



**Australian Government**

# **SIT40112 Certificate IV in Guiding**

**Release 3**

## SIT40112 Certificate IV 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
1.2	Imported unit updated. Editorial correction to the Modification History and Mapping notes.
1.1	Editorial correction to Modification history. Updates to metadata.
1.0	E Replaces and is equivalent to SIT40107 Certificate IV in Tourism (Guiding). Intent of the qualification remains unchanged. Title of qualification simplified. Now a discrete qualification representing a Certificate IV outcome. Core units of the Certificate III are no longer included in this qualification but have become an entry requirement. Entry requirement can be met through workplace experience or through formal study.

## Description

This qualification reflects the role of individuals who use a broad range of specialist guiding skills combined with a substantial depth of subject matter knowledge. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

### Job roles

This qualification provides a pathway to work as a guide in many tourism industry sectors. Guides at this level usually conduct tours that involve multiple products, services and sites involving the management of tour logistics. They are employed or contracted by inbound tour operators, outbound tour wholesalers, local tour operators, or they may be owner-operators of small tourism or travel businesses.

Possible job titles include:

- cultural guide
- heritage guide
- interpretive guide
- nature-based guide
- tour director
- tour guide
- tour manager
- walking guide.

## Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

### *Pathways into the qualification*

It is highly recommended that individuals entering this qualification have SIT30512 Certificate III in Guiding or equivalent vocational expertise.

### *Pathways from the qualification*

After achieving SIT40112 Certificate IV in Guiding, individuals could undertake a Diploma or Advanced Diploma of Travel and Tourism.

## Licensing/Regulatory Information

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

## Entry Requirements

Entry to this qualification is open to individuals who are able to demonstrate guiding industry knowledge, customer service and operational skills. The individual must either:

1) Be formally assessed through a training program or recognition process, against the following core units of competency from SIT30512 Certificate III in Guiding:

- HLTF311A 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

OR

2) Have relevant guiding industry employment experience. A job that has involved the application of skills described in core units of competency from SIT30512 Certificate III in Guiding would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency.

## 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; providing clear and accurate interpretive themes and messages in specialised tour commentaries; interpreting complex operational information to manage tour logistics; anticipating and determining customer preferences and expectations to provide professional and personalised customer service experiences; managing customer conflict sensitively, courteously and discreetly; empathising and negotiating acceptable solutions to customer problems and complaints.
Initiative and enterprise	Adapting to emerging operational situations and problems by initiating creative and immediate responses to effectively manage tour logistics; participating in continuous improvement by reporting success or deficiencies of touring products and services; suggesting ideas for new or improved products and services and increased profitability for the tourism operator.
Learning	Knowing own skill and knowledge strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information to proactively and regularly update the general, specialist and destination knowledge required; supporting guiding colleagues to learn.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to effectively manage logistical delivery of the tour; collecting, analysing and selecting appropriate general, specialist and destination information to meet the needs of the specific customer group; logistically pacing the delivery of multiple tour components and information to meet the operational and customer service requirements.
Problem-solving	Responding to complex logistical problems that arise with touring arrangements by making adjustments that minimise disruption to customers and provide a quality tourism experience; identifying and clarifying the extent of logistical problems that impact on tour delivery and quality, self-manage the impacts or request assistance from the tourism operator to resolve issues; using discretion and judgement as well as predetermined policies and procedures to guide solutions to tour delivery 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; working independently to deliver tours without supervision; taking

	responsibility for servicing the tourism customer and for resolving operational difficulties only referring problems to the tourism operator when absolutely necessary; reviewing and reflecting on own work performance and seeking feedback from tourism operators on success in effectively servicing the needs of tour 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 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 such as computer systems and software, microphones, vehicles, navigation equipment, and recreational and entertainment equipment; correctly using equipment to manage personal safety in the workplace.

## Packaging Rules

9 units must be completed:

- 3 core units
- 6 elective units, consisting of:
  - 4 units 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

SITTGDE401 Coordinate and operate tours

SITXCOM401 Manage conflict

SITXCCS401 Enhance the customer service experience

### Elective units

#### Communication and Teamwork

SITXCOM301 Address protocol requirements

#### Environmental Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

BSBSUS301A Implement and monitor environmentally sustainable work practices

#### First Aid

HLTAID005 Provide first aid in remote situations

#### Food and Beverage

SITHFAB305 Provide advice on Australian wines ^

^ Prerequisite is SITHFAB201 Provide responsible service of alcohol

#### 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

SITTGDE402 Manage extended touring programs

#### Human Resource Management

SITXHRM301 Coach others in job skills

#### Languages 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

#### Marketing and Public Relations

BSBREL401A Establish networks

BSBREL402A Build client relationships and business networks

#### Planning and Product Development

SITTPPD402 Develop interpretive activities

SITTPPD403 Coordinate and operate sustainable tourism activities

SITTPPD404 Develop in-house recreational activities

### **Tour Operations**

SITTTOP301 Load touring equipment  
SITTTOP302 Provide outdoor catering  
SITTTOP401 Allocate tour or activity resources  
SITTTOP402 Set up and operate a camp site  
SITTTOP403 Operate tours in a remote area  
TLIB2003A Carry out vehicle servicing and maintenance  
TLIC1051A Operate a commercial vehicle  
TLIC2025A Operate a four wheel drive vehicle  
TLIC3042A Operate coach/bus

### **Tourism Sales and Operations**

SITTTSL202 Access and interpret product information  
SITTTSL301 Provide advice on international destinations  
SITTTSL302 Provide advice on Australian destinations  
SITTTSL303 Sell tourism products and services  
SITTTSL307 Process travel-related documentation

### **Working in Industry**

CUFIND401A Provide services on a freelance basis  
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:

### **Local guide**

CUFIND401A Provide services on a freelance basis  
SITTGDE302 Provide arrival and departure assistance  
SITTGDE309 Prepare specialised interpretive content on cultural and heritage environments  
SITTTSL202 Access and interpret product information  
SITTTSL303 Sell tourism products and services  
SITXLAN32\_\_ Conduct complex oral communication in a language other than English

### **Remote area guide or nature-based guide operating extended tours**

HLTAID005 Provide first aid in remote situations  
SITTGDE402 Manage extended touring programs  
SITTPPD403 Coordinate and operate sustainable tourism activities  
SITTTOP301 Load touring equipment  
SITTTOP402 Set up and operate a camp site  
SITTTOP403 Operate tours in a remote area

### **Tour manager**

BSBREL401A Establish networks  
SITTGDE302 Provide arrival and departure assistance  
SITTGDE402 Manage extended touring programs  
SITTTSL202 Access and interpret product information  
SITTTSL301 Provide advice on international destinations  
SITTTSL303 Sell tourism products and services