



Australian Government

Department of Education, Employment and Workplace Relations

THTFTG06B Prepare and present tour commentaries or activities

Release: 1

THTFTG06B Prepare and present tour commentaries or activities

Modification History

Not applicable.

Unit Descriptor

This unit deals with the skills and knowledge required to prepare and present commentaries and activities to customers. Its main focus is on the need to use effective interpretation and presentation techniques to ensure customer participation and enjoyment across multiple guiding contexts. The unit goes beyond the pure delivery of fully-scripted commentary and requires significant creative input. It has been merged with the previous unit THTFTG09A Present Interpretive Activities. The unit THTPPD05B Plan and develop interpretive activities is dedicated to the actual development of interpretive activities.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Prepare commentaries or activities for presentation to customers	1.1 Select and organise appropriate information to meet the needs of specific customers, operational contexts and timing restrictions. 1.2 Select or develop appropriate themes as a basis for commentaries or activities. 1.3 Construct commentaries or activities to maximise the potential for customer enjoyment and learning. 1.4 Obtain, check and assemble all support materials in advance of the tour or activity.
2 Present commentaries or activities to customers	2.1 Use interpretive and presentation techniques to combine entertainment and learning and to enhance the quality of the experience for the customer. 2.2 Use language appropriate to the customer group. 2.3 Present current, accurate and relevant information in a logical order. 2.4 Present information of appropriate depth and breadth for specific customer needs. 2.5 Present information in a manner which demonstrates cultural and social sensitivity. 2.6 Use equipment correctly and identify and report any equipment defects promptly.
3 Interact with customers	3.1 Encourage customer participation within safety requirements through effective use of interpretive and presentation techniques. 3.2 Invite questions and feedback from customers both during and at the conclusion of any activity or commentary. 3.3 Answer questions courteously and correctly and, if required, involve the whole group by repetition of the question and delivery of answer audible to all. 3.4 Offer to supply the answer at a future time or refer

the customer to other information sources where the answer to a question is unknown.

- 3.5 Maintain communication with appropriate colleagues as required by specific tour or activity circumstances.
- 3.6 Implement contingency plans without delay when unexpected events occur and amend presentation format, order or structure to minimise impact on customer enjoyment.

Required Skills and Knowledge

Not applicable.

Evidence Guide

Essential Knowledge and Skills to be Assessed

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

- knowledge of subject matter being presented (will vary according to context)
- presentation and interpretive techniques including the role and use of:
 - humour
 - body language
 - role playing
 - voice techniques
 - story telling
 - games and activities
 - sensory awareness exercises
 - use of visual aids and props
 - positioning

safety and emergency procedures for relevant locations.

Linkages to Other Units

This unit must be assessed with one of the following units which describe skills and knowledge essential to this unit of competence:

THTFTG03B Develop and maintain the general knowledge required by guides

THTFTG07B Research and share general information on Australian indigenous culture

THTFTG08B Interpret aspects of Australian indigenous culture

THTFTG12A Prepare specialised interpretive content (flora, fauna and landscape)

THTFTG13A Prepare specialised interpretive content (marine environments)

THTFTG14A Prepare specialised interpretive content (cultural/heritage environments)

This unit also has very strong linkages to all other guiding units and combined training and assessment would be appropriate.

Critical Aspects of Assessment

Evidence of the following is critical:

- ability to select information and prepare commentaries or activities to meet a specific need.
- ability to use interpretive and presentation techniques to create customer-focused, informative and entertaining experiences for customers.

Context of Assessment and Resource Implications

Assessment must ensure:

- presentation of an activity or commentary within a commercially-realistic guiding environment (e.g. at a tourist site, on a coach tour, in a national park)
- presentation of activities and commentaries of a duration that reflects local industry product and practice
- presentation to and interaction with a customer group of a size and nature that reflects the commercial environment in which the guide operates
- use of industry-current equipment for presentation
- presentation of activities and commentaries on more than one topic and within more than one environment (e.g. at a site plus on a coach) to ensure that skills can be adapted to different guiding contexts.

Assessment Methods

Assessment methods must be chosen to ensure that presentation skills can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

direct observation of the candidate presenting activities or commentaries

questioning of tour members on their response to the candidate's communication skills and breadth of knowledge

case studies to assess ability to tailor activities and information to particular customer needs

case studies and problem solving to assess ability to respond effectively to problems that occur during activities or commentaries

questioning to assess knowledge of interpretive and presentation techniques

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies

Collecting, Organising and Analysing Information

For example:

Preparing information and developing a theme for a guided city walk for a group of cosmetic salespeople (3)

Communicating Ideas and Information

For example:

Dressing customers in period costume to enhance the effectiveness of an historical presentation (3)

Planning and Organising Activities

For example:

Sourcing and accessing resources for a themed presentation (2)

Working with Others and in Teams

For example:

Discussing possible approaches to different tour itineraries with other guides (3)

Using Mathematical Ideas and Techniques

For example:

Reviewing the time available versus the amount of information you want to present (1)

Solving Problems

For example:

Responding to a situation on a wildlife spotting tour when no wildlife appears (3)

Using Technology

For example:

Using audio-visual aids (1)

Essential Knowledge and Skills to be Assessed

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

knowledge of subject matter being presented (will vary according to context)

presentation and interpretive techniques including the role and use of:

humour

body language

role playing
voice techniques
story telling
games and activities
sensory awareness exercises
use of visual aids and props
positioning

safety and emergency procedures for relevant locations.

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This unit also has very strong linkages to all other guiding units and combined training and assessment would be appropriate.

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Evidence of the following is critical:

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ability to use interpretive and presentation techniques to create customer-focused, informative and entertaining experiences for customers.

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Assessment must ensure:

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presentation of activities and commentaries of a duration that reflects local industry product and practice

presentation to and interaction with a customer group of a size and nature that reflects the commercial environment in which the guide operates

use of industry-current equipment for presentation

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case studies and problem solving to assess ability to respond effectively to problems that occur during activities or commentaries

questioning to assess knowledge of interpretive and presentation techniques
review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

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Using Mathematical Ideas and Techniques

For example:

Reviewing the time available versus the amount of information you want to present (1)

Solving Problems

For example:

Responding to a situation on a wildlife spotting tour when no wildlife appears (3)

Using Technology

For example:

Using audio-visual aids (1)

Range Statement

This unit applies to guides working in all sectors of the tourism industry.

The following lists and statements identify how this unit may be applied in different workplaces, sectors and circumstances.

The focus and delivery style for activities and commentaries will vary according to the particular guiding context and varying customer needs.

Presentation of activities and commentaries must be demonstrated in more than one context to meet the requirements of the unit.

Activities and commentaries may relate to an enormous range of subjects. A few examples are:

history and heritage

culture

art

natural environment

built environment.

wildlife

domestic/farm animals

birds.

The needs of specific customers may vary according to:

geographic origin

cultural background

age

educational level

special interests

requested coverage.

Activities and commentaries may relate to:

coach touring

guided walks

guided site activities.

Equipment and resources may include:

microphone

audio visual equipment

videos

props.

Unexpected events may include:

systems failure

technical/equipment failure

injury or accident

adverse weather conditions

inappropriate customer behaviour

unpredictable animal behaviour

cultural considerations

sudden closures

change of access

reassessment of customers' physical abilities.

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Unit Sector(s)

Not applicable.