



Australian Government

SITGDE005 Prepare and present tour commentaries or activities

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to construct commentaries or activities and to use effective interpretation and presentation techniques to ensure customer participation and enjoyment in tours or activities. Guides may be presenting generalist or specialist information.

It is relevant in industries where group tours or activities take place in museums, galleries, libraries, places of historical or cultural significance, performing arts centres or zoos; to sport and recreation industries where groups participate in outdoor and adventure activities, such as guided bushwalking; and to any industry that operates tours for business or promotional purposes.

This unit applies in any context where individuals develop and present commentaries or activities that involve creative approaches to the preparation and delivery of information. Guides of all types working independently with limited supervision undertake this role.

Tour guides, residing anywhere in Australia, are required to undertake training and assessment prescribed by Parks Australia to guide within Kakadu and Uluru–Kata Tjuta National Parks in the Northern Territory.

When working in Queensland, all guides, regardless of their place of residence, are subject to the Queensland Tourism Services Act 2003.

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

Pre-requisite Unit

Nil

Competency Field

Guiding

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Prepare commentaries or activities for presentation to customers.

2. Present commentaries or activities to customers.

3. Interact with customers.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1. Select and evaluate information to meet needs of specific customers, operational contexts and timing restrictions.

1.2. Select or develop themes as a basis for commentaries or activities.

1.3. Construct commentaries or activities to maximise potential for enjoyment and learning.

1.4. Organise support materials in advance of tour or activity.

1.5. Prepare interpretive information tailored to specific audiences.

2.1. Use interpretive and presentation techniques to combine entertainment and learning to enhance customer experience.

2.2. Present current, accurate and relevant information in a logical order.

2.3. Present information of appropriate depth and breadth using language suited to the group.

2.4. Pace presentation according to timing requirements and operational context.

2.5. Use equipment and resources and identify and report any equipment defects promptly.

2.6. Maintain communication with colleagues as required by specific tour or activity circumstances.

2.7. Implement contingency plans when unexpected events occur and amend presentation format, order or structure to minimise impact on customer enjoyment.

3.1. Encourage customer participation within safety requirements.

3.2. Invite and respond to questions and feedback, ensuring involvement of whole group.

3.3. Where the answer to a question is not known, offer to supply the answer at a future time, or refer to other information sources.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance

criteria are listed here, along with a brief context statement.

SKILLS**DESCRIPTION**

Reading skills to:	<ul style="list-style-type: none">research and analyse potentially complex information and adapt this for effective presentation.
Writing skills to:	<ul style="list-style-type: none">plan and structure cohesive presentations.
Oral communication skills to:	<ul style="list-style-type: none">engage with group members in a positive manner to build rapport.
Teamwork skills to:	<ul style="list-style-type: none">facilitate group participation throughout tour or activity.
Planning and organising skills to:	<ul style="list-style-type: none">structure and time presentations according to tour needs and the demographics of the group.

Unit Mapping Information

SITTGDE304 Prepare and present tour commentaries or activities

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899df092694>