



Australian Government

Department of Education, Employment and Workplace Relations

SIT40107 Certificate IV in Tourism (Guiding)

Revision Number: 1

SIT40107 Certificate IV in Tourism (Guiding)

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a broad range of highly-developed technical guiding skills or specialisation in a limited range of skills and knowledge.

Work would be undertaken in the field where tourism products and services are delivered. 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 use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

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 inbound tour operators, outbound tour wholesalers, local tour operators, at cultural and heritage sites, in marine and national parks and attractions, or may be owner-operators of small tourism businesses. Because guiding is an occupation that relies on a knowledge base, guides at this level may have specialist knowledge of particular destinations, local areas or regions, sites, tourist precincts or any subject matter. Local guides have a broad knowledge base and deliver tours across a particular city, local area or region. Specialist guides at this level operate tours to remote area destinations and others manage extended touring programs within and outside Australia.

Possible job titles include:

- local guide, tour guide and senior tour guide
- tour manager or tour director
- interpretive guide and senior interpretive guide
- remote area guide
- outdoor recreation guide or tour leader
- museum guide and heritage guide
- cultural guide and senior cultural guide
- nature-based guide and senior nature-based guide
- adventure guide
- walking guide
- specialist guide
- driver guide
- owner-operator of small tour operation.

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 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 and suppliers 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 and suppliers 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 that adhere to the predetermined itinerary requirements, supplier conditions and customer requests; identifying and clarifying the extent of problems that arise on tour, taking responsibility for or requesting assistance from the tourism operator and suppliers 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.

Employability skill	Industry/enterprise requirements for this qualification include:
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for smooth logistical delivery of the tour or activity; collecting, analysing and selecting appropriate general, specialist and destination service 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 successes 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 general, specialist and destination service 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, touring vehicles and vessels.

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 IV in Tourism (Guiding), 18 units must be completed:

- all 11 core units
- 7 elective units:
 - a minimum of 4 elective units must be selected from the list below
 - the remaining 3 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
SITTGDE001B	Work as a guide
SITTGDE003A	Coordinate and operate a tour
SITTGDE004A	Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides
SITTIND001B	Develop and update tourism industry knowledge
HLTFA301B	Apply first aid

ELECTIVE UNITS	
Environmental Sustainability	
SITXENV003A	Develop workplace policy and procedures for sustainability
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
First Aid	
HLTFA302A	Provide first aid in remote situation
Guiding	
SITTGDE002A	Provide arrival and departure assistance
SITTGDE005A	Manage extended touring programs
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

Planning and Product Development

SITTPPD004A Plan and implement minimal impact operations

SITTPPD005A Plan and develop interpretive activities

Tour Operations

SITTTOP001A	Allocate tour resources
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
SITTTOP006B	Operate tours in a remote area
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
SITTTSL003A	Source and provide international destination information and advice
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:

Local guide

SITTGDE002A Provide arrival and departure assistance
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL005A Sell tourism products and services
SITXLAN4__A Conduct complex workplace oral communication in a language other than English

Tour manager

SITTGDE002A Provide arrival and departure assistance
SITTGDE005A Manage extended touring programs
SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL003A Source and provide international destination information and advice
SITTTSL004A Source and provide Australian destination information and advice, or
SITTTSL005A Sell tourism products and services

Remote area guide or nature-based guide operating extended tours

HLTFA302A Provide first aid in remote situation
SITTGDE005A Manage extended touring programs
SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape
SITTPPD004A Plan and implement minimal impact operations
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTOP004B Set up and operate a camp site
SITTTOP006B Operate tours in a remote area

Outdoor recreation guide

SITTGDE008A Research and share general information on Australian Indigenous cultures
SITTPPD004A Plan and implement minimal impact operations
SITTPPD005A Plan and develop interpretive activities
SITTTOP002A Load touring equipment and conduct pre-departure checks
SITTTOP006B Operate tours in a remote area
SROKYK001A Demonstrate simple kayaking skills
SROODR001A Apply basic outdoor recreation logistics

Driver guide

SITTGDE002A Provide arrival and departure assistance
SITTTSL001A Operate an online information system
SITTTSL002A Access and interpret product information
SITTTSL005A Sell tourism products and services
SITXLAN4__A Conduct complex workplace oral communication in a language other than English
TLIC107C Drive vehicle
TLIC807C Drive coach/bus