



Australian Government

SIT30512 Certificate III in Guiding

Release 2

SIT30512 Certificate III in Guiding

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Version	Comments
1.1	Updates to metadata.
1.0	E Replaces and is equivalent to SIT30507 Certificate III in Tourism (Guiding). Intent of the qualification remains unchanged. Name of qualification simplified. Core units reduced by 1 - SITTIND201A moved to electives.

Description

This qualification reflects the role of individuals who use a range of guiding skills combined with a substantial depth of subject matter knowledge. They work with some independence and under limited supervision using discretion and judgement to resolve problems.

Job roles

This qualification provides a pathway to work as a guide in many tourism industry sectors. Guides at this level usually work in particular areas or sites, including attractions, cultural and heritage sites, in tourist precincts, in marine and national parks, in wineries or onboard day or extended cruise vessels.

Possible job titles include:

- cultural guide
- heritage guide
- interpretive guide
- museum guide
- nature-based site guide
- site guide
- tour guide
- walking guide
- winery guide.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways into the qualification

It is recommended that people entering this qualification are able to demonstrate the effective interpersonal communication skills required to succeed as a guide.

Pathways from the qualification

After achieving SIT30512 Certificate III in Guiding, individuals could progress to SIT40112 Certificate IV in Guiding.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with tourism operators to determine specific needs of customer groups to deliver tailored information; interpreting and providing clear and accurate information in tour commentaries; interpreting verbal and written operational information to ensure smooth delivery of tour or activity; negotiating acceptable solutions to customer problems and complaints.
Initiative and enterprise	Adapting to emerging operational situations and problems by initiating effective operational responses to ensure smooth tour delivery; identifying and suggesting ways to improve operational and service efficiency; suggesting ideas for new or improved products for the tourism operator.
Learning	Knowing own skill and knowledge strengths and weaknesses; sourcing ongoing learning opportunities and information to regularly update required guiding knowledge; sharing information with colleagues.
Planning and organising	Collecting, analysing and organising customer, product and procedural information to allow for smooth delivery of tour or activity; collecting, analysing and selecting appropriate guiding information to meet the needs of the specific customer group; pacing the delivery of tour and information to meet the operational and customer service requirements.
Problem-solving	Responding to problems that arise with tour or activity by making adjustments that minimise disruption to customers and provide a quality tourism experience; identifying and clarifying the extent of problems that arise during the tour or activity, taking responsibility for solving operational and service issues; referring high-level problems to tourism operators and participating in the solution; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems.
Self-management	Understanding and following policies and procedures for legal compliance; acting through self-direction and organising own work time and priorities when preparing for and delivering tours or activities; working independently to deliver the tour or activity; taking responsibility servicing the tourism customer and for resolving service difficulties; thinking about own work performance and seeking feedback and guidance from tourism operators on success in effectively servicing the needs of tour or activity participants.

Teamwork	Working as a skilled team member to deliver the quality service goals of the tourism operator; taking responsibility for own role in delivering the tour or activity and servicing the needs of group members; leading the tour or activity participants as a team, providing instructions and building group cohesion.
Technology	Understanding the operating capability of, selecting and using technologies that assist in preparing participant information and delivering tours or activities such as computer systems and software, microphones, recreational and entertainment equipment; correctly using equipment to manage personal safety in the workplace.

Packaging Rules

13 units must be completed:

- 9 core units
- 4 elective units, consisting of:
 - 1 unit from the list below
 - 2 units from the list below, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

HLTFA311A Apply first aid

SITTGDE301 Work as a guide

SITTGDE303 Lead tour groups

SITTGDE304 Prepare and present tour commentaries or activities

SITTGDE305 Develop and maintain the general and regional knowledge required by guides

SITXCCS303 Provide service to customers

SITXCOM201 Show social and cultural sensitivity

SITXWHS101 Participate in safe work practices

SITXWHS301 Identify hazards, assess and control safety risks

Elective units

Communication and Teamwork

SITXCOM301 Address protocol requirements

Environmental Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Finance

SITXFIN201 Process financial transactions

Food and Beverage

SITHFAB201 Provide responsible service of alcohol

SITHFAB302 Conduct a product tasting for alcoholic beverages ^

SITHFAB305 Provide advice on Australian wines ^

SITHFAB307 Provide table service of food and beverage ^*

^ Prerequisite is SITHFAB201 Provide responsible service of alcohol

* Prerequisite is SITXFSA101 use hygienic practices for food safety

Guiding

SITTGDE101 Interpret aspects of local Australian Indigenous culture

SITTGDE302 Provide arrival and departure assistance

SITTGDE306 Research and share general information on Australian Indigenous cultures

SITTGDE307 Prepare specialised interpretive content on flora, fauna and landscape

SITTGDE308 Prepare specialised interpretive content on marine environments

SITTGDE309 Prepare specialised interpretive content on cultural and heritage environments

Human Resource Management

SITXHRM301 Coach others in job skills

Languages other than English

SITXLAN22__ Conduct routine oral communication in a language other than English
SITXLAN31__ Conduct oral communication in a language other than English
SITXLAN32__ Conduct complex oral communication in a language other than English
SITXLAN33__ Read and write information in a language other than English
SITXLAN34__ Read and write documents in a language other than English

Merchandising

SIRXMER201 Merchandise products

Sales

SIRXSLS201 Sell products and services
SIRXSLS002A Advise on products and services

Tourism Sales and Operations

SITTTSL202 Access and interpret product information
SITTTSL302 Provide advice on Australian destinations

Working in Industry - Tourism

SITTIND201 Source and use information on the tourism and travel industry

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

Nature-based site guide

BSBSUS201A Participate in environmentally sustainable work practices
SITTGDE306 Research and share general information on Australian Indigenous cultures
SITTGDE307 Prepare specialised interpretive content on flora, fauna and landscape
SITXLAN22__ Conduct routine oral communication in a language other than English

Site guide

SIRXSLS201 Sell products and services
SITTGDE306 Research and share general information on Australian Indigenous cultures
SITTGDE309 Prepare specialised interpretive content on cultural and heritage environments
SITXLAN32__ Conduct complex oral communication in a language other than English

Winery guide

SITHFAB201 Provide responsible service of alcohol
SITHFAB302 Conduct a product tasting for alcoholic beverages
SITHFAB305 Provide advice on Australian wines
SITXFIN201 Process financial transactions