



Australian Government

SIT40216 Certificate IV in Guiding

Release 1

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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

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

Elective units

Communication and Customer Service

SITXCOM004	Address protocol requirements
SITXCRI001	Respond to a customer in crisis

Environmental Sustainability

BSBSUS201	Participate in environmentally sustainable work practices
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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

SITTTSL002 Access and interpret product information

SITTTSL003 Provide advice on international destinations

SITTTSL004 Provide advice on Australian destinations

SITTTSL005 Sell tourism products and services

SITTTSL009 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

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>