



Australian Government

SITTPPD014 Coordinate and operate sustainable tourism activities

Release: 1

SITTPPD014 Coordinate and operate sustainable tourism activities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to organise and operate tourism activities with minimal negative environmental and social impact. The emphasis of this unit is on short-term operational action planning and implementation and does not include a strategic management focus.

The unit applies to the tour operations, cruise, attractions, and holiday parks and resort sectors, and to those working in senior operational or supervisory roles.

The unit is particularly relevant to those who provide tourism experiences in environmentally sensitive areas, including nature or ecotourism-based experiences.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Planning and Product Development

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Organise sustainable activities.

PERFORMANCE CRITERIA

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

- 1.1. Develop experiences that combine education and interpretation.
- 1.2. Ensure positive sustainable outcomes for local communities

- and environments.
- 1.3. Consult with colleagues and other stakeholders about issues of responsibility for environmental and social sustainability.
 - 1.4. Develop techniques and procedures for tourism activities according to relevant codes of practice.
2. Conduct activities with minimal impact.
 - 2.1. Select and use minimal impact techniques and procedures for tourism activities appropriate to the area.
 - 2.2. Advise customers about minimal impact responsibilities and acceptable behaviour prior to entering area.
 - 2.3. Serve as a role model for customers and colleagues.
 - 2.4. Address unacceptable customer behaviour.
3. Monitor impact and changes.
 - 3.1. Monitor and record changes in the natural environment using appropriate technology.
 - 3.2. Collect environmental information on behalf of environmental and social agencies as required.
 - 3.3. Advise appropriate authorities of environmental and social change promptly.

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:	• interpret sometimes complex materials describing environmental regulatory requirements and guidelines.
Writing skills to:	• document procedures for sustainable tourism activities • advise authorities of environmental and social change.
Numeracy skills to:	• make simple calculations and take simple measurements.
Problem-solving skills to:	• identify and respond to situations where minimal impact procedures will be breached.
Initiative and enterprise skills to:	• evaluate potential environmental and social impacts and make appropriate responses in organising activities.
Technology skills to:	• use current technology to observe and measure specific changes in environmental and social data relating to the natural environment.

Unit Mapping Information

Supersedes and is equivalent to SITTPPD003 Coordinate and operate sustainable tourism activities.

Links

Companion Volume implementation guides are found in VETNet -

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