



Australian Government

Department of Education, Employment and Workplace Relations

SITTTOP006B Operate tours in a remote area

Revision Number: 1

SITTTOP006B Operate tours in a remote area

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to operate any style of tour in a remote area and requires specific abilities in bush craft and survival and the use of communication equipment. It requires the ability to operate remote tours within the requirements set by any permit conditions and land management guidelines. It also requires the ability to provide for the safety of customers and ensure low environmental impact.

This unit does not cover complementary skills in operating camp sites and providing catering, which are covered by other units in the Tour Operations field.

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

Application of the Unit

Application of the unit

This unit applies to tour operators who operate day tours or tours of several days' duration to single or multiple remote area destinations and who may use any form of transportation or operate walking tours. Remote area touring might involve sightseeing and recreational activities. Personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for operating this style of tour. This function is undertaken by people such as owner-operators of a tour operating business, senior tour guides and senior driver guides.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

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.

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 Use bush craft and survival techniques. | 1.1 Identify <i>current hazards in accessing and operating in the remote area</i> , assess risks and action contingency plans to eliminate or control the risks. |
| | 1.2 Read maps and use <i>navigation and communication equipment</i> accurately to find tour destinations and to |

ELEMENT**PERFORMANCE CRITERIA**

- navigate the return journey.
- 1.3 Share bush craft knowledge with customers to enhance the ***tour experiences*** and employ their help, if required.
- 1.4 Employ ***bush craft and survival techniques*** in remote areas in ***emergency situations*** to source water, food and shelter and to signal for help or rescue.
- 2 Operate remote area communications equipment.
- 2.1 Tune and adjust equipment to ensure that incoming and outgoing communications can be clearly transmitted.
- 2.2 Obtain and select correct communication address to make outgoing communication.
- 2.3 Operate communications equipment correctly at the appropriate times to establish contact and according to organisation procedures and safety requirements.
- 2.4 Relay and receive messages speaking at a volume and tone and using the phonetic alphabet or radio call signs to allow the other party to hear clearly and understand the message.
- 2.5 Provide appropriate response to caller, respond to requests for action or information and confirm that requests have been actioned.
- 3 Conduct remote area touring activities with minimal impact.
- 3.1 Conduct the tour to ensure minimal ***negative impact to the environment*** and maximum comfort and safety of passengers.
- 3.2 Conduct all activities according to special permit requirements and report any incidents to the relevant agency.
- 3.3 Monitor the quality of culturally or environmentally sensitive areas or sites and report any deficiencies or damage to the relevant agency.
- 3.4 Minimise the effects of noise on local communities.

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:

- bush craft and survival techniques
- map reading and use of navigational equipment
- high-level problem-solving skills, specifically in relation to the operation of tours in a remote area, and sufficient to assess and solve problems with limited assistance
- numeracy skills to calculate distances between various declinational points
- literacy skills to read and interpret complex remote area maps and manufacturer's guidelines for the use of communications equipment.

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

- all operational features of remote area communication methods and equipment
- international radio call signs
- the key features and all operational aspects of equipment and supplies needed for remote area touring
- the cultural or environmental sensitivity of remote areas to be visited and use of minimal impact practices to protect and sustain these
- correct and environmentally sound disposal methods for waste including human waste
- the key contents of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia
- the existence and basic aspects of state, territory and local government environmental and local community protection laws and regulations and actions that must be adhered to when operating in remote areas
- key permit requirements for remote areas, including when operating in national parks and on land under the control of traditional owners.

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.

EVIDENCE GUIDE

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

Evidence of the following is essential:

- ability to safely operate tours in remote areas with minimal negative environmental and social impact
- ability to apply bush craft and survival techniques in a remote area
- knowledge of the negative environmental impacts of operating tours in remote areas and minimal impact practices
- knowledge of the, safety and regulatory issues that relate to remote tour operationproject or work activities that show the candidate effectively assessing and responding to a range of emergency situations
- ability to integrate general problem-solving skills with the technical skills required for operation of tours in remote areas
- ability to deliver tours within remote areas within the time and other operational constraints of a pre-planned tour itinerary.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills while leading tours in remote areas where bush craft and survival techniques would be required
- access to the full range of transportation, communications, navigation and other equipment used on remote tours
- involvement of appropriate numbers of touring customers to reflect local industry needs and product profile
- access to current regulatory documents distributed by key land management agencies and federal, state or territory, and local governments, such as plain English legislative publications, codes and standards outlining environmental regulatory requirements
- use of industry ecotourism codes of practice, especially that of the Ecotourism Association of Australia.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to operate tours in a remote area. The following examples are appropriate for this unit:

- direct observation of the candidate using bush craft and survival techniques
- direct observation of the candidate receiving and relaying communications
- review of operational plans and checklists and post-tour reports prepared and completed by the candidate
- written and oral questioning or interview and role-plays to test appropriate assessment and response to a range of remote area emergency situations
- written and oral questioning or interview to test knowledge of such things as safety issues, the principles of bush craft and survival techniques, regulatory issues and minimal impact practices
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

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

- SITTTOP002A Load touring equipment and conduct pre-departure checks
- SITTTOP004B Set up and operate a camp site.

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.

Current hazards in accessing and operating in the remote area may include:

- inclement weather
- flooding
- animal or insect infestation
- civil uprising
- landslips
- blocked roads
- damaged facilities
- lack of available supplies
- disease, illness, injury and death.

Navigation and communication equipment may include:

- compass
- global positioning system (GPS)
- radio communication equipment
- emergency position indicating radio beacon (EPIRB).

Tour experiences may include:

- walking
- four-wheel drive sightseeing
- boating and cruising
- aerial sightseeing
- fishing
- any recreational or adventure activity
- any outdoor activity.

Bush craft and survival techniques may involve:

- building temporary shelter
- sourcing water
- sourcing food
- navigating when lost
- navigating when maps and navigation equipment fail
- signalling for help when communications equipment fails.

RANGE STATEMENT

Emergency situations in a remote area may involve:

- any form of injury or illness to self or customer
- heat exhaustion and heat stroke
- hypothermia
- falls
- accidental crash of vehicle or vessel
- dangerous bites or stings
- failure of transportation or communications equipment.

Negative environmental impact may include:

- disturbance or injury to fauna
- physical damage to flora
- damage to camp sites and surrounding areas
- instigation of bush fire due to incorrect management of open fires
- pollution from waste
- noise disturbance to the local community
- damage to culturally sensitive areas or sites.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tour Operations