



**Australian Government**

# **Assessment Requirements for SITTGDE002 Work as a guide**

**Release: 1**

# Assessment Requirements for SITTGDE002 Work as a guide

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- plan and conduct three guiding activities with different customers or groups which involve:
  - liaising with one or more tourism industry operators
  - identifying potential operational problems and appropriate solutions
  - incorporating client requirements and special requests
- undertake a full risk assessment for each of the above guiding activities that:
  - identifies inherent risks
  - identifies hazards
  - reports on hazards
- demonstrate how legal, ethical, safety and sustainability requirements have been met in the planning of each of the above guiding activities.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- interrelationship between tour operations and wholesaling sectors and the role of guiding in the tourism industry
- cultural considerations in dealing with industry colleagues, customers, suppliers and local communities
- roles and responsibilities for guides, and the specific roles of each of these guides:
  - adventure guides
  - city hosts
  - driver guides
  - meet and greet guides
  - site guides
  - tour guides
  - tour managers
- roles and services provided to guides by peak guiding bodies and industry associations to assist in developing guiding knowledge
- industry and legal compliance requirements that affect guiding operations:
  - consumer protection laws

- occupational licensing and industry accreditation
- contents of various guiding codes of conduct or practice and the impacts of non-compliance
- public liability and the guide's duty of care
- environmental laws
- permit requirements for operating in protected areas
- Queensland Tourism Services Act 2003 requirements for guides when working in Queensland
- work health and safety
- different types of technologies and their uses:
  - presentation technologies
  - radio-frequency identification (RFID) codes for handheld devices
  - social networking
- opportunities to update own knowledge as a guide:
  - familiarisation tours
  - industry seminars
  - participation in industry accreditation schemes
  - participation or membership in professional guide associations
  - research
  - social networking
  - training courses
- tourism operators that work in collaboration with guides:
  - inbound tour operators
  - other guides
  - retail outlets:
    - factory outlets
    - opal or souvenir outlets
    - tax free stores
  - suppliers of any tourism product or service that is a component of the touring itinerary:
    - accommodation providers
    - airlines
    - attraction or theme parks
    - coach companies
    - cultural sites
    - event venues
    - food and beverage outlets
    - tour operators and cruise operators
- safety issues that affect guiding operations in particular contexts, particularly those related to customer safety in different environments
- ethical considerations for guides:

- compliance with industry codes of conduct
- cultural considerations
- dealings with local communities
- dealings with Indigenous communities
- provision of services as promoted or confirmed
- relationships with industry colleagues, customers and suppliers
- avoiding unconscionable conduct
- sustainable work practices includes considerations for:
  - economic:
    - business profitability
  - environmental:
    - minimal impact practices
    - waste minimisation
  - social:
    - host community interactions
    - Australian Indigenous contexts.

## Assessment Conditions

Skills must be demonstrated in an operational guiding environment. This can be:

- a real guiding activity
- a simulated industry environment or activity.

Assessment must ensure access to:

- environments in which guiding activities take place:
  - tourist attractions
  - visitor sites
  - on board various forms of transportation
- organisational specifications:
  - codes of conduct
  - procedures for liaising with tourism industry operators that are involved in the operation of guided activities
  - running sheets for tours and activities
  - incident report templates
  - passenger lists
  - risk assessment template
- microphone
- props and signage
- customer groups of a size and nature that reflect the commercial environment in which the guide operates

- tourism industry operators with whom the individual can interact; these can be:
  - those involved in organising a tour or activity who interact with the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context
- participants undertaking a tour or activity for whom the individual can act as guide; participants can be:
  - those participating in a tour or activity who interact with the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>