



Australian Government

Department of Education, Employment and Workplace Relations

SIT10107 Certificate I in Tourism (Australian Indigenous Culture)

Revision Number: 1

SIT10107 Certificate I in Tourism (Australian Indigenous Culture)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in basic practical tourism skills. The qualification is entry level and may provide a pathway to a range of job roles in the tourism and hospitality industries and in particular, in enterprises with an Indigenous focus.

Work would be undertaken in an office environment where the planning of tourism products and services takes place, in the field where tourism products are delivered or a combination of both. The field includes any destination, local or regional area, tourist precinct, site, attraction or onboard form of transportation.

The qualification reflects the role of individuals who perform a defined range of mostly routine and predictable work activities. They work under clear direction and may participate in a team.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Job roles

Individuals with this qualification are able to work in specialist tourism or cultural enterprises that deliver Australian Indigenous experiences. They may be a tour operator or operate a site or cultural or heritage centre. The qualification is designed to reflect the very specific role of an Australian Indigenous person or other individual approved of by local elders who shares aspects of his or her culture with visitors in an informal way.

Possible job titles include:

- Indigenous storyteller
- assistant in an Indigenous cultural centre
- assistant Indigenous guide.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

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The following table contains a summary of the employability skills required by the tourism industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with community members to determine the appropriateness of information to share with customers; interpreting and providing information to customers in a culturally appropriate manner; speaking clearly and directly to customers to ensure a positive tourism experience.
Teamwork	Working as a community team member to determine and abide by community protocols on sharing cultural information; working with customers to ensure their culturally appropriate behaviour.
Problem solving	Thinking about problems that relate to sharing aspects of Australian Indigenous culture; avoiding problems by planning the delivery of information that complies with community wishes and intellectual property requirements.
Initiative and enterprise	Producing a range of ideas for the delivery of tailored and positive Indigenous tourism experiences to different customer groups; identifying better ways to manage safety risks by participating in group risk assessment activities.
Planning and organising	Collecting, analysing and organising Indigenous cultural information to share with customers; understanding community goals and customer needs and planning a tourism experience that delivers a positive outcome for both.
Self-management	Understanding and complying with the legal and community responsibilities that apply to own role in sharing Indigenous cultural information with customers; knowing and taking responsibility for own role in safe working practices.
Learning	Using community consultation and discussion as a

Employability skill	Industry/enterprise requirements for this qualification include:
	mechanism to update knowledge of Australian Indigenous culture.
Technology	Understanding the operating capability and demonstrating and explaining the use of Indigenous technologies to customers; selecting and using the right personal protective equipment to manage personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate I in Tourism (Australian Indigenous Culture), 6 units must be completed:

- all 3 core units
- 3 elective units:
 - elective units may be selected from the list below, or from this or another endorsed Training Package or accredited course.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures

ELECTIVE UNITS	
Accommodation Services	
SITHACS006B	Clean premises and equipment
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
Client and Customer Service	
SITXCCS001B	Provide visitor information
Communication and Teamwork	
SITXCOM004A	Communicate on the telephone
TLIE507C	Carry out basic workplace calculations
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
Computer Operations and ICT Management	
BSBITU102A	Develop keyboard skills

Inventory	
SITXINV001A	Receive and store stock
Occupational Health and Safety	
SITXOHS002A	Follow workplace hygiene procedures
Sales	
SIRXSLS001A	Sell products and services
Working in Industry - Tourism	
SITTIND001B	Develop and update tourism industry knowledge

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Assistant in an Indigenous cultural centre

SIRXSLS001A Sell products and services

SITTIND001B Develop and update tourism industry knowledge

SITXINV001A Receive and store stock