

UNIT DESCRIPTORS for
Certificate III in Tourism (Guiding)

Unit Code	Unit Title	Unit Descriptor
Core Units		
THHCOR01B	Work with colleagues and customers	This unit deals with the interpersonal, communication and customer service skills required by all people working in the tourism and hospitality industries.
THHCOR02B	Work in a socially diverse environment	This unit deals with the cultural awareness that is required by all people working in the tourism and hospitality industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds.
THHCOR03B	Follow health, safety & security procedures	This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in the tourism and hospitality industries.
THHTCO01B	Develop & update tourism industry knowledge	This unit deals with the skills and knowledge required to develop and update knowledge of the tourism industry, including the role of different industry sectors and key legislation. This knowledge underpins effective performance in all sectors and applies to all people working in the tourism industry. In-depth knowledge is therefore not required.
THFTG01B	Work as a guide	This unit deals with the skills and knowledge which underpin effective performance as a guide. It covers key legal, ethical, safety and professional development issues that must be considered by guides in their day-to-day work. As such it underpins all other guiding units.

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THFTG03B	Develop & maintain the general knowledge required by guides	<p>This unit deals with the skills and knowledge required to research information on Australia for presentation to customers. It includes the requirement for sound general knowledge of Australia and the local region and highlights the need for ongoing research to update and expand the guide's knowledge. The more detailed and specialised skills and knowledge relating to cultural/heritage sites and natural environments are found in other units.</p>
THFTG05B	Lead tour groups	<p>This unit deals with the skills and knowledge required to undertake the group co-ordination role played by the guide. It focuses on communication, leadership and conflict resolution skills with particular application to guiding activities.</p>
THFTG06B	Prepare & present tour commentaries or activities	<p>This unit deals with the skills and knowledge required to prepare and present commentaries and activities to customers. Its main focus is on the need to use effective interpretation and presentation techniques to ensure customer participation and enjoyment across multiple guiding contexts. The unit goes beyond the pure delivery of fully-scripted commentary and requires significant creative input.</p>
THHGS03B	Provide first aid	<p>This unit deals with the skills and knowledge required for the provision of essential first aid in recognising and responding to emergency using basic life support measures. The person providing first aid is not expected to deal with complex casualties or incidents, but to provide an initial response where first aid is required.</p> <p>It is assumed that the person providing first aid is working under supervision and/or according to established workplace first aid policies & procedures.</p> <p>This unit aligns to the National Guidelines Standards for First Aid Unit A.</p>

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Elective Units		
THFTG02B	Offer arrival & departure assistance	This unit deals with the skills and knowledge required to offer arrival and departure assistance to customers, generally between transport terminals and accommodation. This role may be undertaken by a range of personnel working in a tour operation, tour wholesaling or accommodation context.
THFTG04B	Co-ordinate & operate a tour	This unit deals with the skills and knowledge required by guides to conduct a tour which includes multiple products, services and sites. It requires the application of significant planning and organisational skills plus the ability to liaise with suppliers and industry colleagues to maximise tour efficiency and customer service quality.
THFTG14B	Prepare specialised interpretive content (cultural/heritage environments)	This unit deals with the skills and knowledge required to research and update the specialised information required by some guides. For example, guides who work in cultural centres will require specific information related to the centre's cultural focus. General knowledge (eg about Australia and a given region) is covered in the unit THFTG03B develop and maintain the general knowledge required by guides. The essential knowledge base for this unit will vary according to local industry needs, and it is vital that any training take into account these. Funding and hours allocated must reflect the breadth and depth of knowledge required to meet the specific requirements of local tourism industry employers.
THGCS02B	Promote products & services to customers	This unit deals with the skills and knowledge required to promote products and services to customers. It relates to situations where the sales function is not the primary focus of work activity. It applies to those employees who deal with customers and whose job provides the opportunity to promote products and services and to ascertain changes in customer preferences.