



Australian Government

SITTGDE017 Prepare and present tour commentaries or activities

Release: 1

SITTGDE017 Prepare and present tour commentaries or activities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to construct commentaries or activities and to use effective interpretation and presentation techniques to ensure customer participation and enjoyment in tours or activities. Guides may be presenting generalist or specialist information.

It is relevant in industries where group tours or activities take place in museums, galleries, libraries, places of historical or cultural significance, performing arts centres or zoos; to sport and recreation industries where groups participate in outdoor and adventure activities, such as guided bushwalking; and to any industry that operates tours for business or promotional purposes.

This unit applies in any context where individuals develop and present commentaries or activities that involve creative approaches to the preparation and delivery of information. Guides of all types working independently with limited supervision undertake this role.

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.

- | | |
|---|---|
| <p>1. Prepare commentaries or activities for presentation to customers.</p> <p>2. Present commentaries or activities to customers.</p> <p>3. Interact with customers.</p> | <p>1.1. Select and evaluate information to meet needs of specific customers, operational contexts and timing restrictions.</p> <p>1.2. Select or develop themes as a basis for commentaries or activities.</p> <p>1.3. Construct commentaries or activities to maximise potential for enjoyment and learning.</p> <p>1.4. Organise support materials in advance of tour or activity.</p> <p>1.5. Prepare interpretive information tailored to specific audiences.</p> <p>2.1. Use interpretive and presentation techniques to combine entertainment and learning to enhance customer experience.</p> <p>2.2. Present current, accurate and relevant information in a logical order.</p> <p>2.3. Present information of appropriate depth and breadth using language suited to the group.</p> <p>2.4. Pace presentation according to timing requirements and operational context.</p> <p>2.5. Use equipment and resources and identify and report any equipment defects promptly.</p> <p>2.6. Maintain communication with colleagues as required by specific tour or activity circumstances.</p> <p>2.7. Implement contingency plans when unexpected events occur and amend presentation format, order or structure to minimise impact on customer enjoyment.</p> <p>3.1. Encourage customer participation within safety requirements.</p> <p>3.2. Invite and respond to questions and feedback, ensuring involvement of whole group.</p> <p>3.3. Where the answer to a question is not known, offer to supply the answer at a future time, or refer to other information sources.</p> |
|---|---|

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:	• research and analyse potentially complex information and adapt information for effective presentation.
Writing skills to:	• plan and structure cohesive presentations.
Oral communication skills to:	• engage with group members in a positive manner to build rapport.
Teamwork skills to:	• facilitate group participation throughout tour or activity.
Planning and organising skills to:	• structure and time presentations according to tour needs and the demographics of the group.

Unit Mapping Information

Supersedes and is equivalent to SITTGDE005 Prepare and present tour commentaries or activities.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for SITTGDE017 Prepare and present tour commentaries or activities

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- prepare and present at least three tour commentaries or activities to different groups of customers each related to different subject matter areas
- use interpretive and presentation techniques to present above commentaries or activities in a manner that:
 - is engaging, entertaining and informative
 - shares accurate and relevant subject matter
- complete above activities within commercial duration and timeframes that reflect local industry product and practice.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- techniques for structuring commentaries and activities
- subject matter being presented, which will vary according to context
- role and use of the following presentation and interpretive techniques:
 - body language
 - games and activities
 - humour
 - music
 - positioning
 - role play
 - sensory awareness exercises
 - storytelling
 - visual aids and props
 - voice techniques
- characteristics of customers that can affect their needs in relation to tour activities:
 - age
 - cultural background
 - educational level

- geographic origin
- language
- physical factors impacting participation:
 - hearing impairment
 - problems with mobility
 - visual impairment
- special interests and requested coverage
- travelling with families
- organisational contingency plans to address:
 - changed access arrangements
 - customer health, accident or behavioural issues
 - equipment or system failure
 - natural environment issues.

Assessment Conditions

Skills must be demonstrated in an operational touring environment. This can be:

- an industry workplace; or
- a simulated industry environment or activity, set up for the purposes of assessment.

Assessment must ensure access to:

- sources of information to prepare commentaries or activities
- organisational specifications:
 - running sheets for tours and activities
 - passenger lists
- real or simulated touring activities
- communication technology as required by the tour
- props and signage
- customer groups of a size and nature that reflect the commercial environment in which the guide operates
- participants undertaking a tour or activity for whom the individual can act as guide; participants can be:
 - those participating in a tour or activity who interact with the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

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