



**Australian Government**

# **SITTGDE305 Develop and maintain the general and regional knowledge required by guides**

**Release 1**

## **SITTGDE305 Develop and maintain the general and regional knowledge required by guides**

### **Modification History**

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

<b>Version</b>	<b>Comments</b>
1.0	E Replaces and is equivalent to SITTGDE007A Develop and maintain the general and regional knowledge required by guides. Corequisites removed.

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to research information on Australia for presentation to customers. It requires broad general knowledge of Australia plus some regional and location-specific knowledge, highlighting the need for ongoing research to update and expand guide knowledge.

### **Application of the Unit**

This unit applies to all guides regardless of the context in which they work. Wherever guides are located or travel, they must maintain and expand their general knowledge base as a key professional development activity. In this context, they work independently or under limited guidance from others.

### **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Research information on Australia and the local region.     | 1.1 Identify subjects of potential customer interest based on direct contact with customers and consultation with industry colleagues.<br>1.2 Identify key information <i><b>sources</b></i> used by guides.<br>1.3 Evaluate the credibility and reliability of information sources.<br>1.4 Select and use formal and informal research techniques to access current, accurate and relevant information about Australia and the local region.<br>1.5 Obtain information in a culturally appropriate way. |
| 2. Prepare information for guiding activities.                 | 2.1 Identify themes and messages from research to meet specific customer needs.<br>2.2 Select and use <i><b>ways of organising information</b></i> to reflect the needs of customers and the way in which information may be presented during a guiding activity.                                                                                                                                                                                                                                        |
| 3. Update general knowledge of Australia and the local region. | 3.1 Identify and use opportunities to maintain currency of general knowledge about Australia and the local region.<br>3.2 Proactively seek opportunities to enhance and expand own knowledge base.<br>3.3 Incorporate updated and expanded knowledge into guiding activities.                                                                                                                                                                                                                            |

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- critical thinking skills to evaluate information for relevance to specific guiding contexts
- literacy skills to:
  - research and interpret a wide range of general information on Australia, specific regions and locations
- planning and organising skills to organise information in logical ways
- self-management skills to take responsibility for ongoing development of knowledge
- technology skills to use online research systems.

### Required knowledge

- key information sources frequently used by guides
- aspects of Australia in general and specific aspects of the local region, including:
  - history (historical development of Australia and the local region, major historical events and prominent individuals, key dates and overview of Australian Indigenous history)
  - government and politics (general structure, political parties, major political figures, and current federal, state and local political issues)
  - economy (overview of current state of the economy, and key features of the local economy and local industry)
  - trade (key exports and main trading partners)
  - education (overview of school and higher education systems and comparison of systems to those of other countries or states)
  - climate (weather patterns, including any extreme conditions, impact of climate on lifestyle and stories associated with climate in a local area)
  - geography and geology (major land formations, landmarks, natural attractions and their key features for both Australia and the local region)
  - architecture (key buildings, their heritage and current use, and structures both in Australia and the local area)
  - cultural elements (overview of Indigenous cultures within Australia, different cultures within Australia and the local area, cultural activities and local customs)
  - lifestyle (key features of the day-to-day living patterns of Australians and local people, and family and social customs)
  - art, theatre, music and literature (key Australian performers, writers and artists, major works by Australians and major cultural events)
  - religion (religious make-up of Australia and the local area, and aspects of religious practices)
  - natural environment and tourism (how the environment is a tourism asset, impacts of tourism on the environment, and land management in Australia including the role of national parks)
  - flora and fauna (overview of native flora and fauna, their characteristics and key

locations)

- transport (main transport systems, usage of different forms of transport across Australia, and current transport within the local region)
- agriculture (Australia's history as a primary producer, key products of Australia, current issues, past and current agricultural aspects of the local region)
- science and technology (Australia's contribution both past and present, prominent individuals and key discoveries)
- sport (main Australian sporting activities, Australia's sporting record, local sporting focus, sporting facilities and sporting comparisons with other countries or areas)
- food (local dishes and produce)
- wine (Australian wine styles, major wine areas, specific wine areas and wines produced within the local region)
- shopping (key locations and local products)
- tourism services and local facilities of interest to visitors (currency exchange locations, tour booking offices, accommodation, attractions, banks, dry cleaners and medical facilities)
- current events in Australia and the local region.

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- source information to meet differing customer needs
- demonstrate knowledge of Australia and the local region as specified under Required Knowledge, sufficient to:
  - develop coherent and interesting presentations for customers
  - answer typical questions asked by customers on given topics.

#### Context of and specific resources for assessment

Assessment must ensure use of:

- current sources of information.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the individual using knowledge to deliver interpretive commentaries or activities
- questioning of group members about the individual's breadth of knowledge and ability to answer customer questions
- review of a research portfolio prepared by the individual
- written or oral questioning to assess the individual's use of appropriate information sources
- written or oral questioning or to assess knowledge of Australia and the local area
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

#### Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTGDE302 Provide arrival and departure assistance
- SITTGDE401 Coordinate and operate tours
- SITTGDE402 Manage extended touring programs
- SITTTOP403 Operate tours in a remote area.

Guiding personnel are expected to have a breadth and depth of knowledge in order to satisfy the information needs of their customers and funding and hours allocated to training must

reflect this industry requirement. Training and assessment programs must:

- cover the broad range of knowledge covered within the required Skills and Knowledge section of this unit
- ensure that the depth of knowledge covered is sufficient to meet the requirements of a guide
- tailor the regional knowledge base to cover specific aspects of the local region
- allow for guides who have moved to different locations to participate in retraining.

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

*Sources* may include:

- artworks
- events
- exhibitions
- experiences (of self or others)
- films
- images
- Internet
- music
- other people:
  - local experts
  - traditional owners
- performances
- presentations
- professional associations
- printed texts (books, journals, magazines, newspapers)
- technical information.
- chronologies
- customer profiles:
  - interest profiles for particular age groups and nationalities
  - special interest groups
- specific touring route or location information
- storylines
- themes or character based notes.

*Ways of organising information* may include:

## Unit Sector(s)

Tourism

## Competency Field

Guiding