



Australian Government

Assessment Requirements for SITTGDE011 Coordinate and operate tours

Release: 1

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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, coordinate and operate at least two tours for different groups that comprise at least four different products, services or sites
- liaise with industry colleagues regarding tour operation, and reconfirmations and bookings for each of the product or service components in each of the above tours to ensure:
 - tours are conducted to schedule and include all advertised itinerary features
 - tours are conducted in a sustainable manner with minimal impact on culturally or environmentally sensitive areas
 - the safety of customers and colleagues
- demonstrate procedures used to manage issues, situations and problems on tours to minimise negative impact on customers, including:
 - unexpected events
 - delays
 - environmental conditions
 - customer situations.

Knowledge Evidence

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

- types of tour itineraries and their common formats and inclusions:
 - adventure tour
 - city or rural tour
 - cultural tour
 - eco-tour
 - extended tour
 - half or full-day tour
 - special interest tour
- product knowledge appropriate to the specific touring itinerary and its component products and services

- main features of culturally or environmentally sensitive areas to be visited and minimal impact practices to protect and sustain these
- tourism industry supplier networks and interrelationships that impact on the conduct of a multi-product and multi-site touring itinerary
- reconfirmation and booking procedures for tour components:
 - accommodation venue
 - airline
 - attraction
 - catering provider
 - charter airline
 - cruise
 - ground transport
 - guided tour within attractions and sites
 - local tour guide
 - optional tour
 - restaurant
 - retail outlet
 - scenic flight
 - train
- planning procedures relating to the delivery logistics of a multifaceted touring itinerary and the management processes to be undertaken before, during and on completion of a tour
- tour practicalities and procedures that must be communicated to customers when relevant to the tour content:
 - availability of free time
 - cultural considerations
 - group rules and codes of behaviour
 - health and safety procedures
 - itinerary or program details:
 - route
 - schedule
 - highlights
 - regulations:
 - customs
 - immigration
 - luggage
 - procedures at tour stops
 - specific site procedures
- organisational procedures and processes to address tour management issues and problems:
 - accident, injury or illness
 - breakdown

- customer special needs
- equipment and resource constraints
- itinerary variations
- language considerations
- natural disaster
- theft
- legal and liability issues affecting guides:
 - domestic and relevant overseas consumer law regarding provision of services as advertised
 - duty of care.

Assessment Conditions

Skills must be demonstrated in an operational guiding environment that reflects the nature of tours commercially available in the relevant city or region. This can be:

- a commercial environment where tours are coordinated and operated
- a simulated commercial environment activity for which tours are coordinated and operated.

Assessment must ensure the access to:

- equipment and resources required for the delivery of tours:
 - transport
 - venue access
- customer and operational documentation to support the delivery of a multifaceted touring itinerary
- real or simulated touring activities
- customer groups of a size and nature that reflect the commercial environment in which the guide operates
- participants undertaking a tour or activity for whom the individual can act as guide; these 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>