



Australian Government

Assessment Requirements for SITTGDE012 Manage extended touring programs

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:

- manage an extended touring program for at least one of the types of tours listed in the knowledge evidence
- liaise with industry colleagues regarding logistical aspects of tour operation to ensure:
 - tours are conducted to schedule and including 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
- facilitate positive interactions between tour group members and maintain group cohesion and rapport throughout touring program
- demonstrate negotiation and contingency management procedures used to manage issues, situations and problems on extended tours to minimise negative impact on customers, including:
 - unexpected events or delays
 - equipment or transportation issues
 - environmental conditions
 - customer interpersonal or operational situations.

Knowledge Evidence

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

- types of extended tour itineraries and their common format, duration and inclusions:
 - adventure tours
 - camping tours
 - cruise programs
 - cultural and historical tours
 - eco-tours
 - general sightseeing tours
 - special interest tours
 - pre- and post-conference tours

- responsibilities of tour managers on extended touring programs
- tourism industry supplier networks and interrelationships that impact on the conduct of an extended touring program
- organisational management policies, processes and procedures to be undertaken before, during and at completion of a tour
- negotiation techniques and their application to different tour managing contexts
- operational details:
 - check-in and check-out procedures
 - customs and immigration procedures and requirements
 - documentation preparation
 - group currency requirements
 - luggage coordination
 - local touring liaison
 - management of passenger travel documentation:
 - airline tickets
 - seat allocations or boarding passes
 - travel vouchers
 - seat rotation
- 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
- leadership, motivation and communication techniques and their application to different tour managing contexts
- organisational procedures and processes to address tour management issues and problems:
 - customer interpersonal situations:
 - disruptive behaviour
 - group conflict
 - group dissatisfaction

- customer operational situations:
 - late passengers
 - loss of personal valuables and documents
 - lost luggage
 - lost passengers
 - missed connection
 - passenger robbery
 - passenger sickness, injury or death
- environmental conditions:
 - natural:
 - fire
 - flood
 - storm
 - cyclone
 - built:
 - road closures or blockages
- equipment and transportation in contingency situations
- itinerary challenges:
 - change in services delivered
 - delays
 - overbooking
 - poor supplier performance
- political issues
- legal, ethical, safety and sustainability considerations in the management of extended touring programs:
 - anti-discrimination provisions
 - duty of care
 - licensing and the use of licensed operators
 - minimising waste and conserving resources
 - site-specific safety and security requirements.

Assessment Conditions

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

- a commercial environment where extended tours are managed and conducted
- a simulated commercial environment activity for which an extended tour is managed and conducted.

Assessment must ensure 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
- a group of customers for whom the individual can act as a tour manager; these can be:
 - those participating in an extended tour who interact with the individual during the assessment process; or
 - individuals who participate in a simulated extended tour set up for the purpose of assessment.

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>