

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Research and share general information on Australian Indigenous cultures		
Unit code	Competency field	Sector	HSC Indicative Hours
SITTGDE008A	Guiding	Tourism	25

Unit descriptor	<p>This unit describes the performance outcomes, 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.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p> <p>This unit does not include in-depth interpretation of local Australian Indigenous cultures, which is covered in SITTGDE009A Interpret aspects of local Australian Indigenous culture.</p>
Prerequisite units	Nil
Application of the unit	<p>The sharing of information on Australian Indigenous cultures with visitors is a key guiding function for many people who work in a range of locations and in multiple tourism industry sectors and organisation types. They must have an essential knowledge base to support this activity. The information sourced and shared could relate to Australian Indigenous countries across Australia and cover a broad knowledge of Indigenous cultures. It could also cover knowledge of a specific Australian Indigenous country and culture. The breadth and depth of knowledge does not have to be extensive to meet the requirements of this unit.</p> <p>Those people sharing the information may not identify themselves as tour guides and may work at a particular cultural site. However, this unit can apply to any type of tour guide, including those who operate in a particular city, region, tourist precinct or site; those who work in a variety of sites, cities, and regions; and those who cross regional, state and territory borders regularly while accompanying travellers.</p>
Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged, will assist in identifying employability skill requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • researching and sharing accurate information about Australian Indigenous societies in a culturally appropriate way • knowledge of the protocols that apply to researching and sharing information generally available about Australian Indigenous cultures • general knowledge of Australian Indigenous cultures and specific cultures within a regional location • ability to source different types of information covering multiple topics to ensure a breadth of knowledge • ability to share general information about Australian Indigenous cultures with customers on numerous occasions to ensure consistency of performance. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • sharing of information about Australian Indigenous cultures within commercially realistic guiding environments e.g. in a national park, on a bush walking tour or at a tourist site • 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 customer groups of a size and nature that reflect the commercial environment in which the guide operates • access to information sources in order to conduct research and collect sufficient information. 	<p>A range of assessment methods should be used to assess the practical skills and knowledge required to research and share general information on Australian Indigenous cultures. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of the candidate sharing information about Australian Indigenous cultures with customers • questioning of group members as to the candidate's breadth of knowledge and ability to answer customer questions • review of guiding activities undertaken as part of industry placement and training with an industry operator • review of a portfolio of information that has been sourced to assess the candidate's ability to identify and source current and accurate information • written and oral questioning or interview to evaluate the process undertaken by the candidate to source information • written and oral questioning or interview to assess general knowledge of Australian and Indigenous cultures appropriate to the region • case studies to assess ability to apply correct protocols to particular situations • written and oral questioning or interview to test knowledge of protocols and other issues • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. 	<p>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.</p> <p>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.</p>

		Methods of assessment cont/d	
		<p>Assessment methods should take into account that individuals may have acquired their knowledge through formal study or life experience. This would include such things as the recognition of scientific qualifications of ecotour guides and the recognition systems that relate to cultural knowledge that exists in Aboriginal and Torres Strait Islander societies.</p> <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • SITTGDE006A Prepare and present tour commentaries or activities • SITTGDE009A Interpret aspects of local Australian Indigenous culture. 	

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:

- basic research skills and techniques for acquiring and maintaining current information generally available about Australian Indigenous cultures
- literacy skills to source, read and interpret sometimes complex information on Australian Indigenous cultures
- communication skills, including cross-cultural skills and awareness of Indigenous communication techniques.

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

- protocols for researching and sharing information about Australian Indigenous cultures
- copyright and intellectual property issues associated with the sharing of information
- general knowledge of Australian Indigenous cultures in general
- general knowledge of the specific Australian Indigenous culture within the particular regional location.

Element	Performance Criteria	Range Statement
1 Research general information on Australian Indigenous cultures.	1.1 Identify sources of information and conduct accurate research into Australian Indigenous cultures.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Information:</i></p> <ul style="list-style-type: none"> • may be about: <ul style="list-style-type: none"> - Australian Indigenous cultures and countries in general - specific Australian Indigenous cultures and countries • may cover the following topics: <ul style="list-style-type: none"> - history, pre and post-European contact - traditional life and culture - contemporary Indigenous life and culture - art and music - dance - bushcraft, bush food and bush medicine - tools and implements - land ownership - cultural sites, which may include galleries, cultural centres, natural sites and occupation sites like middens. <p><i>Research</i> may include:</p> <ul style="list-style-type: none"> • talking and listening to Australian Indigenous people • organising information from personal memory and experiences • watching television, videos and films • listening to radio • reading books and other references • internet • museum research.
	1.2 Interpret written sources of information, extract the required information, and check for accuracy and any required permission to disseminate to local communities prior to use.	
	1.3 Access information from other than written sources in a culturally appropriate way.	
	1.4 Demonstrate behaviour that shows respect for local Australian Indigenous culture and customs and follow correct protocols when seeking information.	

Element	Performance Criteria	Range Statement
	1.5 Share knowledge gained with work colleagues to increase cultural awareness and understanding in the organisation.	
2 Share general information on Australian Indigenous cultures with customers.	<p>2.1 Identify and use Indigenous interpreters where possible and within scope of individual responsibility.</p> <p>2.2 Provide customers with guidance on appropriate behaviours when interacting with Indigenous interpreters or communities.</p> <p>2.3 Share accurate information on Australian Indigenous cultures with customers.</p> <p>2.4 Include reference to the diversity of Australian Indigenous cultures when sharing information.</p> <p>2.5 Share information in a manner respectful of local community values and customs.</p> <p>2.6 Share information in a manner that enhances customer understanding of Australian Indigenous cultures.</p> <p>2.7 Answer customer questions in a polite and friendly manner and according to community wishes about what information can be shared with customers.</p> <p>2.8 Respond to culturally inappropriate customer behaviour promptly and in a manner that minimises the likelihood of offence being taken.</p>	