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**TOUR GUIDE**

**SIT60116 Advanced Diploma of Travel and Tourism Management** (Tour Guide)

2016 QUALIFICATION

**CORE UNITS OF COMPETENCY**

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| BSBDIV501 | Manage diversity in the workplace |
| BSBMGT617 | Develop and implement a business plan |
| BSBRSK501 | Manage risk |
| BSBWRT401 | Write complex documents |
| SITTIND001 | Source and use information on the tourism and travel industry |
| SITTPPD008 | Develop tourism products |
| SITXCCS007 | Enhance customer service experiences |
| SITXCCS008 | Develop and manage quality customer service practices |
| SITXFIN002 | Interpret financial information |
| SITXFIN003 | Manage finances within a budget |
| SITXFIN004 | Prepare and monitor budgets |
| SITXGLC001 | Research and comply with regulatory requirements |
| SITXHRM003 | Lead and manage people |
| SITXMGT001 | Monitor work operations |
| SITXMGT002 | Establish and conduct business relationships |
| SITXMPR007 | Develop and implement marketing strategies |
| SITXWHS004 | Establish and maintain a work health and safety system |
| **ELECTIVE UNITS OF COMPETENCY** | |
| **Group A – 6 units** | |
| SITTTSL002 | Access and interpret product information |
| SITTTSL005 | Sell tourism products and services |
| SITTGDE004 | Lead tour groups |
| SITTGDE005 | Prepare and present tour commentaries or activities |
| SITTGDE006 | Develop and maintain the general and regional knowledge required by guides |
| SITXCCS002 | Provide visitor information |
| **ADDITIONAL ELECTIVE UNITS** | |
| HLTAID003 | Provide first aid |
| SITTGDE002 | Work as a guide |
| SITXCOM002 | Show social and cultural sensitivity |
| SITXWHS002 | Identify hazards, assess and control safety risks |

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| **Trade** | **Tour Guide** |
| **2016 QUALIFICATION** | **SIT30516 Certificate III in Guiding** |
| **CORE UNITS OF COMPETENCY** | |
| HLTAID003 | Provide first aid |
| SITTGDE002 | Work as a guide |
| SITTGDE004 | Lead tour groups |
| SITTGDE005 | Prepare and present tour commentaries or activities |
| SITTGDE006 | Develop and maintain the general and regional knowledge required by guides |

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| SITXCCS006 | Provide service to customers |

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| SITXCOM002 | Show social and cultural sensitivity |

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| SITXWHS001 | Participate in safe work practices |

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| SITXWHS002 | Identify hazards, assess and control safety risks |
| **ELECTIVE UNITS OF COMPETENCY** | |
| SITTTSL002 | Access and interpret product information |
| SIRXPDK001 | Advise on products and services |
| Plus any **two core units** from SIT60112 Advanced Diploma of Travel and Tourism (Tour Guide) | |

**CRICOS No 00881F RTO No 0260. Training is deliver with Victorian and Commonwealth Government funding**

