



**Australian Government**

# **SITGDE011 Coordinate and operate tours**

**Release: 1**

# SITTGDE011 Coordinate and operate tours

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to conduct a tour for groups or individuals that includes multiple products, services and sites. It requires the ability to manage the tour logistics of a prearranged itinerary. The coordination of tour delivery requires significant planning and organisational skills as well as the ability to liaise with suppliers and industry colleagues to maximise tour efficiency and customer service quality.

This unit has particular application to guides engaged by tour operators, inbound tour operators and tour wholesalers. Sometimes these individuals are called driver guides or coach captains. In an extended touring context, the unit applies to tour managers who accompany tour groups on longer tours and manage the logistics of group movements and touring arrangements at each destination. The unit does not apply to guides working at a single site.

Individuals performing this function work independently in the field, within established organisational procedures.

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 | PERFORMANCE CRITERIA |
|----------|----------------------|
|----------|----------------------|

| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element.   |
|---|---|
| 1. Plan tour delivery logistics.          | 1.1. Plan tour delivery according to briefing information or operational documentation provided by the tourism operator.<br>1.2. Make tour preparations and consider issues to ensure customer needs are met.<br>1.3. Prioritise and action tasks required in advance of tour commencement.   |
| 2. Brief and assist customers.            | 2.1. Welcome customers to tour and provide briefing on tour practicalities and procedures.<br>2.2. Provide additional information and assistance to enhance enjoyment of tour.  |
| 3. Liaise with industry colleagues.       | 3.1. Liaise with industry colleagues to achieve smooth tour operation.<br>3.2. Action requests from industry colleagues promptly and willingly wherever possible and request assistance when required.<br>3.3. Make agreements about individual and joint responsibilities during tour.<br>3.4. Make forward reconfirmations and bookings in a timely manner.<br>3.5. Interpret documentation from other organisations and apply appropriately.   |
| 4. Manage the itinerary.                  | 4.1. Conduct tour to schedule and include all features in itinerary.<br>4.2. Advise customers courteously and sensitively about unavoidable changes.<br>4.3. Re-plan itinerary when necessary to ensure purchased inclusions or their equivalent are delivered and disruption to customers is minimised.<br>4.4. Advise industry colleagues and suppliers affected by changes according to organisational procedures.<br>4.5. Maintain contact with those fixing the problem when itinerary delays and changes occur, and use negotiation techniques to minimise time delay and negative impact on customers.<br>4.6. Keep customers informed of reasons for changes and actions taken. |
| 5. Deal with unexpected events.           | 5.1. Assess unexpected events and select appropriate action.<br>5.2. Follow organisational procedures in the case of accidents or where safety of customers or colleagues may be threatened.<br>5.3. Identify and access sources of assistance promptly.<br>5.4. Amend tour to minimise impact on customer enjoyment.   |
| 6. Debrief tour.                          | 6.1. Provide accurate and complete tour reports according to organisational guidelines.<br>6.2. Provide customer and personal feedback and other information to   |

assist with future improvements.

## Foundation Skills

Foundation skills essential to perform in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| <b>SKILLS</b>                      | <b>DESCRIPTION</b>  |
|------------------------------------|---|
| Reading skills to:                 | <ul style="list-style-type: none"><li>• interpret tourism industry terminology, in particular product codes.</li></ul>  |
| Writing skills to:                 | <ul style="list-style-type: none"><li>• complete operational and reporting documents.</li></ul>   |
| Numeracy skills to:                | <ul style="list-style-type: none"><li>• calculate tour component times</li><li>• translate time from the 24-hour to 12-hour clock</li><li>• calculate logistics of group movements.</li></ul> |
| Planning and organising skills to: | <ul style="list-style-type: none"><li>• coordinate multiple and diverse tour components.</li></ul>  |
| Technology skills to:              | <ul style="list-style-type: none"><li>• use industry-current communication systems.</li></ul>   |

## Unit Mapping Information

SITTGDE401 Coordinate and operate tours

## Links

Companion Volume implementation guides are found in VETNet -

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