



Australian Government

Department of Education, Employment and Workplace Relations

SIT30507 Certificate III in Tourism (Guiding)

Revision Number: 1

SIT30507 Certificate III in Tourism (Guiding)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of well-developed guiding skills.

Work would be undertaken in the field where tourism products are delivered. The field includes any destination, local or regional area, tourist precinct, site or attraction.

The qualification reflects the role of skilled operators who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to work in multiple tourism industry sectors and enterprise types. They may work for local tour operators, at cultural and heritage sites, and in marine and national parks or attractions. Guiding is an occupation that relies on a knowledge base and guides at this level may have a defined scope of knowledge that allows them to operate at particular destinations or sites. The depth of knowledge of a particular destination or site could however be substantial.

Possible job titles include:

- tour guide
- site guide
- winery guide
- nature-based site 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 SIT30507 Certificate III in Tourism (Guiding)

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 tourism operator to determine specific needs of the customer group in order to deliver tailored information; interpreting verbal and written information on tour or activity requirements to ensure smooth logistical delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive tourism experience.
Teamwork	Leading the tour or activity members as a team, providing instructions and building group cohesion; working with tourism operator as a team member and understanding own lead role in delivering the tour or activity and servicing the needs of group members; understanding the quality service goals of the tourism operator and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with tour or activity logistics; mitigating problems by making acceptable adjustments to the tour or activity that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during the tour or activity, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to tour or activity delivery problems.
Initiative and enterprise	Showing independence and initiative required to take a lead role in delivering the tour or activity; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure smooth tour or activity delivery; identifying and discussing a range of tourism product and service concepts to improve existing product and service options for the tourism operator.
Planning and organising	Collecting, analysing and organising customer and product information to allow for smooth logistical delivery of the

Employability skill	Industry/enterprise requirements for this qualification include:
	tour or activity; collecting, analysing and selecting appropriate guiding information to meet the needs of the specific customer group, pacing the delivery of tour logistics and information to meet the operational and customer service requirements; participating in continuous improvement by reporting success or deficiencies of the tour or activity being delivered.
Self-management	Understanding and complying with the legal responsibilities that apply to own role in delivering tours or activities; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering tours or activities; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of tour or activity participants.
Learning	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the guiding knowledge required; sharing information with colleagues.
Technology	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver tours or activities, e.g. computer systems to prepare tour or activity participant information, microphones, props, recreational and entertainment equipment.

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 III in Tourism (Guiding), 14 units must be completed:

- all 10 core units
- 4 elective units:
 - a minimum of 2 elective units must be selected from the list below

- the remaining 2 elective units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

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

SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001B	Follow health, safety and security procedures
SITXOHS003B	Identify hazards, and assess and control safety risks
SITTIND001B	Develop and update tourism industry knowledge
SITTGDE001B	Work as a guide
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTGDE004A	Lead tour groups
HLTFA301B	Apply first aid

ELECTIVE UNITS

Client and Customer Service

SIRXCCS001A	Apply point-of-sale handling procedures
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Environmental Sustainability

SITXENV002A	Implement and monitor environmentally sustainable work practices
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Finance	
SITXFIN001A	Process financial transactions
First Aid	
HLTFA302A	Provide first aid in remote situation
Food and Beverage	
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines
Guiding	
SITTGDE002A	Provide arrival and departure assistance
SITTGDE008A	Research and share general information on Australian Indigenous cultures
SITTGDE009A	Interpret aspects of local Australian Indigenous culture
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE011A	Prepare specialised interpretive content on marine environments
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments
Human Resource Management	
SITXHRM001A	Coach others in job skills

Languages other than English

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

Merchandising

SIRXMER001A	Merchandise products
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Planning and Product Development

SITTPPD005A	Plan and develop interpretive activities
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Sales

SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

Tour Operations

SITTTOP002A	Load touring equipment and conduct pre-departure checks
SITTTOP003B	Operate and maintain a 4WD tour vehicle
SITTTOP004B	Set up and operate a camp site
SITTTOP005A	Provide camp site catering
TLIB307C	Carry out vehicle servicing and maintenance
TLIC107C	Drive vehicle
TLIC807C	Drive coach/bus

Tourism Sales and Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL004A	Source and provide Australian destination information and advice
SITTTSL005A	Sell tourism products and services

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

Site guide at major city tourist attraction

SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

SITTPPD005A Plan and develop interpretive activities

SITTTSL001A Operate an online information system

SITXLAN4__B Conduct complex workplace oral communication in a language other than English

Winery guide

SITHFAB325A Provide specialised advice on Australian wines

SITHFAB222A Conduct a product tasting for alcoholic beverages

SIRXSLS002A Advise on products and services

SITHFAB005A Provide table service of alcoholic beverages

SITHFAB009A Provide responsible service of alcohol

Nature-based site guide

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape

SITTPPD005A Plan and develop interpretive activities

SITTTSL001A Operate an online information system