



Australian Government

Department of Education, Employment and Workplace Relations

THTFTG07B Research and share general information on Australian indigenous cultures

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit deals with the 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. This unit does not include in-depth interpretation of local Australian Indigenous cultures.

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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 Research general information on Australian indigenous cultures	1.1 Identify sources of information about Australian Indigenous cultures correctly. 1.2 Interpret written sources of information accurately, extract the required information and check with local communities prior to use. 1.3 Access information from other than written sources in a culturally appropriate way. 1.4 Contact appropriate community members and seek guidance on how information should be used in a tourism context. 1.5 Demonstrate behaviour which shows respect for local Australian Indigenous culture and customs and follow correct protocols when seeking information. 1.6 Share knowledge gained with work colleagues to increase cultural awareness and understanding in the organisation.
2 Share general information with customers on Australian indigenous cultures	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 with customers. 2.4 Include reference to the diversity of Australian indigenous cultures when sharing information 2.5 Share information in a manner which shows respect for local community values and customs. 2.6 Share information in a manner which enhances customer understanding of Australian indigenous cultures. 2.7 Answer customer questions in a polite and friendly

manner and in accordance with 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 by all parties.

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:

- methods of researching and recording information generally available about Australian indigenous cultures
- protocols for sharing information about Australian indigenous cultures
- copyright and intellectual property issues associate with the sharing of information
- communication skills, including cross cultural skills and awareness of communication from an indigenous perspective.

Linkages to Other Units

This unit has strong linkages to a range of other guiding and tour operations units and combined assessment and/or training would be appropriate. Examples are:

- THTFTG08B Interpret aspects of local Australian indigenous culture
- THTFTG06B Prepare and present interpretive tour commentaries and activities

Critical Aspects of Assessment

Evidence of the following is critical:

- knowledge of the protocols that apply to researching and sharing information generally available about Australian Indigenous cultures
- ability to research and share information in a culturally appropriate way
- general knowledge of Australian Indigenous cultures as appropriate to the region.

Assessment must take account of the fact that some guides may have gained all of their knowledge and skill in this unit through general life experience.

Context of Assessment and Resource Implications

Assessment must ensure:

- 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 a customer group within a commercially-realistic and operational guiding environment (e.g. at a tourist site, on a coach tour).

Assessment Methods

Assessment methods must be chosen to ensure that the ability to source and share information in a culturally appropriate way 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 sharing information about Australian Indigenous culture with customers
- oral or written questions or interview to evaluate the process undertaken by the candidate to source information
- case studies to assess ability to apply correct protocols to particular situations
- oral or written questions to assess knowledge of protocols and other issues
- 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:

Collecting, evaluating and checking information from different sources (3)

Communicating Ideas and Information

For example:

Answering a customer question on a topic of great cultural sensitivity for the local Australian Indigenous community (3)

Planning and Organising Activities

For example:

Organising a research program in preparation for a specific tour focusing on Australia's indigenous culture (2)

Working with Others and in Teams

For example:

Developing and maintaining rapport with representatives of the local Australian Indigenous community (3)

Using Mathematical Ideas and Techniques

Not Applicable

Solving Problems

For example:

Dealing with inappropriate customer behaviour at a cultural site (3)

Using Technology

For example:

Recording information on a computer (1)

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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.

In this unit, information refers to the range of information that is generally available to the wider community.

Research may include:

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

Information may be about:

Australian Indigenous countries across Australia
specific Australian Indigenous countries.

Information may cover but is not limited to the following topics:

history, pre and post European contact
traditional life and culture
contemporary indigenous life and culture
art and music
dance
bushcraft/bushfood/bush medicine
tools and implements
land ownership
cultural sites.

Cultural sites may include:

galleries
cultural centres
natural sites
occupation sites (e.g. middens).

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Unit Sector(s)

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