop and evaluate interpretive activities (idem 4.04.xx.05)	3	3+10+3 = 16
4.07.06.05	Plan, develop and monitor ecologically sustainable tourism operations (idem 1.05.xx.05)	3	7+6+2 = 15
4.07.07.05	Develop host community awareness of tourism (idem 1.05.xx.05)	2	3+4 = 7
4.07.08.05	Assess and plan tourism opportunities for local communities (idem 1.05.xx.05)	5	4+4+3+3+3 = 17
4.07.09.05	Develop, implement and monitor local / regional plan (idem 1.02.xx.05)	3	10+2+3 = 15
4.07.10.05	Plan, develop and monitor culturally appropriate tourism operations (idem 1.05.xx.05)	3	7+10+3 = 20
4.07.11.05	Develop interpretive contents for ecotourism activities (idem 1.05.xx.05)	3	2+5+6 = 13
4.07.12.05	Create, implement and evaluate strategic product development initiative (idem 4.07.xx.05)	3	11+3+3 = 17
	<b>Total 12 units</b>	<b>36</b>	<b>168</b>

**ASSESSMENT FILE**  
**APEC SS 4.07.01.05 / APEC SS 1.02.21.05**  
**CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE \***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Prepare product development plan</b>                      1) Product development plan is developed within the context of the overall business plan and marketing focus of the enterprise. 2) Product development opportunities are identified based market analysis and customer needs and expectations. 3) Plan takes account of input from both internal and external resources. 4) Market research is incorporated into planning process. 5) Plans consider the requirements of different customers including those with special needs. 6) Issues relating to product life cycles are considered in the planning process. 7) Budgetary and cash flow planning issues are incorporated. 8) Cost effectiveness and profitability is assessed. 9) External issues are incorporated as appropriate. 10) Relevant external issues are reviewed and incorporated, including: a. Legal and liability; b. Environmental; c. Cultural; d. General industry trends; e. National and local government regulations; f. Budget parameters; operational development. 11) Clear and schedule courses of action and evaluation criteria are incorporated.</p> <p><b>Element 2 – Prepare product development plan</b>                      1) The objective and contents of product development plan are communicated promptly to all appropriate colleagues and customers. 2) Actions detailed in the plan are implemented according to agreed timelines. 3) Where appropriate, new products and services are tested in the market prior to implementation.</p> <p><b>Element 3 – Monitor and evaluate product development</b>                      1) Product development initiatives are regularly monitored in terms of: a. Progress against agreed objective, schedule and evaluation criteria; b. Response of market; c. Feedback from distribution network; d. Feedback from staff; e. Internal and external changes; f. Cost effectiveness and profitability. 2) Necessary changes are identified and carried out in a timely manner. 3) Changes are communicated to all relevant colleagues and customers.</p>	<p><b>UNIT VARIABLES</b>                      Product development may cover new product or product diversity, special product programs, new customer service features, building of new facilities or equipment purchase, shows, exhibition etc.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge of planning &amp; project management, insurance issues of the product/program, environmental regulations, area market knowledge, understanding of profit/benefit issues against costs/disadvantages. 2) Ability to plan, implement and evaluate product development initiative. 3) Knowledge and understanding of all issues affecting the initiative.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.07.01.05 / APEC SS 1.02.21.05 CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE *
05	<b>Results of Assessment</b>	

06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.01.05 / APEC SS 1.02.21.05

CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE \*

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Prepare product development plan</b>						
	1) Product development plan is developed within the context of the overall business plan and marketing focus of the enterprise.					
	2) Product development opportunities are identified based market analysis and customer needs and expectations.					
	3) Plan takes account of input from both internal and external resources.					
	4) Market research is incorporated into planning process.					
	5) Plans consider the requirements of different customers including those with special needs.					
	6) Issues relating to product life cycles are considered in the planning process.					
	7) Budgetary and cash flow planning issues are incorporated.					
	8) Cost effectiveness and profitability is assessed.					
	9) External issues are incorporated as appropriate.					
	10) Relevant external issues are reviewed and incorporated, including: a. Legal and liability; b. Environmental; c. Cultural; d. General industry trends; e. National and local government regulations; f. Budget parameters; operational development.					
	11) Clear and schedule courses of action and evaluation criteria are incorporated.					
<b>Element 2 – Prepare product development plan</b>						
	1) The objective and contents of product development plan are communicated promptly to all appropriate colleagues and customers					
	2) Actions detailed in the plan are implemented according to agreed timelines.					
	3) Where appropriate, new products and services are tested in the market prior to implementation.					

<b>Element 3 – Monitor and evaluate product development</b>						
	1) Product development initiatives are regularly monitored in terms of: a. Progress against agreed objective, schedule and evaluation criteria; b. Response of market; c. Feedback from distribution network; d. Feedback from staff; e. Internal and external changes; f. Cost effectiveness and profitability.					
	2) Necessary changes are identified and carried out in a timely manner.					
	3) Changes are communicated to all relevant colleagues and customers.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.07.01.05 / APEC SS 1.02.21.05**

**CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE \***

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

**ASSESSMENT FILE**  
**APEC SS 4.07.02.05 (IDEM1.02.xx.05)**  
**RESEARCH DATA\***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Identify research needs</b>            1) Specific research needs are identified based on current business focus and needs of the organization. 2) Objectives of the research are developed in consultation with relevant colleagues and authorities.</p> <p><b>Element 2 – Conduct research</b>            1) Research method is selected in accordance with objectives. 2) Where appropriate, documentation required for the research program is prepared. 3) Where appropriate, specialist assistance is obtained. 4) Research is conducted within agreed timeframes, in accordance with research methodology and budget parameters.</p> <p><b>Element 3 – Interpret and apply research results</b>            1) Data collected is accurately analyzed and interpreted. 2) Results are used to inform current activities and future planning. 3) Research results are communicated to appropriate colleagues and external agencies in a timely manner with appropriate recommendations and observations.</p>	<p><b>UNIT VARIABLES</b>            Research methods may include questionnaires and surveys, interviews, focus groups, electronic polling, evaluating secondary data, desk research. Research may be related to customer preference, general visitor patterns, evaluation of marketing initiative, distribution network, potential product development initiative</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge in research techniques &amp; methodologies, role of research and sources of research data. 2) Ability to apply research knowledge to conduct research.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.07.02.05 (IDEM1.02.xx.05) RESEARCH DATA*
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	



**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.02.05 (IDEM1.02.xx.05)

RESEARCH DATA\*

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Identify research needs</b>						
	1) Specific research needs are identified based on current business focus and needs of the organization.					
	2) Objectives of the research are developed in consultation with relevant colleagues and authorities.					
<b>Element 2 – Conduct research</b>						
	1) Research method is selected in accordance with objectives.					
	2) Where appropriate, documentation required for the research program is prepared.					
	3) Where appropriate, specialist assistance is obtained.					
	4) Research is conducted within agreed timeframes, in accordance with research methodology and budget parameters.					
<b>Element 3 – Interpret and apply research results</b>						
	1) Data collected is accurately analyzed and interpreted.					
	2) Results are used to inform current activities and future planning.					
	3) Research results are communicated to appropriate colleagues and external agencies in a timely manner with appropriate recommendations and observations.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 4.07.02.05 (IDEM1.02.xx.05)

RESEARCH DATA\*

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
 APEC SS 4.07.03.05 / APEC SS 4.05.xx.05  
**SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Source products and services</b></p> <p>1) Product initiatives are developed within the context of the enterprise overall business plan and marketing focus. 2) Product objectives are identified in consultation with appropriate colleagues and customers. 3) Potential destinations and products are identified and researched using the following methods as appropriate: a. desk research; b. personal contact with tourism authorities / product suppliers / distribution network; c. destinations / site inspections. 4) Destination and product details are assessed for suitability including: Costs, availability, features &amp; benefits and profit potential. 5) Destinations and products are selected based on research conducted and relationship to other products / services offered by the business.</p> <p><b>Element 2 – Package products and services</b></p> <p>1) Programs are developed to meet the requirements of specific customers / markets in relation to: budget, product / service preferences, time constraints, and practicality. 2) Program components are combined and integrated to create maximum value and salability. 3) Where appropriate, agreements are made with suppliers and confirmed in writing according to enterprise procedures. 4) Program costs are calculated according to enterprise requirements to take account of the following as appropriate: commissions, contract agreements, mark-up / profit margin requirements, payment terms, relevant exchange rate implications, taxes, staff costs, promotional costs, and telecommunications costs. 5) Pricing structures are clearly presented and include full details of all inclusions, exclusions and add-ons. 6) Details are confirmed and finalized in writing. 7) Legal requirements are checked and incorporated. 8) Programs are presented to appropriate colleagues / customers for approval prior to promotion in the market place and within required time frames.</p>	<p><b>UNIT VARIABLES</b></p> <p>Packaged tourism products may include: conference packages, social events, tour program and packages (day, extended, eco, cultural, educational, or business, etc), special interest itineraries, incentives, series tours, etc.</p> <p>Products and services may include: accommodation, transport, hire car, attractions, tours, catering, entertainment, conference facilities, specialist services (guides, interpreters, etc), etc.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Evidence should include demonstrated ability to:                  a. source and package a range of different products and services to meet specific market need; b. develop and price practical programs that meet both customer needs and enterprise business requirements.</p> <p>2) Underpinning knowledge and skills required include: a. national, regional and international regulations that impact on the packaging and development of tourism products; b. industry information networks; c. industry practices in packaging products as appropriate to different sectors; d. market knowledge in relation to product being developed and potential customers.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.07.03.05 / APEC SS 4.05.xx.05 SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.03.05 / APEC SS 4.05.xx.05  
SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Source products and services</b>						
	1) Product initiatives are developed within the context of the enterprise overall business plan and marketing focus.					

	2) Product objectives are identified in consultation with appropriate colleagues and customers.					
	3) Potential destinations and products are identified and researched using the following methods as appropriate: a. desk research; b. personal contact with tourism authorities / product suppliers / distribution network; c. destinations / site inspections.					
	4) Destination and product details are assessed for suitability including: Costs, availability, features & benefits and profit potential.					
	5) Destinations and products are selected based on research conducted and relationship to other products / services offered by the business.					
<b>Element 2 – Package products and services</b>						
	1) Programs are developed to meet the requirements of specific customers / markets in relation to: budget, product / service preferences, time constraints, and practicality.					
	2) Program components are combined and integrated to create maximum value and salability.					
	3) Where appropriate, agreements are made with suppliers and confirmed in writing according to enterprise procedures.					
	4) Program costs are calculated according to enterprise requirements to take account of the following as appropriate: commissions, contract agreements, mark-up / profit margin requirements, payment terms, relevant exchange rate implications, taxes, staff costs, promotional costs, and telecommunications costs.					
	5) Pricing structures are clearly presented and include full details of all inclusions, exclusions and add-ons.					
	6) Details are confirmed and finalized in writing.					
	7) Legal requirements are checked and incorporated.					
	8) Programs are presented to appropriate colleagues / customers for approval prior to promotion in the market place and within required time frames.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.07.03.05 / APEC SS 4.05.xx.05**

**SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment : \_\_\_\_\_

**ASSESSMENT FILE**  
 APEC SS 4.07.04.05 / APEC SS 1.05.xx.05  
**PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Plan environmentally responsible activities</b></p> <p>1) Experiences and activities are developed according to ecological codes of practice, including: a. combination of education and interpretation on the natural environment; b. environmental sustainability; c. return to the local environment and community; d. cultural sensitivity; e. meeting of realistic client expectation. 2) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the natural environment. 3) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the local community.</p> <p><b>Element 2 – Conduct activities with minimal impact</b></p> <p>1) Minimal impact procedures are selected and used as appropriate to the area including: waste disposal, use of tracks, energy used, noise, souvenirs given, setting of camps, interactions with wild life, group size, activity specific guidelines, local customs and courtesies. 2) Customers are advised about acceptable behaviors in: environments &amp; communities. 3) Individual behavior provides a role model for customers and colleagues in relation to minimal impact.</p> <p><b>Element 3 – Monitor impact and changes</b></p> <p>1) Changes in the environment are accurately monitored and recorded. 2) Where appropriate environmental information is collected on behalf of environmental/social agencies and authorities. 3) Appropriate authorities are advised on environmental social change.</p>	<p><b>UNIT VARIABLES</b></p> <p>Minimal impact techniques and procedures may include: education on appropriate behavioral patterns, site hardening, technological solutions, education, restricting or limiting access, staged authenticity.</p> <p>Environmental impact may include: 1) Positive: Opportunities for conservation / protection / rejuvenation, education of visitors &amp; locals, improvement of sites already impacted. 2) Negative: disturbance of flora &amp; fauna, physical damage, introduction of feral &amp; exotic species, water / noise / air pollution, waste / energy / consumable demands and issues, visual impacts.</p> <p>Social impact may include: 1) Positive: economic benefits to local community, improved local facilities &amp; amenities, employment, diversify the economy, visitor education on how the local community lives and works. 2) Negative: trivialization of culture, effect on social cultures, disruption to lifestyle, competition on use of infra structure, disturbance to indigenous people.</p> <p>Methods of information collection may include: logbooks, sighting forms, basic measurements on temperature / weather condition / estimations of % cover / water, photography.</p> <p>Changes in the natural environment may include: breeding events, erosion, species sighting, changes to flora &amp; fauna.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and skills in: basic general knowledge of global environment issues, local environmental and cultural issues, basic general knowledge of environmental ethics, relevant government and local regulations &amp; by-laws, minimal impact techniques, environmental information collection techniques, ecological codes of practice, an understanding of the biophysical and social cultural elements in an environment. 2) Knowledge of environmental and socio cultural impacts and issues associated with organization activities. 3) Ability to apply knowledge to the planning and operation of organization activities.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	

04	<b>Unit Assessed</b>	APEC SS 4.07.04.05 / APEC SS 1.05.xx.05 PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.04.05 / APEC SS 1.05.xx.05  
PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Plan environmentally responsible activities</b>						
	1) Experiences and activities are developed according to ecological codes of practice, including: a. combination of education and interpretation on the natural environment; b. environmental sustainability; c. return to the local environment and community; d. cultural sensitivity; e. meeting of realistic client expectation.					
	2) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the natural environment.					
	3) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the local community.					
<b>Element 2 – Conduct activities with minimal impact</b>						
	1) Minimal impact procedures are selected and used as appropriate to the area including: waste disposal, use of tracks, energy used, noise, souvenirs given, setting of camps, interactions with wild life, group size, activity specific guidelines, local customs and courtesies.					
	2) Customers are advised about acceptable behaviors in: environments & communities.					
	3) Individual behavior provides a role model for customers and colleagues in relation to minimal impact.					
<b>Element 3 – Monitor impact and changes</b>						
	1) Changes in the environment are accurately monitored and recorded.					
	2) Where appropriate environmental information is collected on behalf of					

	environmental/social agencies and authorities.					
	3) Appropriate authorities are advised on environmental social change.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.07.04.05 / APEC SS 1.05.xx.05**  
**PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**  
 (General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**  
 (Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :  
 Candidate Signature :  
 Date of Assessment :  
 .....

**ASSESSMENT FILE**  
**APEC SS 4.07.05.05 / APEC SS 4.04.xx.05)**  
**PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES**

NOTE ON INTERPRETIVE PRINCIPLES FROM TILDEN (see units 4.04. 1 – 4):  
 1) Interpretation that does not somehow relate to what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information as such, is not interpretation. Interpretation is revelation based upon information. But they are entirely different things. However, all interpretation includes information. 3) The chief aim of interpretation is not instruction but provocation. 4) Interpretation should aim to present a whole rather than a part and must address itself to the whole person rather than any phase. 5) Interpretation addressed to children should not be a dilution of the presentation to adults, but should follow a fundamentally different approach.

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<b>Element 1 – Establish need for activity</b> 1) Need for activity is identified based on customer requests, customer feedback, product development initiatives and wider	<b>UNIT VARIABLES</b> Activities may include: guided walks, guided site activities, touring

<p>community needs. 2) Educational, interpretive and commercial objectives of the activity are established. 3) When required, approval for the activity is obtained from the appropriate source.</p> <p><b>Element 2 – Develop activity</b></p> <p>1) Possible themes and messages for the activity are identified and developed. 2) A range of potential information and resources for the activity are identified and accessed in a manner which is culturally and environmentally appropriate. 3) Risk audit is undertaken and incorporated into activity development. 4) Breadth and depth of message and supporting information selected is appropriate to the customer. 5) Resources to support the activity are developed within designated timelines. 6) Activity is developed within budget. 7) Activity is developed to meet objectives. 8) Activity is developed according to principles of interpretation. 9) Colleagues are consulted and kept informed during the development of the activity. 10) Activity is promoted in conjunction with relevant colleagues and according to organization market objectives.</p> <p><b>Element 3 – Evaluate activity</b></p> <p>1) Formal and informal feedback is obtained from customers and colleagues. 2) Activity is modified according to feedback received. 3) On going review mechanisms are established and implemented to ensure continuous improvement of activity according to its objectives.</p>	<p>activities etc.</p> <p>One or more activities may be combined as appropriate.</p> <p>Interpretive activities relate to: wildlife, domestic / Farm animals, birds, history or heritage, culture, art, natural environment for land and water, built environment etc.</p> <p>Resources may include: natural resources, PA system, AV equipment, Overhead/transparencies, video &amp; video monitor, slide projector &amp; slides, handouts, costumes, props, actors/performers, guest speakers, special interest organizations, etc.</p> <p>Specialists may include: subject matter experts, culture advisor, technical expert, creative designer, actors/performers, marketers, environmental educators, interpretation consultants, government officials.</p> <p><b>ASSESSMENT GUIDE</b></p> <p>1) Look for: a. ability to explain subject knowledge; b. ability to apply knowledge to the development of tourism related interpretive activities; c. ability to apply the total development and evaluation process to an interpretive activity.</p> <p>2) Underpinning knowledge and skills required include: a. customer service skills; b. technical /equipment procedures; c. project planning; d. write and source information, presentation skills; e. activity design; f. knowledge of subject matter being presented.</p>
--	--

**Assessment Document 1**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD (APEC SS)  
2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.07.05.05 / APEC SS 4.04.xx.05) PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	



08	Appeal/Review Process	
----	-----------------------	--

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.05.05 / APEC SS 4.04.xx.05)  
**PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES**

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Establish need for activity</b>						
	1) Need for activity is identified based on customer requests, customer feedback, product development initiatives and wider community needs.					
	2) Educational, interpretive and commercial objectives of the activity are established.					
	3) When required, approval for the activity is obtained from the appropriate source.					
<b>Element 2 – Develop activity</b>						
	1) Possible themes and messages for the activity are identified and developed.					
	2) A range of potential information and resources for the activity are identified and accessed in a manner which is culturally and environmentally appropriate.					
	3) Risk audit is undertaken and incorporated into activity development.					
	4) Breadth and depth of message and supporting information selected is appropriate to the customer.					
	5) Resources to support the activity are developed within designated timelines.					
	6) Activity is developed within budget.					
	7) Activity is developed to meet objectives.					
	8) Activity is developed according to principles of interpretation.					
	9) Colleagues are consulted and kept informed during the development of the activity.					
	10) Activity is promoted in conjunction with relevant colleagues and according to organization market objectives.					
<b>Element 3 – Evaluate activity</b>						
	1) Formal and informal feedback is obtained from customers and colleagues.					
	2) Activity is modified according to feedback received.					
	3) On going review mechanisms are established and implemented to ensure continuous improvement of activity according to its objectives.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.07.05.05 / APEC SS 4.04.xx.05)**  
**PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES**

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**  
 (General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**  
 (Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :  
 Candidate Signature :  
 Date of Assessment :  
 -----

**ASSESSMENT FILE**  
**APEC SS 4.07.06.05 / APEC SS 1.05.xx.05**  
**PLAN, DEVELOP AND MONITOR ECOLOGICALLY \*SUSTAINABLE OPERATIONS**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLE & ASSESSMENT GUIDELINE
<p><b>Element 1 – Plan for ecologically sustainable operation</b></p> <p>1) Relationship between the industry and the environment are considered as part of the planning process. 2) Strategies to balance ecologically sustainability and economic viability are developed as part of the planning process. 3) The need for a return (economic or social) to the local community is considered. 4) Site evaluations are conducted prior to the decision to commence the operation. 5) Methods of managing tourism impacts and protecting vulnerable sites are investigated and incorporated into the planning process. 6) All stakeholders are consulted and their views incorporated into the planning process. 7) Development of decisions take account of all information made available by the planning process.</p> <p><b>Element 2 – Develop and implement ecologically sustainable operations</b></p> <p>1) Environmental standards are established for the operation. 2) Codes of practice are developed for customers and colleagues. 3) Environmental best practice is regularly incorporated into operations. 4) Operations are conducted according to ecologically sustainable practices. 5) Operations are conducted in accordance with ecotourism codes of practice. 6) Environmental awareness is promoted within the tourism industry and to customers.</p> <p><b>Element 3 – Monitor environmental impacts of operations</b></p> <p>1) Environmental impacts are monitored, assessed and followed up with appropriate</p>	<p><b>UNIT VARIABLES</b></p> <p>Methods of managing tourism impacts may include: limits of acceptable change, zoning of the operation &amp; activity, exclusion of activities &amp; events, community consultation &amp; involvement, government development plans, scheduling of activities &amp; events, consideration of optimal weather/season conditions, selection of most appropriate transport modes, education of all stakeholders, and size of operation.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and skills in general knowledge of global environment issues, local environmental and cultural issues, ecological codes of practice, impacts of activities, minimal impact techniques, environmental management strategies, tourism trends and developments, relevant national, regional, provincial and local regulations. 2) Ability</p>

action. 2) Courses of action are developed and implemented to limit negative impacts and damage.	to integrate ecologically sustainable practices into overall product development process.
--	---

**Assessment Document 1**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD (APEC SS)  
2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.07.06.05 / APEC SS 1.05.xx.05 PLAN, DEVELOP AND MONITOR ECOLOGICALLY *SUSTAINABLE OPERATIONS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**

**APEC TOURISM WORKING GROUP  
APEC SKILL STANDARD  
2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.06.05 / APEC SS 1.05.xx.05

PLAN, DEVELOP AND MONITOR ECOLOGICALLY \*SUSTAINABLE OPERATIONS

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Plan for ecologically sustainable operation</b>						
	1) Relationship between the industry and the environment are considered as part of the planning process.					
	2) Strategies to balance ecologically sustainability and economic viability are developed as part of the planning process.					
	3) The need for a return (economic or social) to the local community is considered. 4) Site evaluations are conducted prior to the decision to commence the operation.					
	5) Methods of managing tourism impacts and protecting vulnerable sites are investigated and incorporated into the planning process.					
	6) All stakeholders are consulted and their views incorporated into the planning process.					
	7) Development of decisions take account of all information made available by the planning process.					
<b>Element 2 – Develop and implement ecologically sustainable operations</b>						
	1) Environmental standards are established for the operation.					
	2) Codes of practice are developed for customers and colleagues.					
	3) Environmental best practice is regularly incorporated into operations.					
	4) Operations are conducted according to ecologically sustainable practices.					
	5) Operations are conducted in accordance with ecotourism codes of practice.					
	6) Environmental awareness is promoted within the tourism industry and to customers.					
<b>Element 3 – Monitor environmental impacts of operations</b>						
	1) Environmental impacts are monitored, assessed and followed up with appropriate action.					
	2) Courses of action are developed and implemented to limit negative impacts and damage.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 4.07.06.05 / APEC SS 1.05.xx.05

**PLAN, DEVELOP AND MONITOR ECOLOGICALLY \*SUSTAINABLE OPERATIONS**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

**ASSESSMENT FILE**  
**APEC SS 4.07.07.05 / APEC SS 1.05.xx.05**  
**DEVELOP HOST COMMUNITY AWARENESS OF INDUSTRIES\***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Educate and inform the communities</b>            1) Objectives for the education of the local community are set in accordance with the overall goals of the organization and the community. 2) Strategies and programs are devised and implemented to maximize the opportunity to inform all sections of the community about tourism / other industries. 3) Costs and benefits of tourism / other industries are clearly communicated on an on-going basis.</p> <p><b>Element 2 – Liaise with stakeholders</b>            1) The main stakeholders in the host community are identified. 2) Views and opinions of stakeholders are sought on an on-going basis in relation to tourism activities. 3) Input from stakeholders is assessed and applied in the planning and organization of tourism / industry activities. 4) Potential conflicts relating to tourism / other industries are identified and solutions sought in consultation with relevant parties.</p>	<p><b>UNIT VARIABLES</b>            Stakeholders may include: general public, elected officials, senior bureaucrats, community groups, private sectors operators, industry associations, trade unions, media publications.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge in community impacts of tourism / other industries both costs and benefits, typical structures for local, provincial &amp; national tourism / other industries, typical issues/problems in relation to host communities and tourism / other industries, strategic and tactical community communications. 2) Look for understanding the role of tourism within host communities, the impacts of industry and the role of major stakeholders. 3) Ability to develop strategies to ensure effective communication about tourism / industry issues to the broad community.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	<b>APEC SS 4.07.07.05 / APEC SS 1.05.xx.05</b> <b>DEVELOP HOST COMMUNITY AWARENESS OF INDUSTRIES*</b>
05	<b>Results of Assessment</b>	

06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.07.05 / APEC SS 1.05.xx.05  
 DEVELOP HOST COMMUNITY AWARENESS OF INDUSTRIES\*

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Educate and inform the communities</b>						
	1) Objectives for the education of the local community are set in accordance with the overall goals of the organization and the community.					
	2) Strategies and programs are devised and implemented to maximize the opportunity to inform all sections of the community about tourism / other industries.					
	3) Costs and benefits of tourism / other industries are clearly communicated on an on-going basis.					
<b>Element 2 – Liaise with stakeholders</b>						
	1) The main stakeholders in the host community are identified.					
	2) Views and opinions of stakeholders are sought on an on-going basis in relation to tourism activities.					
	3) Input from stakeholders is assessed and applied in the planning and organization of tourism / industry activities.					
	4) Potential conflicts relating to tourism / other industries are identified and solutions sought in consultation with relevant parties.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.07.07.05 / APEC SS 1.05.xx.05**  
**DEVELOP HOST COMMUNITY AWARENESS OF INDUSTRIES\***

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :  
 -----

**ASSESSMENT FILE**  
**APEC SS 4.07.08.05 / APEC SS 1.05.xx.05**  
**ASSESS TOURISM / OTHER INDUSTRIES OPPORTUNITIES FOR LOCAL COMMUNITIES\***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Seek information about potential industry opportunities</b>                      1) The local community is consulted about the possibility of community involvement in tourism / other industries and agreement is sought to investigate the opportunities. 2) General information sources on the industry are accurately identified and accessed. 3) Information on specific relevance to the community is gathered and used to make decisions about tourism / other industries. 4) Information from other communities is obtained and used to make decisions about tourism / other industries.</p> <p><b>Element 2 – Analyze information in relation to local communities</b>                      1) Relevant tourism / other industries members are consulted on customer and industry expectations for tourism / other industries products and services. 2) Potential social and economic impacts on the community are identified and analyzed. 3) Current skill levels and the need for training or specialist expertise are identified and analyzed. 4) Potential conflicts between the industry and other community values are identified and analyzed.</p> <p><b>Element 3 – Liaise with external stakeholders</b>                      1) Contacts are established and maintained with relevant people outside the community. 2) Information and advice are exchanged with external holders. 3) Assistance is sought from external individuals and organizations when required.</p> <p><b>Element 4 – Consult with the community</b>                      1) The community is consulted about tourism / other industries potentials. 2) The community is provided with relevant, current and accurate information to facilitate informed debate and decisions. 3) Where appropriate, external individuals and organizations are invited to talk to</p>	<p><b>UNIT VARIABLES</b>                      Potential industry opportunities cover retails operations, work opportunities, related industries development, visits from external communities, training for local communities, etc.                      Sources of information may include: government bodies, industry associations, research bodies, reports, other local businesses, land agencies, other local communities, local people, etc.                      External stakeholders may include: the wider community, local businesses, government bodies and private sector associations, training agencies, etc.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge in the relevant industry, industry network and information sources, impact of the relevant industry, research and analysis skills. 2) Look for knowledge of the range</p>

the community. <b>Element 5 – Makes decisions in relation to tourism opportunities</b> 1) Decisions about tourism / other industries opportunities are made within the appropriate timeframe, taking into account all information which has been gathered and analyzed. 2) Decision reflects the wishes of the community. 3) When decisions are to pursue the opportunities, information collected in the assessment process is integrated into future planning.	of potential issues and impacts in relation of the relevant industry development in a local community. 3) Ability to identify and analyze the full range of potential impacts of proposed relevant industry development on a particular local community.
--	--

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.07.08.05 / APEC SS 1.05.xx.05 ASSESS TOURISM / OTHER INDUSTRIES OPPORTUNITIES FOR LOCAL COMMUNITIES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.08.05 / APEC SS 1.05.xx.05  
 ASSESS TOURISM / OTHER INDUSTRIES OPPORTUNITIES FOR LOCAL COMMUNITIES\*

Name of Candidate : \_\_\_\_\_



Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Seek information about potential industry opportunities</b>						
	1) The local community is consulted about the possibility of community involvement in tourism / other industries and agreement is sought to investigate the opportunities.					
	2) General information sources on the industry are accurately identified and accessed.					
	3) Information on specific relevance to the community is gathered and used to make decisions about tourism / other industries.					
	4) Information from other communities is obtained and used to make decisions about tourism / other industries.					
<b>Element 2 – Analyze information in relation to local communities</b>						
	1) Relevant tourism / other industries members are consulted on customer and industry expectations for tourism / other industries products and services.					
	2) Potential social and economic impacts on the community are identified and analyzed.					
	3) Current skill levels and the need for training or specialist expertise are identified and analyzed.					
	4) Potential conflicts between the industry and other community values are identified and analyzed.					
<b>Element 3 – Liaise with external stakeholders</b>						
	1) Contacts are established and maintained with relevant people outside the community.					
	2) Information and advice are exchanged with external holders.					
	3) Assistance is sought from external individuals and organizations when required.					
<b>Element 4 – Consult with the community</b>						
	1) The community is consulted about tourism / other industries potentials.					
	2) The community is provided with relevant, current and accurate information to facilitate informed debate and decisions.					
	3) Where appropriate, external individuals and organizations are invited to talk to the community.					
<b>Element 5 – Makes decisions in relation to tourism opportunities</b>						
	1) Decisions about tourism / other industries opportunities are made within the appropriate timeframe, taking into account all information which has been gathered and analyzed.					
	2) Decision reflects the wishes of the community.					
	3) When decisions are to pursue the opportunities, information collected in the assessment process is integrated into future planning.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.07.08.05 / APEC SS 1.05.xx.05**

**ASSESS TOURISM / OTHER INDUSTRIES OPPORTUNITIES FOR LOCAL COMMUNITIES\***

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**ASSESSMENT FILE**  
 APEC SS 4.07.09.05 / APEC SS 1.02.xx.05  
 DEVELOP, IMPLEMENT AND MONITOR LOCAL / REGIONAL DEVELOPMENT PLAN\*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Develop local/regional plans</b></p> <p>1) Plans are drafted within the context of the organizational overall development approach. 2) Plans include an inventory of available infrastructure and the carrying capacity. 3) Products and service gaps are identified. 4) Plans are drafted to take account of the level of community and industry resources. 5) Impact on the community are considered and incorporated into the planning process including environmental, social &amp; cultural and economic factors. 6) Development initiatives within the plan are both culturally and environmentally appropriate for the region. 7). Community is consulted throughout the planning process. 8) Plans are developed to include a clear strategic and tactical focus. 9) Scheduled courses of action and evaluation methods are included. 10) Plans are submitted for approval to the appropriate authority within agreed timeframes.</p> <p><b>Element 2 – Implement plans</b></p> <p>1) Actions detailed in the plan are implemented according to schedule and contingencies. 2) Community is consulted and involved on an on-going basis.</p> <p><b>Element 3 – Monitor and evaluate plans</b></p> <p>1) Activities are monitored using the evaluation methods detailed in the plan on an on-going basis to take account of the following factors: a. progress towards objectives; b. evaluation of individual activities; c. the need for changes to the plan. 2) Any changes required are submitted for consideration and approval by the appropriate authority. 3) Agrees changes to the plans are promptly implemented and communicated.</p>	<p><b>UNIT VARIABLES</b></p> <p>Research may include local, regional or enterprise context.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge in strategic planning techniques &amp; practices, in-depth appreciation of the region where the plan is being developed (cultural, physical, social and environmental), knowledge of the industry in relation to supply, demand and opportunities, industry structures applied to the region. 2) Ability to apply the total planning process to the development of specific regional plan. 3) Ability to implement and monitor operational plan. 4) Detailed knowledge of issues that apply to the development and administration of the plan.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**

2005

<b>1. APEC SS ASSESSMENT COVER SHEET</b>
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.07.09.05 / APEC SS 1.02.xx.05 DEVELOP, IMPLEMENT AND MONITOR LOCAL / REGIONAL DEVELOPMENT PLAN*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.09.05 / APEC SS 1.02.xx.05  
DEVELOP, IMPLEMENT AND MONITOR LOCAL / REGIONAL DEVELOPMENT PLAN\*

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	<b>Element 1 – Develop local/regional plans</b>					
	1) Plans are drafted within the context of the organizational overall development approach.					

	2) Plans include an inventory of available infrastructure and the carrying capacity.					
	3) Products and service gaps are identified.					
	4) Plans are drafted to take account of the level of community and industry resources.					
	5) Impact on the community are considered and incorporated into the planning process including environmental, social & cultural and economic factors.					
	6) Development initiatives within the plan are both culturally and environmentally appropriate for the region.					
	7). Community is consulted throughout the planning process.					
	8) Plans are developed to include a clear strategic and tactical focus.					
	9) Scheduled courses of action and evaluation methods are included.					
	10) Plans are submitted for approval to the appropriate authority within agreed timeframes.					
<b>Element 2 – Implement plans</b>						
	1) Actions detailed in the plan are implemented according to schedule and contingencies.					
	2) Community is consulted and involved on an on-going basis.					
<b>Element 3 – Monitor and evaluate plans</b>						
	1) Activities are monitored using the evaluation methods detailed in the plan on an on-going basis to take account of the following factors: a. progress towards objectives; b. evaluation of individual activities; c. the need for changes to the plan.					
	2) Any changes required are submitted for consideration and approval by the appropriate authority.					
	3) Agrees changes to the plans are promptly implemented and communicated.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.07.09.05 / APEC SS 1.02.xx.05**  
**DEVELOP, IMPLEMENT AND MONITOR LOCAL / REGIONAL DEVELOPMENT PLAN\***

Name of Candidate :  
 Name of Assessor/s :

**ASSESSOR/S NOTES**  
 (General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**  
 (Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

<p><b>ASSESSMENT FILE</b>                  APEC SS 4.07.10.05 (IDEM 1.05.xx.05)                  PLAN AND DEVELOP CULTURALLY APPROPRIATE OPERATION* (idem 4.07.10.05)</p>
---

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Plan for culturally appropriate operations</b>                      1) Cultural issues are identified at the commencement of the planning process. 2) Individuals and communities are consulted in relation to cultural issues which may affect the operation. 3) Where appropriate, economic and social impacts are considered in the planning process. 4) Strategies to balance economic viability and cultural appropriateness are developed as part of the planning process. 5) Economic returns to local communities are considered. 6) Ways of managing and minimizing negative impacts and maximizing positive impacts are investigated and developed as part of the planning process. 7) Product development decisions take account of all information made available by the planning process including the need for culturally appropriate operations.</p> <p><b>Element 2 – Develop &amp; implement culturally appropriate operations</b>                      1) Codes of practice and procedures which show respect for cultural values are developed for customers and colleagues. 2) Operations are conducted in accordance with codes of practice. 3) Operational participation of individuals from the appropriate cultures is encouraged. 4) All activities are culturally appropriate. 5) Information shared with customers is culturally appropriate, accurate and avoids cultural stereotyping. 6) Copyright &amp; intellectual property issues are considered. 7) Colleagues are educated about other cultures and societies. 8) Culturally appropriate behaviors are encouraged through training and education. 9) The need for culturally appropriate behavior is promoted throughout the organization and with customers. 10) Where appropriate, promotional and other materials are used to inform colleagues and customers about cultural issues.</p> <p><b>Element 3 – Monitor operations</b>                      1) The SOP is regularly monitored to ensure culturally appropriate practices are maintained. 2) Regular consultation is conducted with individuals and local communities as appropriate. 3) Issues are dealt with promptly and changes are considered to continually improve organization practices.</p>	<p><b>UNIT VARIABLES</b>                      Cultural issues may include: appropriate activities, use of cultural information, access restrictions, use of appropriate staff, traditional / contemporary values and customs, cultural differences in styles of negotiation and communications.                      Impacts on communities may include: 1) Positive: economic benefits to local community, improved local facilities, employment opportunities, cultural benefits, visitor education, greater understanding between host and visitor cultures. 2) Negative: trivialization of culture, effect on social structures and behavior.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and skills in cultural/social impacts of activities, Copyright &amp; intellectual property issues, cross cultural awareness and knowledge of specific culture in question, relevant government regulations, organizing and planning. 2) Ability to integrate culturally appropriate practices into overall product development process. 3) Training or assessment process should involved persons from the relevant cultures.</p>

**Assessment Document 1**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

<p><b>1. APEC SS ASSESSMENT COVER SHEET</b></p>
---

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	

04	<b>Unit Assessed</b>	APEC SS 4.07.10.05 (IDEM 1.05.xx.05) PLAN AND DEVELOP CULTURALLY APPROPRIATE OPERATION* (idem 4.07.10.05)
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	
07	<b>Name of Assessor</b>	
08	<b>Appeal/Review Process</b>	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.10.05 (IDEM 1.05.xx.05)  
 PLAN AND DEVELOP CULTURALLY APPROPRIATE OPERATION\* (idem 4.07.10.05)

Name of Candidate :  
 Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Plan for culturally appropriate operations</b>						
	1) Cultural issues are identified at the commencement of the planning process.					
	2) Individuals and communities are consulted in relation to cultural issues which may affect the operation.					
	3) Where appropriate, economic and social impacts are considered in the planning process.					
	4) Strategies to balance economic viability and cultural appropriateness are developed as part of the planning process.					
	5) Economic returns to local communities are considered.					
	6) Ways of managing and minimizing negative impacts and maximizing positive impacts are investigated and developed as part of the planning process.					
	7) Product development decisions take account of all information made available by the planning process including the need for culturally appropriate operations.					
<b>Element 2 – Develop &amp; implement culturally appropriate operations</b>						
	1) Codes of practice and procedures which show respect for cultural values are developed for customers and colleagues.					
	2) Operations are conducted in accordance with codes of practice.					
	3) Operational participation of individuals from the appropriate cultures is encouraged.					

	4) All activities are culturally appropriate.					
	5) Information shared with customers is culturally appropriate, accurate and avoids cultural stereotyping.					
	6) Copyright & intellectual property issues are considered.					
	7) Colleagues are educated about other cultures and societies.					
	8) Culturally appropriate behaviors are encouraged through training and education.					
	9) The need for culturally appropriate behavior is promoted throughout the organization and with customers.					
	10) Where appropriate, promotional and other materials are used to inform colleagues and customers about cultural issues.					
<b>Element 3 – Monitor operations</b>						
	1) The SOP is regularly monitored to ensure culturally appropriate practices are maintained.					
	2) Regular consultation is conducted with individuals and local communities as appropriate.					
	3) Issues are dealt with promptly and changes are considered to continually improve organization practices.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.07.10.05 (IDEM 1.05.xx.05)**

**PLAN AND DEVELOP CULTURALLY APPROPRIATE OPERATION\* (idem 4.07.10.05)**

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

.....

<b>ASSESSMENT FILE</b>
------------------------

**APEC SS 4.07.11.05 /APEC SS 1.05.xx.05**  
**DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES\***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Research specialist information on ecology</b></p> <p>1) Research techniques are used to access current, accurate and relevant information on specialist ecological topics. 2) Subjects of potential customer interest are made the focus of research identities.</p> <p><b>Element 2 – Prepare interpretive content for tourism opportunities</b></p> <p>1) Educational and interpretive themes and messages are identified from research and incorporated into ecotourism activities. 2) Activities are developed to include focus on the relationship between key themes and other parts of the eco-system. 3) Content is prepared according to the principles of interpretation. 4) Activities incorporate biological knowledge and ecological principles. 5) Themes and activities are generated in accordance with ecotourism codes of practice.</p> <p><b>NOTE:</b> Interpretation principles from Tilden: 1) Interpretation does not somehow relate what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information is not interpretation. Interpretation is revelation based upon information, but they are entirely different things. However, interpretation includes information. 3) Interpretation is an art which combines many arts, whether the materials are presented are scientific, historical or architectural. 4) The main aim of interpretation is not instruction but provocation. 5) Interpretation should aim to present a whole rather than a part, and must address itself to the whole person rather than any phase. 6) Interpretation addressed to children should not be a dilution of the presentation to adults, but should follow a fundamentally different approach.</p>	<p><b>UNIT VARIABLES</b></p> <p>Interpretation should draw out the links between the different components of the ecosystem: national geology and physical geography, national history and human geography, fauna and flora, preservation and conservation issues, fire and water ecology, impact of human history on environment.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge in research skills, in-depth knowledge of specialist topics, ecotourism codes of practice, interpretation principles (see <b>NOTE</b> on right column), knowledge of environmental best practice and principles, knowledge of global and national environment issues. 2) Look for in-depth knowledge of subject area. 3) Look for ability to research and apply specialist information on activity.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

**1. APEC SS ASSESSMENT COVER SHEET**

NO	ITEMS	DESCRIPTION
01	<b>Name of Candidate</b>	
02	<b>Date &amp; Time of Assessment</b>	
03	<b>Location of Assessment</b>	
04	<b>Unit Assessed</b>	APEC SS 4.07.11.05 /APEC SS 1.05.xx.05 DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES*
05	<b>Results of Assessment</b>	
06	<b>Comments &amp; Feedback</b>	



07	Name of Assessor	
08	Appeal/Review Process	

**Assessment Document 2**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**  
**2005**

**EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)**

APEC SS 4.07.11.05 /APEC SS 1.05.xx.05  
DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES\*

Name of Candidate :  
Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Research specialist information on ecology</b>						
	1) Research techniques are used to access current, accurate and relevant information on specialist ecological topics.					
	2) Subjects of potential customer interest are made the focus of research identities.					
<b>Element 2 – Prepare interpretive content for tourism opportunities</b>						
	1) Educational and interpretive themes and messages are identified from research and incorporated into ecotourism activities.					
	2) Activities are developed to include focus on the relationship between key themes and other parts of the eco-system.					
	3) Content is prepared according to the principles of interpretation.					
	4) Activities incorporate biological knowledge and ecological principles.					
	5) Themes and activities are generated in accordance with ecotourism codes of practice.					

**Assessment Document 3**  
**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 4.07.11.05 /APEC SS 1.05.xx.05  
DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES\*

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

**ASSESSMENT FILE**

APEC SS 4.07.12.05 / APEC SS 1.02.xx.05

**CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE \***

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p><b>Element 1 – Prepare product development plan</b>                      1) Product development plan is developed within the context of the overall business plan and marketing focus of the enterprise. 2) Product development opportunities are identified based market analysis and customer needs and expectations. 3) Plan takes account of input from both internal and external resources. 4) Market research is incorporated into planning process. 5) Plans consider the requirements of different customers including those with special needs. 6) Issues relating to product life cycles are considered in the planning process. 7) Budgetary and cash flow planning issues are incorporated. 8) Cost effectiveness and profitability is assessed. 9) External issues are incorporated as appropriate. 10) Relevant external issues are reviewed and incorporated, including: a. Legal and liability; b. Environmental; c. Cultural; d. General industry trends; e. National and local government regulations; f. Budget parameters; operational development. 11) Clear and schedule courses of action and evaluation criteria are incorporated.</p> <p><b>Element 2 – Prepare product development plan</b>                      1) The objective and contents of product development plan are communicated promptly to all appropriate colleagues and customers. 2) Actions detailed in the plan are implemented according to agreed timelines. 3) Where appropriate, new products and services are tested in the market prior to implementation.</p> <p><b>Element 3 – Monitor and evaluate product development</b>                      1) Product development initiatives are regularly monitored in terms of: a. Progress against agreed objective, schedule and evaluation criteria; b. Response of market; c. Feedback from distribution network; d. Feedback from staff; e. Internal and external changes; f. Cost effectiveness and profitability. 2) Necessary changes are identified and carried out in a timely manner. 3) Changes are communicated to all relevant colleagues and customers.</p>	<p><b>UNIT VARIABLES</b>                      Product development may cover new product or product diversity, special product programs, new customer service features, building of new facilities or equipment purchase, shows, exhibition etc.</p> <p><b>ASSESSMENT GUIDE*:</b> 1) Ability to demonstrate competence and knowledge of planning &amp; project management, insurance issues of the product/program, environmental regulations, area market knowledge, understanding of profit/benefit issues against costs/disadvantages. 2) Ability to plan, implement and evaluate product development initiative. 3) Knowledge and understanding of all issues affecting the initiative.</p>

**Assessment Document 1**

**APEC TOURISM WORKING GROUP**  
**APEC SKILL STANDARD (APEC SS)**  
**2005**

## 1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 4.07.12.05 / APEC SS 1.02.xx.05 CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

### Assessment Document 2

## APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

### EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 4.07.12.05 / APEC SS 1.02.xx.05  
CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE \*

Name of Candidate :

Name of Assessor/s :

\* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

\*\* VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

\*\*\* C= Competent; NYC= Not Yet Competent

Method	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
<b>Element 1 – Prepare product development plan</b>						
	1) Product development plan is developed within the context of the overall business plan and marketing focus of the enterprise.					
	2) Product development opportunities are identified based market analysis and					

**APEC TOURISM WORKING GROUP**

**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

	customer needs and expectations.					
	3) Plan takes account of input from both internal and external resources.					
	4) Market research is incorporated into planning process.					
	5) Plans consider the requirements of different customers including those with special needs.					
	6) Issues relating to product life cycles are considered in the planning process.					
	7) Budgetary and cash flow planning issues are incorporated.					
	8) Cost effectiveness and profitability is assessed.					
	9) External issues are incorporated as appropriate.					
	10) Relevant external issues are reviewed and incorporated, including: a. Legal and liability; b. Environmental; c. Cultural; d. General industry trends; e. National and local government regulations; f. Budget parameters; operational development.					
	11) Clear and schedule courses of action and evaluation criteria are incorporated.					
<b>Element 2 – Prepare product development plan</b>						
	1) The objective and contents of product development plan are communicated promptly to all appropriate colleagues and customers.					
	2) Actions detailed in the plan are implemented according to agreed timelines.					
	3) Where appropriate, new products and services are tested in the market prior to implementation.					
<b>Element 3 – Monitor and evaluate product development</b>						
	1) Product development initiatives are regularly monitored in terms of: a. Progress against agreed objective, schedule and evaluation criteria; b. Response of market; c. Feedback from distribution network; d. Feedback from staff; e. Internal and external changes; f. Cost effectiveness and profitability.					
	2) Necessary changes are identified and carried out in a timely manner.					
	3) Changes are communicated to all relevant colleagues and customers.					

**Assessment Document 3**

**APEC TOURISM WORKING GROUP**

**APEC SKILL STANDARD**

**VALIDITY OF ASSESSMENT SHEET**

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

**APEC SS 4.07.12.05 / APEC SS 1.02.xx.05**

**CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE \***

Name of Candidate :

Name of Assessor/s :

**ASSESSOR/S NOTES**

(General notes of the Assessor on the process of assessment)

**ASSESSED FEEDBACK**

(Feedback given by the candidate gathered at the end of the assessment process, if any)

**RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**

<b>COMPETENT / NOT YET COMPETENT</b>
--------------------------------------

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

-----

**EMPOWER Associates for APEC TWG, 2005**



**Asia-Pacific  
Economic Cooperation  
Tourism working Group**

**APEC Project TWG 01/2005  
Tourism Occupational Skill Standards  
Development in the APEC Region – Stage IV**

**Book 2/4 :  
APEC Skill Standards Assessment Materials –  
Tour & Travel Business Units  
Copyright © 2006 APEC Secretariat**

APEC Secretariat  
35 Heng Mui Keng +Terrace  
SINGAPORE 119616  
Telephone: (65) 67756012,  
Facsimile: (65) 67756013  
Email: [info@apec.org](mailto:info@apec.org)  
Website: <http://www.apec.org>  
ISBN-10: 981-05-7118-6  
ISBN-13: 978-981-05-7118-4  
APEC # 206-TO-01.7