



Tour Operation Supervision Level - IV

Learning Guide 1

Unit of Competence: Manage Extended Touring Programs

Module Title: Managing Extended Touring Programs

LG Code: CST TOS4 16 0912

TTLM Code: CST TOS4 16 0420

Instruction sheet	Learning Guide 1
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- ✚ Manage touring arrangement
- ✚ Liaise and negotiate with others.
- ✚ Develop and maintain group rapport.
- ✚ Solve problems that arise on tour

How to Use this TTLM

Read through the Learning Guide carefully. It is divided into four sections that cover all the skills and knowledge that you need.

- Read Information Sheets and complete the Self-Check at the end of each section to check your progress
- Read and make sure to Practice the activities in the Operation Sheets. Ask your trainer to show you the correct way to do things or talk to more experienced person for guidance.
- When you are ready, ask your trainer for institutional assessment and provide you with feedback from your performance.

Learning Activities

- Read Information Sheets and complete the self-check at the end of each section to check your progress
- Read and make sure to Practice the activities in the Operation Sheets. Ask your trainer to show you the correct way to do things or talk to more experienced person for guidance.
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Manage and facilitate an extended tour experience**What is an extended tour?**

Within the tourism and tour guiding industry, an extended tour is defined as a tour that exceeds one day duration and contains an extended tourism program that may include a range of different tours.

It may include:

- ⦿ General sightseeing tours
- ⦿ Eco tours
- ⦿ Adventure and recreational tours
- ⦿ Cultural, educational and historic tours
- ⦿ Cruise programs
- ⦿ Four-wheel drive tours
- ⦿ Camping tours
- ⦿ Trekking tour
- ⦿ Pre and post conference tours

Prepare for an extended tour**Identify itinerary for the tour****Tour itinerary**

It is the road map for any tour. It describes:

- ⦿ Tour nature
- ⦿ Tour duration
- ⦿ Tour location/s
- ⦿ All activities
- ⦿ All services and goods supplied.

Tour itinerary

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It also lists all activities by:

- Dates
- Duration
- Location
- In chronological order

Tour location/s and activities include:

- Specific attractions
- Specific events
- Specific activities
- Free time also needs to be taken into account, if applicable
- In chronological order
- Attractions, events and activities will play a determining role in the itinerary identification as opening, closing times, length of event/s need to be considered
- Chronological order will help planning when specific services and products. Departure location
 - Arrival location
 - Locations to be visited such as:
 - Countries, if applicable
 - Regions, if applicable
 - Cities, towns, villages, if applicable

Services and suppliers involve any form of:

- Transport
- Accommodation
- Catering
- Activities

Identify group numbers on the tour

Knowing how many participants is key to organizing the itinerary:

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- It provide the required information to:
 - Confirm numbers for either the entire tour or every day
 - Differentiate and classify tour members
 - Assess potential participation for each activity, location, service

Minimum number for the extended tour can take place and is viable in regards to budgeting considerations
 Maximum numbers in order to deliver the services, products advertised and also in regards to safety and security rules, regulations, guidelines whether they are from the host enterprise or the country/ries laws, regulations, guidelines

Numbers can also be confirmed

- For the entire extended tour if there is on entry point and one departure point, date

For each day if the tour has several entry and departure points, dates

- Differentiate and classify tour members by:
 - Sex
 - Age
 - Relationships

Knowing how many participants is key to organizing the itinerary:

- Assess participation for each:
 - Activity
 - Location
 - Service

The average age, making of the group (families and/or friends) will also determine the potential uptake of water park optional tour participation, a winery visit followed by wine tasting for example

Generally, younger people will need less 'looking after' than older people, will not mind a whole day excursion with an early start and a late finish and are more relaxed about service expectations

Identify supplies that can be obtained on tour

Identify budget for equipment and supplies for the tour

One of the aspects of managing a tour is to manage the financial component.

Equipment and supplies purchases need to be managed within a pre allocated budget:

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- The size of the company will impact on its capacity to store equipment and supplies pre departure
- The length of the extended tour will also impact on the equipment and supplies management
- The number of tour members

The differences between a large operator and a small one

- A 2/3 days tour versus a 3 weeks tour
- in regards to budgeting and managing equipment and supplies required during the extended tour

Equipment and supplies required for the extended tour need to be identified. They will vary according to:

- Type of tour: for example:
 - Upmarket, deluxe tours will stay in 5 star hotels whether a camping tour will require the management of the tents the tour group members will be provided with
 - Deluxe tours will have the catering pre booked in hotels, and/or restaurants whether a trekking tour will need to supply food to tour group members
 - An extended bush tour in 4 wheel drive will require a lot more supplies and equipment due to its nature and location
 - Welcome packs for tour group members
 - Luggage
 - Commercial cargo, where applicable
 - Equipment required for
 - Material to:
 - ✓ Support interpretative activities
 - ✓ Deliver recreational, education and communication such as microphone, hand out.
- Cash, vouchers
- Relevant and up to date authorisations and permits
- First aid kit

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Equipment and supplies availability while on tour need to identified. It will vary depending on the:

- ⦿ Nature of the equipment and supplies:
 - Perishable
 - Non perishable
- ⦿ Availability:
 - On going
 - Sporadic

The next step is to conduct a cost analysis in order to determine:

- ⦿ Cost of:
 - Buying
 - Storing
 - Carrying versus
- ⦿ Cost of:
 - Buying en route

Payment terms need to be organized with relevant and identified suppliers:

- ⦿ The terms might be:
 - Pre-paid
 - Credit : 30 – 60 – 90 days
 - Credit card payment
 - Cash

The importance of having an existing payment arrangement with identified suppliers in order to

- Facilitate the tour management for all staff concerned
- Ensure a positive experience for tour members

The final decision needs to take into account:

- ⦿ Cost versus
- ⦿ Tour members safety and security and welfare
- ⦿ Advertised service standards

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The final decision needs to take into account

The monetary aspect and the welfare (Duty of care) and the advertised service standards to make sure the tour members have a positive tour experience. This in turn will generate positive word of mouth, recommendations and/or return business

Tour terms and conditions

Special purchases policy:

- Both need to be very clear to avoid any misunderstanding and potential complains
- The host enterprise must have clear terms and conditions and special purchase policy publicized:
 - On Brochures and Hand out
 - On Website

For both tour group members and staff to be familiar with prior to the tour

Special needs for the extended tour can be categorised under:

- Equipment and supplies special needs
- Tour group members special needs
- Equipment and supplies special needs might include:
 - Specific welcome packs
 - Specific professional equipment for activities such as diving, skiing
 - Material to support interpretative activities from microphone to hand out
 - Vehicle check list, spare supplies and parts when going on a remote tour

Tour member's special needs might include:

- Vision impaired
- Restricted mobility, wheel chair might be required
- Specific dietary requirements such as:

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- Severe seafood or nut allergy
- Gluten free allergy
- Vegetarian
- Poor command of the country's language
- Specific age group that might require itinerary and timetable changes

Determine final requirements for the tour

Determining final requirements requires combining all the information gathered and might include:

- ⊙ Generic information confirmation including:
 - Type of tour
 - Itinerary
 - Tour length
 - Number of participants
- ⊙ Tour requirements in regards to:
 - Transport
 - Accommodation
 - Catering
 - Activities
- ⊙ Equipment and supplies management in relation to:
 - Length of tour
 - Number of participants
 - Nature of activities
- ⊙ Additional checks:
 - Advertised documentation to ensure all publicised goods and services will be supplied
 - Final number of participants to make sure there will be enough goods, services supplied for all tour group members
 - Always include a safety margin in regards to providing for example

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- Food for a camping trip
- Enough equipment for all tour group members to participate in all activities

Confirm operational requirements for the tour

In order to manage the operational side of the tour, it is recommended to gather the information under specific categories such as:

- ⊙ Documentation
- ⊙ Procedures
- ⊙ Payments
- ⊙ Documentation such as:
 - Travel documentation
 - Currency requirements
 - Written confirmation of all identified requirements
- ⊙ Procedures such as:
 - Immigration procedures
 - Human resources
 - On tour management procedures
- ⊙ Payments procedures such as:
 - Local taxes, where applicable
 - Goods and services from transport to accommodation, catering and all activities
 - Provision has been made for unexpected expenses

Commence the tour

Undertake pre-departure checks

Pre-departure checks ensure that all necessary equipment and supplies will be available. The following checks need to take place:

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- Check quantity
- Check condition of all identified equipment and supplies
- Confirm quantity with all relevant suppliers of products and services
- Confirm equipment and supplies with tour staff:
 - Double checking the quantities are adequate
 - Double checking the quality matches the advertised criteria and safety requirements
 - Ensuring all tour staff can use the equipment

Stow identified equipment and supplies

Stowing equipment deals with the physical aspect of loading equipment and supplies for the tour.

Regardless of the mode of transport and storage, the following must be considered:

- Safe manual handling rules, regulations and/or guidelines of the country/ies where the action will take place
- Weigh restrictions regardless of the mode of transport
- Nature of equipment and supplies
- Safe manual handling rules, regulations and/or guidelines of the country/ies where the action will take place:
 - Some countries have stricter requirements and it is the responsibility of the host enterprise to be familiar with each country requirements and comply with them
- Weigh restrictions regardless of the mode of transport:
 - Some countries, companies have stricter requirements and it is the responsibility of the host enterprise to be familiar with each country requirements and comply with them

Regardless of the mode of transport and storage, the following must be considered:

- Nature of equipment and supplies, explicitly those deemed as hazardous items such as:
 - Sharp tools or equipment
 - Heavy items

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- Items made of or containing glass
- Gas containers
- Heat sensitive aerosols
- Medication
- Petrol, fuel and other flammable materials

Complete and pack tour-related documents and documentation for tour members

Tour related documentation must be:

- ⊙ Completed
- ⊙ Packed to be on hand whenever required:
 - They might be in hard and/soft copy or both
 - Generic documentation
 - Specific tour related documentation
 - Tour members documentation

Brief tour members

The first topic of the briefing is related to Safety and Security:

- ⊙ Safety and risk management is becoming an increasingly important matter as more and more people travel in their own country or overseas. All tourism businesses have a duty of care in regards to the safety and security of both customers and staff
- ⊙ What is duty of care? Duty of care is a legal principle; it is the legal duty to take reasonable care, steps so that others aren't harmed. Failure to fulfil duty of care results in being considered guilty of negligence

Safety and Security matters during the tour will include:

- ⊙ Generic tour related information
- ⊙ Specific tour related safety matters

Generic tour related information. It is important all tour group members know about them and they may be notified by:

- Tour brief

- Hard copy hand out
- Soft copies on smart phones,
host enterprise website

Nature of the extended tour and the activities included as part of the tour such as:

- Potential danger involved with the activity
- Procedures in place include rules specifying what can and cannot be done
- Identification of characteristics that would prevent some tour group members to participate

Other Safety and Security matters relate to:

- ◉ What to do during potential emergency situations and will cover:
 - Tour staff roles and responsibilities
 - Explain that emergency plans exist and go through those plans, if applicable:
 - Generic plans
 - Specific plan such as emergency exit in an accommodation establishment or a boat

Tour member's behaviour expectations:

- Explain why the safety procedures are in place to protect the participant
- Make sure the tour group members understand the rules are for your own comfort and safety
- Remind the tour group members they are responsible for their own actions and must exercise caution at all times
- You can also remind all tour members that safety and security is everyone's issue and responsibility and that monitoring the activities of the other customers in a concerned manner will help

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Conduct the tour in accordance with the itinerary

Efficient tour management increases the chance of tour members having a positive experience while on tour and the main aspects cover:

- Tour delivery management
- Commentary
- Overall tour management
- Tour delivery management includes:
 - Making sure that all advertised content of the tour is delivered according to the criteria:
 - Transport
 - Accommodation
 - Catering
 - All activities from museums visits, to guided walks through national park

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 - Transport
 - Accommodation
 - Catering
 - All activities from museums visits, to guided walks through national park

- ◎ Commentary also needs to take into account:
 - Cultural sensitivity
 - Social sensitivity
 - Environmental sensitivity
 - Social sensitivity, different views in regards to:
 - Politics
 - Socio economics groups
 - Urban versus rural
 - Sporting events: victories, losses

- ◎ While conducting the tour, the tour guide, tour staff must:
 - Manage the tour members by:
 - Directing
 - Controlling and if required
 - Modifying group and/or individual behavior
 - Stay within budget


- ◎ Adjusting touring arrangements means taking into account unexpected, yet avoidable facts such as:
 - Tour group age range
 - Tour group special interest/s
 - Timing change in regards to the itinerary

Implement arrangements regarding catering, accommodation and transport in accordance with advertised criteria

- ◎ Implementation is about the execution of the advertised criteria and covers all aspects of the extended tour:
 - Catering will cover liaising with the venues, from coffee shops, restaurants to motels, hotel, resorts where meals are to take place. A widely used industry standard is to reconfirm details such as final numbers, times and special request 24 hours in advance

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- When campsite requirements apply, catering involves ensuring there is enough food and water and cooking facilities to cater for all tour group members
- Accommodation will cover liaising with the venues, from to motels, hotel, resorts and bed and breakfast where the tour group is staying. As for catering, widely used industry standard is to reconfirm details such as final numbers, times and special request 24 hours in advance
- When campsite requirements apply, sleeping arrangements involves ensuring there are enough tents for all tour group members and that hygiene needs are met by the provision of adequate showers and toilets facilities
- Transfers cover tour staff team and luggage
- Tour staff team needs to arrive before or at least at the same time as all tour group members to provide the expected services
- Luggage needs to be delivered to the venue, then to the tour group members allocated accommodation

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Self- check # 1

Name: _____

Date: _____

Choose the best answer for the following questions and write the letter of your choice on the answer sheet (5pts each)

Find one example of an extended tour providing by a local tour operator and identify which type of

1. Transport
2. Accommodation
3. Catering

Activities are included in the tour

Note: Satisfactory rating – 10 points and above Unsatisfactory - below 10 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

Date: _____

1. _____

2. _____

3. _____

Score = _____
Rating: _____

Information Sheet-2	Liaise and negotiate with others.
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Liaise and negotiate with third party providers to maximise operational efficiency and service levels to tour group members

- Liaison and negotiation guarantee both:

- Efficiency
- Advertised service levels delivery to the tour group members

They both relate to all extended tour components such as:

- Catering
- Accommodation
- Transport

- Catering needs to cover:

- Liaising with all venues from coffee shops, restaurants to motels, hotels, cruise ships where meals are booked. Reconfirming final details such as:
 - Final numbers
 - Times
 - Special requests
 - Negotiating any change

needs to take place 24 hours ahead

- Accommodation needs to cover:

- Liaising with all venues booked during the extended tour and:
 - Reconfirm final numbers
 - Reconfirm arrival , departure times
 - Reconfirming rooms type booked for the tour group members

- Reconfirming special requests such as interconnecting rooms for a family and making sure it can be met

It is also recommended to reconfirm all details 24 hours ahead of arrival

- Transport arrangements involve:
 - Reconfirming arrival, departure times
 - Number of pieces of luggage
- Coordinating campsite requirements is different and covers:
 - Reconfirming final numbers
 - Reconfirming arrival, departure times
 - Making sure there is enough food and water for all tour group members
 - Making sure all tour group members hygiene needs will be met: showers, toilets availability

It is also recommended to reconfirm all details 24 hours ahead of arrival

Cope with the long hours and variety of tasks associated with long hours

- Extended tours require all tour staff members to be available and present at all times for all tour group members
- The variety of tasks they need to complete ranges from being the best communicator, entertainer, counsellor to completing reports

Optimise tour members experience on the tour

- + Demonstrate principles of tour guiding
- + Introduce tour group members to each other where applicable
- + Explain the objectives and opportunities provided by participating in the tour
- + Use techniques to build and maintain group cohesion on tour
- + Share and explain general rules that apply to group members while on tour
- + Balance the needs of the group with the individual needs
- + Resolve person-to-person conflict

Demonstrate principles of tour guiding

Tour guides, wherever they are from and wherever they operate, pride themselves in providing the tour members with the highest degree of professionalism to ensure the tour experience not only meets but exceed their expectations:

- Most countries have their registered tour guides associations with published code of conduct
- Main principles:
 - Safety and security
 - Communicator
 - Cultural host
 - Leader and Manager
 - Safety and security: ensuring the safety and security at all times and, as far as practical, the security of:
 - Tour group members
 - Tour staff
 - Property
- How to ensure the safety and security principles:


All staff must be fully familiar with:

- Host enterprise SOPs (Standard Operating Procedures)
- Country's laws, guidelines, codes of conduct
- Contingency plans
- Emergency plans
- Communicator and cultural host including:
 - Welcome people to the tour
 - Deliver the required commentaries
 - Answer tour members questions
 - Foster group relationships
 - Respect environment

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- Leader and manager includes:
 - Ensuring tour members satisfaction and comfort as per the advertised criteria
 - Respond to individual needs, requests, preferences
 - Comply with all legal, moral, ethical requirements applicable during the tour



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Self -check #3

Name: _____

Date: _____

Activity#1

1. Trainees under the trainer’s guidance to give one example related to an extended tour each for each of the categories addressed Cultural-Social-Behavioral.

Activity#2 delivering a tour briefing activity

1. Trainees briefing containing the points they see as the most important ones for one of the following extended tours (3 days/2nights)

- Nature camping tour in a national park
- Historical tour (temples)
- Adventure tour (scuba diving and parasailing)
- Cruise along a river

Note: Satisfactory rating – 15 points and above Unsatisfactory - below 5 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

Date: _____

1. _____

2. _____

3. _____

4. _____

Score = _____
Rating: _____

Introduce tour group members to each other, where appropriate

The tour briefing is usually when introduction will take place by:

- Verbally welcoming the tour group members
- Welcoming them individually
- Using their names
- Smiling
- Introduce self to participants and other tour members
- Introduce tour group members to each other

Encourage group interaction

It is important to remember not to force interaction on a group. If some tour group members are not comfortable with this, they will resent you for forcing it upon them, exercise sensitivity and diplomacy. Most people, however, enjoy the opportunity to get to know their fellow group members.

Different organisations, tour operators and tour guides will have different approaches to introducing tour group members to each other's. The type of tour and tour group members will also influence the chosen method such as:

- Each member to introduce himself/herself
- Name badges
- Name game

Explain the objectives and opportunities provided by participating in the tour

The tour briefing also covers the tour objectives and the opportunities opened to all tour members such as:

- Providing a tour overview mentioning the tour:
 - Points of interests and highlights
 - Unique tour feature/s
 - Specific event/s

The tour briefing also covers the tour objectives and the opportunities opened to all tour members such as:

- Covering the opportunities opened to all tour members such as:
 - Demonstrations and activities
 - Displays and shows
 - Free time

Use techniques to build and maintain group cohesion on tour

Building and maintaining group cohesion is pivotal to providing the tour members with a enjoyable experience:

- Tour guides must strive for a rapport which is positive, friendly and understanding. A good rapport is one where all parties share similar feelings and agree about the majority of things
- Tour guides should start rapport building as soon as they meet a tour group member

Building and maintaining group cohesion is pivotal to providing the tour members with a enjoyable experience:

- Tour guides must strive for a rapport which is positive, friendly and understanding. A good rapport is one where all parties share similar feelings and agree about the majority of things
- Tour guides should start rapport building as soon as they meet a tour group member
 - A good rapport is important because it:
 - Enhances visitor engagement
 - Sets the scene for a better experience
 - Helps overcome small problems that crop up
 - Encourages repeat and referral business
 - Group activities may include:
 - Scavenger hunt
 - Paper based activities
 - Audio visual activities
 - Hands on activities

Share and explain general rules that apply to group members while on tour

Tour members and staff members must be familiar with all tour rules and regulations to follow while on tour:

- The information will usually be part of the tour briefing but can also be disseminated by:
 - Hard copies, hand out

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- Part of a power point presentation presented during the briefing
- Soft copies on the organization website, even as a smart phone application
- ⊙ The information will cover:
 - Generic tour rules
 - Specific tour rules and requirements
- ⊙ Generic tour rules will include standard tours rules such as:
 - Do and don't
 - Respect for others and the environment
 - Be on time
 - Communication protocols
 - Safety rules and regulations, procedures

Balance the needs of the group with individual needs

A good tour guide needs to balance the needs of an individual with the needs of the group by:


- ⊙ Ensuring inclusiveness, as much as possible
- ⊙ Introducing supplementary activities to cater for an identified need
- ⊙ Manage unique individual needs and special treatment

A good tourist guide needs to balance the needs of an individual with the needs of the group by:

- ⊙ Ensuring inclusiveness, as much as possible

A good tourist guide needs to balance the needs of an individual with the needs of the group by:

- ⊙ Manage unique individual, special needs and special treatment:
 - Recognise special needs
 - Explain arrangements made to all concerned parties
 - Ensure special needs inclusion still enables all other requirements of the tour to be accommodated.

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Self-check # 3

Name: _____

Date: _____

Activity:#1

- ❖ Explain the way tour guides should start rapport.

Note: Satisfactory rating – 10 points and above Unsatisfactory - below 10 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

Date: _____

1. _____

Score = _____
Rating: _____

Resolve person-to-person conflict

Professional tour guides and tour staff alike are trained to constantly and discretely observe interactions between tour group members and take action to address issues, conflict arising.

Person to person conflict may include:

- Conflict between tour group members
- Conflict between tour group members and others
- Conflict between tour group members and authorities
- Conflict arising from perception
- Conflict between tour group members and others:
 - Members of the public
 - Third party suppliers
 - Tour staff members
- Conflict between tour group members and authorities:
 - Authorities such as immigration and customs
 - Local authorities
- This type of conflict has the potential to cause serious delay and/or even the termination, cancellation of the tour depending on the scale of the conflict
- Trainer to explain that going through customs is a very different experience according to the country. For example, upon entering Australia, it is fairly common that dogs will be 'sniffing' around at the carousel while passengers are waiting for their luggage. Moving away from the dog and/or wanting to pat the dog will be viewed as "obstruction". A good tour guide will make sure first time visitors to the country are aware of this practice
- Conflict resolution:
 - Never ignore a conflict, the sooner you act the better
 - Be practical

- Be pragmatic
- Conflict resolution – Techniques to apply:
 - Have the 2 parties talking to you in front of each other
 - Identify the real issue
 - Focus on the issue, the problem, not on the people
 - Stay clam
 - Explain how the behavior is adversely impacting on all tour group members
 - Come to an agreement and suggest solution acceptable for each party
 - Monitor the situation

Monitor operational issues and service provision

Tour guide and tour staff need to exercise constant vigilance while on tour to ensure the efficient and smooth provision of every aspect of the tour from transport to catering and all activities by:

- Observing
- Solicit feedback from tour group members
- Liaising with staff

Being observing at all times and make sure all goods and services are being delivered as per expected standards and requirements

- Solicit feedback from tour group members by:
 - Asking opened questions
 - Encouraging feedback
 - Thanking for the feedback provided
 - Incorporating feedback, where possible and appropriate
- Liaising with staff:
 - They are at the 'forefront' of all goods and service provision and
 - They have, very often, dealt with the third party suppliers
 - They will very quickly identify any gaps, issues

Resolve service-related problems that arise on tour

Identify sub-standard operational and customer service issues

Respond to sub-standard operational and customer service issues

Observation and feedback facilitate the process of:

- Identifying substandard operational and customer service issues

Next step is to:

- Respond to substandard operational and customer service issue

Analyse service-related issues

The 'reason why' stage presents an opportunity to turn a negative into a positive.

Problem analysis steps to follow:

- Determine the cause of the problem
- Assess the impact, the consequences
- Identify ways and taking action on tour to prevent the problem recurrence

Problem analysis steps:

- Determine the cause of the problem:
 - Internal
 - External
- Assess the impact, the consequences:
 - Short term
 - Long term
- Rectify the problem while on tour
- Identify ways of preventing the problem from happening again
- Communicate with head office to:
 - Share the information
 - Ask for advice if applicable

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Deal with safety issues

- Deal with unexpected events
- Deal with emergencies
- Provide basic first aid

Deal with unexpected events

- ⊙ Unexpected events are unavoidable and may include:
 - Sudden road closure
 - Worsening of weather conditions
 - Power failure
- ⊙ Course of action:
 - Stay calm
 - Assess situation
 - Take action
 - Be honest, factual
 - Follow SOPs

Deal with emergencies

- ⊙ Potential emergencies:
 - Flood
 - Fire
 - Bomb threat
 - Tour member falling ill

Provide basic first aid procedures

Some examples of first aid procedures tour member might have to give treatment for :


- ⊙ Heat exhaustion
- ⊙ Heatstroke
- ⊙ Hypothermia
- ⊙ Fractures
- ⊙ Heart attack
- ⊙ Burns and scalds
- ⊙ Cuts and abrasions

- ⦿ Bites and stings
- ⦿ Heat exhaustion
- ⦿ Heatstroke

Provide first aid procedures: DR ABC:

- ⦿ Danger
- ⦿ Response
- ⦿ Airways
- ⦿ Breathing
- ⦿ Circulation



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Self- check # 4

Name: _____

Date: _____

Activity #1

1. ListTour member's safety must always take priority over other considerations.
Staff member must action Emergency Response Plan and carry it out depending on the situations
2. Give examples of any incident and/or accident emergencies that took place during an extended tour and explain what course of action was taken
3. Explain the word below
 - Heat exhaustion
 - Heat stroke

Note: Satisfactory rating – 15 points and above Unsatisfactory - below 15 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

Date: _____

1. _____
2. _____
3. _____

Score = _____
Rating: _____