



Australian Government

Assessment Requirements for SITTGDE004 Lead tour groups

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- coordinate and lead at least three tours with different customer groups from among the following durations:
 - short tours (three hours or less)
 - half or full day tours
 - overnight tours
 - extended tours (two or more nights)
- demonstrate use of techniques to build group cohesion during each of the above tours.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- techniques to build group cohesion:
 - encouraging interaction between group members
 - focusing the group on shared activities
 - use of group activities or games
 - inviting individuals to address the group
 - using seat rotation systems
 - using the skills of individual group members in the operation of the tour
- organisational procedures for locating lost or late group members and coordinating reunion with the group
- minimal impact practices relevant to the specific site or location where each tour is conducted
- types of conflict, people management issues and group problems (interpersonal and operational) likely to arise in a group touring situation:
 - typical causes
 - appropriate responses.

Assessment Conditions

Skills must be demonstrated in an operational touring environment that reflects the nature of tours commercially available in the relevant city or region. This can be:

- a commercial environment where tour guide activities are conducted
- a simulated commercial environment or activity where tour guide activities are conducted.

Assessment must ensure access to:

- organisational specifications:
 - running sheets for tours and activities
 - incident report templates
 - passenger lists
- real or simulated touring activities
- microphone
- props and signage
- customer groups of a size and nature that reflect the commercial environment in which the guide operates
- participants undertaking a tour or activity for whom the individual can act as guide; participants can be:
 - those participating in a tour or activity who interact with the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities set up for the purpose of assessment in an operational touring context.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>