Modification History
Not applicable.

Qualification Description
This qualification reflects the role of individuals who use a broad range of specialist guiding skills combined with a substantial depth of subject matter knowledge to deliver tours. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This qualification provides a pathway to work as a guide in many tourism industry sectors. Guides at this level usually conduct tours that involve multiple products, services and sites involving the management of tour logistics. They are employed or contracted by inbound tour operators, outbound tour wholesalers, local tour operators, or they may be owner-operators of small tourism or travel businesses.

Possible job titles include:
- cultural guide
- heritage guide
- interpretive guide
- nature-based guide
- tour director
- tour guide
- tour manager
- walking guide.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements
There are no entry requirements for this qualification.
Packaging Rules

17 units must be completed:

- 11 core units
- 6 elective units, consisting of:
  - 4 units from the list below
  - 2 units from the list below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
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</thead>
<tbody>
<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>SITTGDE002</td>
<td>Work as a guide</td>
</tr>
<tr>
<td>SITTGDE004</td>
<td>Lead tour groups</td>
</tr>
<tr>
<td>SITTGDE005</td>
<td>Prepare and present tour commentaries or activities</td>
</tr>
<tr>
<td>SITTGDE011</td>
<td>Coordinate and operate tours</td>
</tr>
<tr>
<td>SITTGDE012</td>
<td>Manage extended touring programs</td>
</tr>
<tr>
<td>SITXCCS007</td>
<td>Enhance customer service experiences</td>
</tr>
<tr>
<td>SITXCOM002</td>
<td>Show social and cultural sensitivity</td>
</tr>
<tr>
<td>SITXCOM005</td>
<td>Manage conflict</td>
</tr>
<tr>
<td>SITXWHS001</td>
<td>Participate in safe work practices</td>
</tr>
<tr>
<td>SITXWHS002</td>
<td>Identify hazards, assess and control safety risks</td>
</tr>
</tbody>
</table>

Elective units

Communication and Customer Service

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITXCOM004</td>
<td>Address protocol requirements</td>
</tr>
<tr>
<td>SITXCR1001</td>
<td>Respond to a customer in crisis</td>
</tr>
</tbody>
</table>

Environmental Sustainability

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBSUS201</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
</tbody>
</table>
BSBSUS401  Implement and monitor environmentally sustainable work practices

First Aid
HLTAID005  Provide first aid in remote situations

Food Safety
SITXFSA001  Use hygienic practices for food safety

Guiding
SITTGDE001  Interpret aspects of local Australian Indigenous culture
SITTGDE003  Provide arrival and departure assistance
SITTGDE006  Develop and maintain the general and regional knowledge required by guides
SITTGDE007  Research and share information on Australian Indigenous cultures
SITTGDE008  Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE009  Prepare specialised interpretive content on marine environments
SITTGDE010  Prepare specialised interpretive content on cultural and heritage environments

Human Resource Management
SITXHRM001  Coach others in job skills

Languages other than English
SITXLAN004  Conduct complex oral communication in a language other than English
SITXLAN005  Read and write information in a language other than English
SITXLAN006  Read and write documents in a language other than English

Marketing and Public Relations
BSBREL401 Establish networks
BSBREL402 Build client relationships and business networks

Planning and Product Development
SITTPPD002 Develop interpretive activities
SITTPPD003 Coordinate and operate sustainable tourism activities
SITTPPD004 Develop in-house recreational activities

Tour Operations
SITTTOP001 Load touring equipment and supplies
SITTTOP002 Provide outdoor catering
SITTTOP003 Allocate tour or activity resources
SITTTOP004 Set up and operate a camp site
SITTTOP005 Operate tours in a remote area
TLIB2003 Carry out vehicle servicing and maintenance
TLIC1051 Operate commercial vehicle
TLIC2025 Operate four wheel drive vehicle
TLIC3042 Operate coach/bus

Tourism Sales and Operations
SITTTS002 Access and interpret product information
SITTTS003 Provide advice on international destinations
SITTTS004 Provide advice on Australian destinations
SITTTS005 Sell tourism products and services
SITTTS009 Process travel-related documentation

Working in Industry
CUAIND402 Provide freelance services
SITTIND001 Source and use information on the tourism and travel industry
Qualification Mapping Information

No equivalent qualification.

Links