



Australian Government

**Assessment Requirements for SITTGDE017
Prepare and present four commentaries or
activities**

Release: 1

Assessment Requirements for SITTGDE017 Prepare and present tour commentaries or activities

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:

- prepare and present at least three tour commentaries or activities to different groups of customers each related to different subject matter areas
- use interpretive and presentation techniques to present above commentaries or activities in a manner that:
 - is engaging, entertaining and informative
 - shares accurate and relevant subject matter
- complete above activities within commercial duration and timeframes that reflect local industry product and practice.

Knowledge Evidence

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

- techniques for structuring commentaries and activities
- subject matter being presented, which will vary according to context
- role and use of the following presentation and interpretive techniques:
 - body language
 - games and activities
 - humour
 - music
 - positioning
 - role play
 - sensory awareness exercises
 - storytelling
 - visual aids and props
 - voice techniques
- characteristics of customers that can affect their needs in relation to tour activities:
 - age
 - cultural background
 - educational level

- geographic origin
- language
- physical factors impacting participation:
 - hearing impairment
 - problems with mobility
 - visual impairment
- special interests and requested coverage
- travelling with families
- organisational contingency plans to address:
 - changed access arrangements
 - customer health, accident or behavioural issues
 - equipment or system failure
 - natural environment issues.

Assessment Conditions

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

- an industry workplace; or
- a simulated industry environment or activity, set up for the purposes of assessment.

Assessment must ensure access to:

- sources of information to prepare commentaries or activities
- organisational specifications:
 - running sheets for tours and activities
 - passenger lists
- real or simulated touring activities
- communication technology as required by the tour
- props and signage
- 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; 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>