



Australian Government

SITTPPD403 Coordinate and operate sustainable tourism activities

Release 1

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Modification History

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

Version	Comments
1.0	E Replaces and is equivalent to SITTPPD004A Plan and implement minimal impact operations. Title changed to better reflect the intent and content of the unit.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to organise and operate tourism activities with minimal negative environmental and social impact. The emphasis of this unit is on short term operational action planning and implementation and does not include a strategic management focus.

Application of the Unit

This unit applies to the tour operations, cruise, attractions and resort sectors, and to individuals working in senior operational or supervisory roles. This could include senior guides or activities coordinators, or owner-operators of small tourism organisations. The unit is particularly relevant to those who provide tourism experiences in environmentally sensitive areas. Many would be nature or ecotourism-based experiences.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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| 1. Organise sustainable activities. | 1.1 Develop experiences that combine education and interpretation.
1.2 Ensure positive sustainable outcomes for local communities and environments.
1.3 Consult with colleagues and other stakeholders about <i>issues of responsibility for environmental and social sustainability</i> .
1.4 Develop procedures according to relevant codes of practice. |
| 2. Conduct activities with minimal impact. | 2.1 Select and use <i>minimal impact techniques and procedures</i> appropriate to the area.
2.2 Advise customers about acceptable behaviour prior to entering area.
2.3 Provide a role model for customers and colleagues.
2.4 Address unacceptable customer behaviour. |
| 3. Monitor impact and changes. | 3.1 Monitor and record <i>changes in the natural environment</i> using appropriate technology.
3.2 Collect <i>environmental information</i> on behalf of environmental and social agencies as required.
3.3 Advise appropriate authorities of environmental and social change promptly. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - consult with colleagues and stakeholders on issues of environmental and social responsibility
 - inform customers of their minimal impact responsibilities
- critical thinking skills to evaluate potential environmental and social impacts and make appropriate responses in organising activities
- literacy skills to read and interpret sometimes complex materials describing environmental regulatory requirements and guidelines
- numeracy skills to make simple calculations and take simple measurements
- problem-solving skills to identify and respond to situations where minimal impact procedures may be breached.

Required knowledge

- global environmental issues, in particular a layperson understanding of the science associated with:
 - climate change
 - energy
 - land management
 - waste and consumption
 - water
- environmental and social impacts of tourism in relation to global environmental issues in particular sites and communities
- practical sustainability considerations for tourism operations, including those related to:
 - environmentally or culturally sensitive areas and associated minimal impact practices
 - handling and disposal of waste, including human waste
 - industry codes of practice
 - use of water sources
- laws, regulations and land management requirements and guidelines, including:
 - need for permits in national parks or on land under control of traditional owners
 - restrictions on camp site operations and use of open fires
- minimal impact techniques and procedures in relation to:
 - activity-specific guidelines
 - energy use
 - group size
 - interaction with wildlife
 - local customs and courtesies
 - noise

- setting of camps
- souveniring
- use of tracks
- waste disposal
- biophysical and socio-cultural elements in an environment and the relationship between them
- information collection techniques for monitoring environmental and social impact, including what is observed and measured and how specific data is recorded.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- organise and operate tourism activities in multiple environments with minimal negative environmental and social impact
- demonstrate knowledge of global environmental issues, including those specific to tourism and in particular operating environments
- demonstrate knowledge of minimal impact practices.

Context of and specific resources for assessment

Assessment must ensure use of:

- an environmentally sensitive location in which activities can be conducted
- real or simulated tourism activities
- current information about environmental practices, such as legislation, guidelines and industry codes of practice.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the individual conducting a tour or activity in an environmentally sensitive area
- review of tour planning and operational activities undertaken by the individual
- use of case studies to assess ability to apply appropriate minimal impact approaches to different environments
- written or oral questioning to assess knowledge of environmental and social impact of tourism, local environmental issues, minimal impact techniques and regulatory requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTGDE303 Lead tour groups
- SITTGDE304 Prepare and present tour commentaries or activities
- SITTPPD402 Develop interpretive activities.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Issues of responsibility for environmental and social sustainability may relate to:

- negative environmental impacts:
 - disturbance of flora and fauna
 - introduction of exotic and feral species
 - physical damage
 - pollution
 - visual impacts
- negative social impacts:
 - trivialisation of culture
- positive environmental impacts:
 - visitor education
 - improvement of sites already impacted
 - opportunities for conservation and protection
- positive social impacts:
 - economic benefits to local community
 - employment
 - greater understanding between host and visitor cultures
 - improved local facilities
 - visitor education.

Minimal impact techniques and procedures may include:

- education
- restricting or limiting access
- site hardening
- staged authenticity
- technological solutions.

Changes in the natural environment may include:

- breeding events
- changes to fauna
- changes to flora
- erosion
- species sighting.

Ways to ***collect environmental information*** may involve:

- basic measurements:
 - estimating percentage cover and water
 - temperature
 - weather conditions

- logbooks
- photography
- sighting forms.

Unit Sector(s)

Tourism

Competency Field

Planning and Product Development