

# SIT30122 Certificate III in Tourism

## Tour Guiding

### Course objectives:

- This qualification reflects the role of individuals who have a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations.

### Key features:

- This course is designed to emphasis the preservation and celebration of Indigenous culture, ensuring that trainees are equipped to communicate and educate visitors about the rich cultural heritage of Mossman Gorge.

### Eligibility/Pre-requisites:

- Those with an interest in working in the tourism sector
- Aboriginal & Torres Strait Island people aged between 18 and 30 years
- Individuals wishing to begin a career in Tourism.

### Pre-requisites:

- There are no pre-requisites for entry to this qualification and it is not expected or necessary for the learner to have previous experience.
- Before enrollment all participants will be required to complete a Language Literacy and Numeracy (LLN) assessment to determine the level of support the participant may need to assist them through their study program.

### Suitability:

- This qualification provides a pathway to work in guiding roles in many tourism industry sectors and for a diversity of employers including tour operators, visitor information centres, attractions, cultural heritage sites and any small tourism business.

### Delivery:

- Program delivery is face to face in a small group training environment located at Mossman Gorge Cultural Centre.

### Assessments:

- Range of knowledge questions, practical observations, activities, industry research, third party reports and completion of logbooks in an appropriate workplace environment.

### Qualification:

SIT30122 Certificate III in Tourism

### Commencement Dates:

As listed on NITA website  
[www.voyages.com.au/national-indigenous-training-academy](http://www.voyages.com.au/national-indigenous-training-academy)

### Venue:

NITA Mossman Gorge Cultural Centre

### Duration:

10-12 months

### Trainers:

This program is delivered by qualified trainer/assessors with extensive industry experience

### Careers Training Centre

RTO Code: 40557

Ph: (07) 4041 9454

[training@careerstrainingcentre.com.au](mailto:training@careerstrainingcentre.com.au)

## SIT30122 Certificate III in Tourism

TOUR GUIDING	
<i>Core Units</i>	
SITTIND003	Source and use information on the tourism and travel industry
SITXWHS005	Participate in safe work practices
SITXCCS014	Provide service to customers
SITXCOM007	Show social and cultural sensitivity
<i>Elective Units</i>	
SITHIND005	Use hygienic practices for hospitality service
BSBTWK201	Work effectively with others
SITHFAB021	Provide responsible service of alcohol
SITXCCS010	Provide visitor information
SITXCCS012	Provide lost and found services
SITXCCS009	Provide customer information and assistance
SITTGDE013	Interpret aspects of local Australian Indigenous culture
SITTGDE016	Lead tour groups
SITTGDE017	Prepare and present tour commentaries or activities
SIRXPDK001	Advise on products and services
SIRXHRM007	Coach others in job skills

## SIT30122 Certificate III in Tourism

### SITHIND006 Source and use information on the hospitality industry

- This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the tourism and travel industry. This includes industry structures, technology, laws and ethical issues specifically relevant to the tourism and travel industry. Tourism and travel personnel integrate this essential knowledge on a daily basis to work effectively in the industry.
- This unit applies to all tourism and travel sectors and people working at different levels.
- This unit is not about having in-depth knowledge but focuses on the ability to source and interpret information relevant to day-to-day activities in order to maximise work performance.

### SITXWHS005 Participate in safe work practices

- This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.
- The unit applies to all tourism, travel, hospitality and event sectors and to any small, medium or large organisation.
- All personnel at all levels use this skill in the workplace during the course of their daily activities.
- The unit incorporates the requirement for all employees under state and territory WHS legislation, to participate in the management of their own health and safety, that of their colleagues and anyone else in the workplace. They must cooperate with their employer and follow practices to ensure safety at work.

### SITXCCS014 Provide service to customers

- This unit describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations, and respond to complaints.
- The unit applies to those frontline service personnel who deal directly with customers on a daily basis and who operate with some level of independence and under limited supervision.
- This includes individuals working in a range of tourism, travel, hospitality and events contexts.

### SITXCOM007 Show social and cultural sensitivity

- This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.
- The unit applies to all tourism, travel, hospitality and event sectors. All personnel at all levels use this skill in the workplace during the course of their daily activities.

### BSBTWK201 Work effectively with others

- This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.
- The unit applies to individuals who perform a range of routine tasks in a team environment and use a basic knowledge of teamwork in a defined context, under direct supervision or with limited individual responsibility.

## SIT30122 Certificate III in Tourism

### SITHIND005 Use hygienic practices for hospitality service

- This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to maintain the health and wellbeing of self and others.
- The skills and knowledge to ensure food safety are covered in SITXFSA005 Use hygienic practices for food safety.
- The unit applies to all hospitality service environments.
- Individuals at all levels use this skill in the workplace during the course of their daily activities.

### SITHFAB021 Provide responsible service of alcohol

- This unit describes the performance outcomes, skills and knowledge required to responsibly sell, serve or supply alcohol.
- Responsible practices must be undertaken wherever alcohol is sold, served or supplied, including where alcohol samples are served during on-site product tastings. This unit therefore applies to any workplace where alcohol is sold, served or supplied, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.
- The unit applies to all levels of personnel involved in the sale, service, including promotional service and supply of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; packaged liquor salespersons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; delivery services and supplier sales representatives. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.
- The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale, service or supply of alcohol.

## SIT30122 Certificate III in Tourism

### SITXCCS010 Provide visitor information

- This unit describes the performance outcomes, skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors.
- The unit applies to frontline service personnel working in a range of tourism, travel, hospitality, events, entertainment and cultural contexts. Information is often provided face-to-face, but may be by telephone or other remote mechanisms.
- It applies to frontline service personnel who routinely respond to visitor requests for general local area information. They may be working independently or with guidance from others in restaurants, hotels, wineries, attractions, entertainment venues, tour operations, visitor information centres and at tour desks.

### SITXCCS012 Provide lost and found services

- This unit describes the performance outcomes, skills and knowledge required to provide service to customers who have lost or found items. It requires the ability to determine and record details of items, investigate lost items, assist claimants and complete documentation.
- The unit applies to frontline operations personnel working in a range of tourism, travel, hospitality, events and entertainment contexts.

### SITXCCS009 Provide customer information and assistance

- This unit describes the performance outcomes, skills and knowledge required to provide customers with information and assistance on facilities, products and services.
- The unit applies to frontline service personnel working in a range of tourism, travel, hospitality, events, entertainment and cultural contexts. Information and assistance are often provided face-to-face, but may be by telephone or other remote mechanisms.
- Customer service personnel working under supervision undertake this function, but the unit is also relevant to those working in operational roles where customer service may not be the main focus of work.

### SITTGDE013 Interpret aspects of local Australian Indigenous culture

- This unit describes the performance outcomes, skills and knowledge required to share information about a specific local Australian Indigenous culture.
- The unit recognises that there is no single Australian Indigenous culture and emphasises the importance of local cultural knowledge, appropriate behaviour and local community consultation.
- This unit applies to those people who are able to share local Australian Indigenous cultural knowledge with others. They may work at many different levels, as cultural knowledge has no direct relationship with organisational levels of responsibility.
- The local Australian Indigenous cultural knowledge necessary to achieve competency in this unit may only be accessible to those individuals who identify as elders or who are authorised by local elders on behalf of their communities.
- There are many different Australian Indigenous language groups in Australia, therefore the focus of cultural interpretation will vary and should ultimately be decided in consultation with elders on behalf of the local community.

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### SITTGDE016 Lead tour groups

- This unit describes the performance outcomes, skills and knowledge required to coordinate a tour group. It focuses on the communication and leadership skills required by guides, and the ability to coordinate the physical movement of groups.
- This unit can apply to any situation where a guide or tour manager is involved in delivering a tour or activity to a group of customers. This could include tours of single sites or tours that include multiple products and sites.
- It is relevant in industries where group tours or activities take place in museums, galleries, libraries, places of historical or cultural significance, performing arts centres or zoos; to sport and recreation industries where groups participate in outdoor and adventure activities, such as guided bushwalking; and to any industry that operates tours for business or promotional purposes.
- Leading tour groups requires organisational and communication skills and guides who perform this function operate independently or with limited guidance from others.

### SITTGDE017 Prepare and present tour commentaries or activities

- This unit describes the performance outcomes, skills and knowledge required to construct commentaries or activities and to use effective interpretation and presentation techniques to ensure customer participation and enjoyment in tours or activities. Guides may be presenting generalist or specialist information.
- It is relevant in industries where group tours or activities take place in museums, galleries, libraries, places of historical or cultural significance, performing arts centres or zoos; to sport and recreation industries where groups participate in outdoor and adventure activities, such as guided bushwalking; and to any industry that operates tours for business or promotional purposes.
- This unit applies in any context where individuals develop and present commentaries or activities that involve creative approaches to the preparation and delivery of information. Guides of all types working independently with limited supervision undertake this role.

### SIRXPDK001 Advise on products and services

- This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.
- This unit applies to individuals working in frontline customer service and sales roles in a diverse range of industry and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

## SIT30122 Certificate III in Tourism

### SITXHRM007 Coach others in Job skills

- This unit describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently of the coach.
- The unit applies to experienced operational personnel and to supervisors and managers who informally train other people in new workplace skills and procedures.
- It applies to all tourism, travel, hospitality and event sectors.