



Australian Government

SITTGDE014 Work as a guide

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively as a guide. It covers key legal, ethical, safety, environmental and professional development issues that guides must consider in their day-to-day work.

This unit applies to guides who may work across multiple industry sectors as employees, volunteers, or independent contractors. They may operate within a single site, or in a particular city, region or tourist precinct, but often move across sites, cities and regions.

Guides apply discretion and judgement within established organisational procedures, and take a lead role without supervision when guiding a tour or activity. Sometimes guides are the owner-operators of small tour operations.

Tour guides, residing anywhere in Australia, are required to undertake training and assessment prescribed by Parks Australia to guide within Kakadu and Uluru-Kata Tjuta National Parks in the Northern Territory.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

When working in Queensland, all guides, regardless of their place of residence, are subject to the Queensland Tourism Services Act 2003.

No other occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Guiding

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---|--|
| 1. Plan guiding activity. | 1.1. Identify key guide information sources and contacts.
1.2. Review required roles and responsibilities for prospective guiding activity.
1.3. Plan resource, labour and logistical aspects of the guiding activity.
1.4. Use industry knowledge and guide networks to enhance the quality of guiding services provided to customers. |
| 2. Communicate with tourism industry operators. | 2.1. Liaise with internal and external stakeholders to organise all aspects of the guiding activity.
2.2. Negotiate with tourism industry operators to achieve mutual understanding and agree on details relevant to guiding activities.
2.3. Provide accurate information and explanations about customer requirements and special requests.
2.4. Identify nature and key facts of operational problems and provide appropriate solutions in consultation with tourism operator. |
| 3. Guide tours or activities. | 3.1. Conduct guiding activities according to legal, industry and safety requirements.
3.2. Actively participate in risk assessment as an integral part of work activities.
3.3. Take account of ethical considerations for particular contexts.
3.4. Support sustainable work practices. |
| 4. Develop guiding skills and knowledge. | 4.1. Identify and use opportunities to update knowledge and skills required by guides.
4.2. Maintain knowledge of technologies used by guides.
4.3. Identify and access sources of guide support when required.
4.4. Share knowledge with colleagues to enhance quality of service provided to customers. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Reading skills to:

- read and interpret industry codes of practice and regulations.

- Writing skills to:
- complete risk assessment documentation.
- Oral communication skills to:
- liaise with internal and external stakeholders and customers when carrying out job tasks.
- Problem-solving skills to:
- evaluate legal, ethical, safety and sustainability issues and requirements for guiding activities
 - make decisions on appropriate behaviours and actions.
- Initiative and enterprise skills to:
- make contingency plans when required, to deal with unexpected circumstances.
- Teamwork skills to:
- work effectively with industry operators.

Unit Mapping Information

Supersedes and is equivalent to SITTGDE002 Work as a guide.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>