



Australian Government

SITTPPD014 Coordinate and operate sustainable tourism activities

Release: 1

SITTPPD014 Coordinate and operate sustainable tourism activities

Modification History

Not applicable.

Application

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.

The unit applies to the tour operations, cruise, attractions, and holiday parks and resort sectors, and to those working in senior operational or supervisory roles.

The unit is particularly relevant to those who provide tourism experiences in environmentally sensitive areas, including nature or ecotourism-based experiences.

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.

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

Pre-requisite Unit

Nil

Competency Field

Planning and Product Development

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Organise sustainable activities.

PERFORMANCE CRITERIA

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

- 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 issues of responsibility for environmental and social sustainability.
 - 1.4. Develop techniques and procedures for tourism activities according to relevant codes of practice.
 2. Conduct activities with minimal impact.
 - 2.1. Select and use minimal impact techniques and procedures for tourism activities appropriate to the area.
 - 2.2. Advise customers about minimal impact responsibilities and acceptable behaviour prior to entering area.
 - 2.3. Serve as a role model for customers and colleagues.
 - 2.4. Address unacceptable customer behaviour.
 3. Monitor impact and changes.
 - 3.1. Monitor and record changes in the natural environment using appropriate technology.
 - 3.2. Collect environmental information on behalf of environmental and social agencies as required.
 - 3.3. Advise appropriate authorities of environmental and social change promptly.

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:	interpret sometimes complex materials describing environmental regulatory requirements and guidelines.
Writing skills to:	- document procedures for sustainable tourism activities - advise authorities of environmental and social change.
Numeracy skills to:	make simple calculations and take simple measurements.
Problem-solving skills to:	identify and respond to situations where minimal impact procedures will be breached.
Initiative and enterprise skills to:	evaluate potential environmental and social impacts and make appropriate responses in organising activities.
Technology skills to:	use current technology to observe and measure specific changes in environmental and social data relating to the natural environment.

Unit Mapping Information

Supersedes and is equivalent to SITTPPD003 Coordinate and operate sustainable tourism 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 SITTPPD014 Coordinate and operate sustainable tourism 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:

- organise and operate tourism activities with minimal negative environmental and social impact in at least two different environments, one of which must be in an environmentally sensitive area
- develop and use minimal impact procedures for activities in above tourism and operating environments that:
 - reflect global environmental issues
 - relate to at least two of the following:
 - educating customers
 - restricting or limiting access
 - site hardening
 - staged authenticity
 - technological solutions.

Knowledge Evidence

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

- global environmental issues, including layperson level science associated with:
 - climate change
 - consumption of energy, waste and water and pollution
 - waste minimisation practices
 - land management and access
- environmental and social impacts of tourism in relation to global environmental issues, including impacts on sites and communities
- issues of responsibility for environmental and social sustainability:
 - 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
- practical sustainability considerations for tourism operations:
 - environmentally or culturally sensitive areas and associated minimal impact practices
 - handling and disposal of waste and human waste
 - industry codes of practice
 - use of water sources
- laws, regulations and land management requirements and guidelines:
 - 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
- changes in the natural environment requiring monitoring:
 - breeding events
 - changes to fauna
 - changes to flora
 - erosion
 - species sighting

- information collection techniques for monitoring environmental and social impact:
 - what is observed and measured:
 - estimating percentage cover and water parameters
 - temperature
 - weather conditions
 - how specific data is recorded:
 - logbooks
 - photography
 - sighting forms.

Assessment Conditions

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

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

Assessment must ensure access to:

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

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.

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