

<b>Training Package</b>	<b>Tourism (THT02)</b>	<b>HSC Requirements and Advice</b>
<b>Title:</b>	<b>Research and share general information on Australian Indigenous cultures</b>	
<b>Unit Code</b>	<b>Unit Descriptor:</b>	<b>HSC Indicative Hours:</b>
<b>THTFTG07B</b>	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.	<b>15</b>

<b>Essential Knowledge and Skills to be Assessed</b>	<b>Critical Aspects of Assessment</b>	<b>Context of Assessment and Resource Implications</b>	<b>Assessment Methods</b>	<b>HSC Requirements and Advice</b>
<p>The following knowledge and skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> <li>• methods of researching and recording information generally available about Australian indigenous cultures</li> <li>• protocols for sharing information about Australian indigenous cultures</li> <li>• copyright and intellectual property issues associate with the sharing of information</li> <li>• communication skills, including cross cultural skills and awareness of communication from an indigenous perspective.</li> </ul>	<p>Evidence of the following is critical:</p> <ul style="list-style-type: none"> <li>• knowledge of the protocols that apply to researching and sharing information generally available about Australian Indigenous cultures</li> <li>• ability to research and share information in a culturally appropriate way</li> <li>• general knowledge of Australian Indigenous cultures as appropriate to the region.</li> <li>• 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.</li> </ul>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• involvement of appropriate people accepted by the local community in the assessment process</li> <li>• interaction with Australian Indigenous Communities to obtain information</li> <li>• sharing of information with a customer group within a commercially-realistic and operational guiding environment (eg at a tourist site, on a coach tour).</li> </ul> <p><b>Linkages with Other Units</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>• THTFTG08B Interpret aspects of local Australian indigenous culture</li> <li>• THTFTG06B Prepare and present interpretive tour commentaries and activities</li> </ul>	<p>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.</p> <p>The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct observation of the candidate sharing information about Australian Indigenous culture with customers</li> <li>• oral or written questions or interview to evaluate the process undertaken by the candidate to source information</li> <li>• case studies to assess ability to apply correct protocols to particular situations</li> <li>• oral or written questions to assess knowledge of protocols and other issues</li> <li>• review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.</li> </ul>	<p><b>Key Terms and Concepts</b></p> <p><b>This optional unit can only be delivered after having approval from your relevant school authority.</b></p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
<b>1 Research general information on Australian Indigenous cultures</b>	1.1 Identify sources of information about Australian Indigenous cultures correctly.	<p>This unit applies to guides working in all sectors of the tourism industry.</p> <p>The following lists and statements identify how this unit may be applied in different workplaces, sectors and circumstances.</p> <p>In this unit, information refers to the range of information that is generally available to the wider community.</p> <p>Research may include:</p> <ul style="list-style-type: none"> <li>• talking and listening to Australian Indigenous people</li> <li>• organising information from personal memory and experiences</li> <li>• watching TV, videos and films</li> <li>• listening to radio</li> <li>• reading books and other references</li> <li>• Internet</li> <li>• museum research.</li> </ul>	<p><b>This optional unit can only be delivered after having approval from your relevant school authority.</b></p>
	1.2 Interpret written sources of information accurately, extract the required information and check with local communities prior to use.	<p>Information may be about:</p> <ul style="list-style-type: none"> <li>• Australian Indigenous countries across Australia</li> <li>• specific Australian Indigenous countries.</li> </ul> <p>Information may cover but is not limited to the following topics:</p> <ul style="list-style-type: none"> <li>• history, pre and post European contact</li> <li>• traditional life and culture</li> <li>• contemporary indigenous life and culture</li> <li>• art and music</li> <li>• dance</li> <li>• bushcraft/bushfood/bush medicine</li> <li>• tools and implements</li> <li>• land ownership</li> <li>• cultural sites.</li> </ul>	
	1.3 Access information from other than written sources in a culturally appropriate way.	<p>Research may include:</p> <ul style="list-style-type: none"> <li>• talking and listening to Australian Indigenous people</li> <li>• organising information from personal memory and experiences</li> <li>• watching TV, videos and films</li> <li>• listening to radio</li> <li>• reading books and other references</li> <li>• Internet</li> <li>• museum research.</li> </ul>	

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	1.4 Contact appropriate community members and seek guidance on how information should be used in a tourism context.	Information may be about: <ul style="list-style-type: none"> <li>• Australian Indigenous countries across Australia</li> <li>• specific Australian Indigenous countries.</li> </ul> Information may cover but is not limited to the following topics: <ul style="list-style-type: none"> <li>• history, pre and post European contact</li> <li>• traditional life and culture</li> <li>• contemporary indigenous life and culture</li> <li>• art and music</li> <li>• dance</li> <li>• bushcraft/bushfood/bush medicine</li> <li>• tools and implements</li> <li>• land ownership</li> <li>• cultural sites.</li> </ul>	<p style="text-align: center;"><b>This optional unit can only be delivered after having approval from your relevant school authority.</b></p>
1.5 Demonstrate behaviour which shows respect for local Australian Indigenous culture and customs and follow correct protocols when seeking information.	Cultural sites may include: <ul style="list-style-type: none"> <li>• galleries</li> <li>• cultural centres</li> <li>• natural sites</li> <li>• occupation sites (eg middens).</li> </ul>		
1.6 Share knowledge gained with work colleagues to increase cultural awareness and understanding in the organisation			
<b>2 Share general information with customers on Australian indigenous cultures</b>	2.1 Identify and use indigenous interpreters where possible and within scope of individual responsibility.	Information may be about: <ul style="list-style-type: none"> <li>• Australian Indigenous countries across Australia</li> <li>• specific Australian Indigenous countries.</li> </ul> Information may cover but is not limited to the following topics: <ul style="list-style-type: none"> <li>• history, pre and post European contact</li> <li>• traditional life and culture</li> </ul>	
2.2 Provide customers with guidance on appropriate behaviours when interacting with indigenous interpreters or communities.			
2.3 Share accurate information with customers.			

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	2.4 Include reference to the diversity of Australian indigenous cultures when sharing information.	<ul style="list-style-type: none"> <li>• contemporary indigenous life and culture</li> <li>• art and music</li> <li>• dance</li> <li>• bushcraft/bushfood/bush medicine</li> <li>• tools and implements</li> <li>• land ownership</li> <li>• cultural sites.</li> </ul>	<b>This optional unit can only be delivered after having approval from your relevant school authority.</b>
	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.		

### 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	Level	Examples
Collecting, Organising and Analysing Information	3	Collecting, evaluating and checking information from different sources
Communicating Ideas and Information	3	Answering a customer question on a topic of great cultural sensitivity for the local Australian Indigenous community
Planning and Organising Activities	2	Organising a research program in preparation for a specific tour focussing on Australia's Indigenous culture
Working with Others and in Teams	3	Developing and maintaining rapport with representatives of the local Australian Indigenous community
Using Mathematical Ideas and Techniques	-	-
Solving Problems	3	Dealing with inappropriate customer behaviour at a cultural site
Using Technology	1	Recording information on a computer