



Australian Government

Department of Education, Employment and Workplace Relations

SITTGDE008A Research and share general information on Australian Indigenous cultures

Release: 1

SITTGDE008A Research and share general information on Australian Indigenous cultures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to research and share information about Australian Indigenous societies in a culturally appropriate way. It focuses on information that is widely available to the general community. The unit recognises that there is no single Australian Indigenous culture and emphasises the importance of culturally appropriate behaviour and local community consultation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit does not include in-depth interpretation of local Australian Indigenous cultures, which is covered in SITTGDE009A Interpret aspects of local Australian Indigenous culture.

Application of the Unit

Application of the unit	The sharing of information on Australian Indigenous cultures with visitors is a key guiding function for many people who work in a range of locations and in multiple tourism industry sectors and organisation types. They must have an essential knowledge base to support this activity. The information sourced and shared could relate to Australian Indigenous countries across Australia and cover a broad knowledge of Indigenous cultures. It could also cover knowledge of a specific Australian Indigenous country and culture. The breadth and depth of knowledge does not have to be extensive to meet the requirements of this unit. Those people sharing the information may not identify themselves as tour guides and may work at a particular cultural site. However, this unit can apply to any type of tour guide, including those who operate in a particular city, region, tourist precinct or site; those who work in a variety of sites, cities, and regions; and those who cross regional, state and territory borders regularly while accompanying travellers.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
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Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1 Research general information on Australian Indigenous cultures. | 1.1 Identify sources of <i>information</i> and conduct accurate <i>research</i> into Australian Indigenous cultures.
1.2 Interpret written sources of information, extract the required information, and check for accuracy and any required permission to disseminate to local communities prior to use.
1.3 Access information from other than written sources in a culturally appropriate way.
1.4 Demonstrate behaviour that shows respect for local Australian Indigenous culture and customs and follow correct protocols when seeking information.
1.5 Share knowledge gained with work colleagues to increase cultural awareness and understanding in the organisation. |
| 2 Share general information on Australian Indigenous cultures with customers. | 2.1 Identify and use Indigenous interpreters where possible and within scope of individual responsibility.
2.2 Provide customers with guidance on appropriate behaviours when interacting with Indigenous interpreters or communities.
2.3 Share accurate information on Australian Indigenous cultures with customers.
2.4 Include reference to the diversity of Australian Indigenous cultures when sharing information.
2.5 Share information in a manner respectful of local community values and customs. |

ELEMENT

PERFORMANCE CRITERIA

- 2.6 Share information in a manner that enhances customer understanding of Australian Indigenous cultures.
- 2.7 Answer customer questions in a polite and friendly manner and according to community wishes about what information can be shared with customers.
- 2.8 Respond to culturally inappropriate customer behaviour promptly and in a manner that minimises the likelihood of offence being taken.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills and techniques for acquiring and maintaining current information generally available about Australian Indigenous cultures
- literacy skills to source, read and interpret sometimes complex information on Australian Indigenous cultures
- communication skills, including cross-cultural skills and awareness of Indigenous communication techniques.

The following knowledge must be assessed as part of this unit:

- protocols for researching and sharing information about Australian Indigenous cultures
- copyright and intellectual property issues associated with the sharing of information
- general knowledge of Australian Indigenous cultures in general
- general knowledge of the specific Australian Indigenous culture within the particular regional location.

Evidence Guide

EVIDENCE GUIDE

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

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

Evidence of the following is essential:

- researching and sharing accurate information about Australian Indigenous societies in a culturally appropriate way
- knowledge of the protocols that apply to researching and sharing information generally available about Australian Indigenous cultures
- general knowledge of Australian Indigenous cultures and specific cultures within a regional location
- ability to source different types of information

EVIDENCE GUIDE

covering multiple topics to ensure a breadth of knowledge

- ability to share general information about Australian Indigenous cultures with customers on numerous occasions to ensure consistency of performance.

Context of and specific resources for assessment

Assessment must ensure:

- sharing of information about Australian Indigenous cultures within commercially realistic guiding environments e.g. in a national park, on a bush walking tour or at a tourist site
- involvement of appropriate people accepted by the local community in the assessment process
- interaction with Australian Indigenous communities to obtain information
- sharing of information with customer groups of a size and nature that reflect the commercial environment in which the guide operates
- access to information sources in order to conduct research and collect sufficient information.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to research and share general information on Australian Indigenous cultures. The following examples are appropriate for this unit:

- direct observation of the candidate sharing information about Australian Indigenous cultures with customers
- questioning of group members as to the candidate's breadth of knowledge and ability to answer customer questions
- review of guiding activities undertaken as part of industry placement and training with an industry operator
- review of a portfolio of information that has been sourced to assess the candidate's ability to identify and source current and accurate information
- written and oral questioning or interview to evaluate the process undertaken by the candidate to source information
- written and oral questioning or interview to assess general knowledge of Australian and Indigenous cultures appropriate to the region
- case studies to assess ability to apply correct protocols to particular situations
- written and oral questioning or interview to test knowledge of protocols and other issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Assessment methods should take into account that individuals may have acquired their knowledge through formal study or life experience. This would include such things as the recognition of scientific qualifications of ecotour guides and the recognition systems that relate to cultural knowledge that exists in Aboriginal and Torres Strait Islander societies.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE006A Prepare and present tour commentaries or activities
- SITTGDE009A Interpret aspects of local Australian

EVIDENCE GUIDE

Indigenous culture.

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

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 in the performance criteria is detailed below.

Information:

- may be about:
 - Australian Indigenous cultures and countries in general
 - specific Australian Indigenous cultures and countries
- may cover the following topics:
 - history, pre and post-European contact
 - traditional life and culture
 - contemporary Indigenous life and culture
 - art and music
 - dance
 - bushcraft, bush food and bush medicine
 - tools and implements
 - land ownership
 - cultural sites, which may include galleries, cultural centres, natural sites and occupation sites like middens.

RANGE STATEMENT

Research may include:

- talking and listening to Australian Indigenous people
- organising information from personal memory and experiences
- watching television, videos and films
- listening to radio
- reading books and other references
- internet
- museum research.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Guiding