

Competency Standard

UNIT TITLE: RESEARCH AND SHARE INFORMATION ON INDIGENOUS CULTURES		NOMINAL HOURS: 90
UNIT NUMBER: D2.TTG.CL3.18		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to investigate and communicate information generally available on indigenous cultures, in a culturally appropriate way.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Research information on indigenous cultures</p> <p>1.1 Identify <i>sources of information on indigenous cultures</i></p> <p>1.2 <i>Research</i> and interpret sources of <i>information</i></p> <p>1.3 <i>Demonstrate respect</i> for indigenous people and their <i>culture(s)</i></p> <p>1.4 <i>Determine how information on indigenous cultures should be used</i></p> <p>Element 2: Share information on indigenous cultures</p> <p>2.1 <i>Communicate general knowledge to colleagues</i></p> <p>2.2 Use indigenous guides and/or interpreters where possible</p> <p>2.3 <i>Brief tour groups regarding appropriate behaviour</i> when interacting with indigenous people</p> <p>2.4 <i>Communicate general knowledge</i> to tour groups</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to investigating and communicating information in a culturally appropriate way, within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Tour Operation</p> <p><i>Sources of information</i> may be related to:</p> <ul style="list-style-type: none"> • Printed material, including books, magazines, brochures, as well as historic, scientific and anthropologic literature • The people of different cultures, including elders and key individuals and leaders within various cultures • Colleagues, including other guides and those with specialised knowledge of different peoples and cultures • The internet • The general media 	

<p>2.5 <i>Reply to tour group questions on indigenous cultures</i></p> <p>2.6 <i>Monitor and respond to culturally inappropriate behaviour</i></p> <p>Element 3: Maintain contact with local communities</p> <p>3.1 <i>Liaise with local communities to identify and respond to changed circumstances</i></p> <p>3.2 <i>Modify information provided in accordance with issues raised by the local community</i></p>	<ul style="list-style-type: none"> • Formal training courses • Museum, galleries and cultural centres. <p><i>Indigenous cultures</i> relate to local indigenous communities which may include any community that is in the vicinity of a tour group while the tour is being conducted. The community may be domestic or foreign, small or large, nearby or remote. Cultural sites may include, but are not limited to, towns/villages, including individual homes and/or buildings, significant sites, galleries, cultural centres, ceremonies, activities and natural sites.</p> <p><i>Research</i> will include:</p> <ul style="list-style-type: none"> • Talking and listening to indigenous people, including visiting their communities and interacting with them • Organising information from personal memory and personal experiences • Watching, reading and listening to the media, including specific articles and programs on travel and indigenous peoples • Reading books and other targeted reference sources • Undertaking internet desktop research • Visiting museums and cultural centres, including discussions with curators and interactive displays. <p><i>Information</i> on indigenous cultures may be related to:</p> <ul style="list-style-type: none"> • History of the people, including the time before contact with western or other cultures and societies and after this contact • Traditional life of the people, including a contrast with their contemporary life which should address the following topics: <ul style="list-style-type: none"> ▪ Art, dance and music ▪ Storytelling, including legends and histories ▪ Tools and implements
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- Foods
- Artefacts
- Symbols and symbolic actions
- Rituals, rites, ceremonies and celebrations
- Heroes and significant figures and individuals
- Beliefs, assumptions, values and attitudes
- Language
- Religion
- Education
- Social institutions and cultural sites
- The environment.

Demonstrate respect may include:

- Displaying behaviours consistent with cultural sensitivity and awareness, such as observing and respecting nominated protocols when:
 - Conducting research
 - Talking to communities
 - Seeking permission to hold certain cultural information
 - Seeking their permission to share their cultural information.

Culture/s can be described as the socially constructed and learned ways of behaving and believing that identify individual and distinct social groups

Determine how information on indigenous cultures should be used may include:

- Verifying with the indigenous community that researched information has been correctly interpreted

	<ul style="list-style-type: none"> • Checking with the indigenous community that researched information is able to be used and shared with tour groups, including identifying information that is culturally sensitive and is not allowed to be shared with outsiders • Identifying how and in what context identified information can be shared with tour groups, including meeting with indigenous communities to encourage their participation in the development of appropriate activities and commentaries to share their culture. <p><i>Communicate general knowledge to colleagues may include:</i></p> <ul style="list-style-type: none"> • Passing on information gathered • Explaining aspects of the culture • Accompanying colleagues to communities, including organising and leading such visitations in conjunction with elders and key people from communities • Providing demonstrations and activities to assist understanding • Advising colleagues about what can and what cannot be shared with others • Introducing colleagues to local communities. <p><i>Brief tour groups regarding appropriate behaviour may include:</i></p> <ul style="list-style-type: none"> • Demonstrations of acceptable and unacceptable actions and behaviour • Providing written or verbal presentations regarding culturally sensitive behaviour • Explaining potential consequences of failing to observe appropriate behaviour. <p><i>Communicate general knowledge may include:</i></p> <ul style="list-style-type: none"> • visiting communities to experience the culture, including interaction with people and items, where appropriate • Providing written or other graphic representations of the culture, including sample items, appropriate/approved film/video and drawings
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	<ul style="list-style-type: none"> • Provide commentaries, including historical and contextual matters • Applying the interpretive approach to the provision of explanations. <p><i>Reply to tour group questions</i> may include:</p> <ul style="list-style-type: none"> • Maintaining truthfulness, including a total ban on fabrication of answers • Respecting requests from communities regarding information that cannot be shared • Referring customers to information sources for their later research • Deferring questions where the correct response is not known. <p><i>Respond to culturally inappropriate behaviour</i> may include:</p> <ul style="list-style-type: none"> • Reinforcing previously presented information on culturally sensitive and acceptable behaviour • Demonstrating culturally sensitive and acceptable behaviour as part of the tour guiding process • Asking tour group members to modify unacceptable behaviour while on tour and/or when interacting with a community • Terminating an activity or visitation where there is unacceptable tour group behaviour <p><i>Liaise with local communities</i> may include:</p> <ul style="list-style-type: none"> • Keeping in regular contact with the local community to encourage communication • Being available to meet with the local communities when requested • Following-up on issues that may have arisen during previous tours, such as unacceptable and/or disrespectful behaviour in order to demonstrate respect for indigenous people and their culture.
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Modify information provided may involve:

- Demonstrating a willingness to vary information provided and commentaries to suit local community needs
- Altering scheduled itineraries and activities on the basis of feedback received from the local community
- Being receptive to suggestions for change, including suggestions to reduce or extend existing arrangements.

Assessment Guide

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

- Enterprise policies and procedures in regard to dealing with indigenous communities
- Ability to undertake culturally-based research
- Principles of interpretive guiding
- General knowledge about indigenous communities and their culture
- Ability to communicate on indigenous communities including cultural general knowledge, respectfully
- Ability to communicate and negotiate with indigenous communities
- Sensitivity to cultural issues of unique cultures
- Ability to communicate with colleagues and customers.

Linkages To Other Units

- Develop and update tourism industry knowledge
- Work as a tour guide
- Coordinate and operate a day-tour (or short excursions)
- Manage and facilitate an extended tour experience

- Plan, develop and evaluate interpretive activities
- Prepare and present tour commentaries
- Develop interpretive content for eco-tourism activities
- Conduct interpretive activities in the field
- Develop and coordinate appropriate cultural tourism activity.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures for dealing with indigenous communities
- Demonstrated ability to research general information on nominated aspects of culture for a nominated indigenous community and produce hard copy information and a scripted commentary suitable for presentation to a tour group
- Demonstrated ability to share identified general information with colleagues and customers on a tour
- Demonstrated ability to maintain contact with a nominated community in order to identify and to respond effectively to cultural tour-related issues raised by that community.

Context of Assessment

Assessment must ensure:

- Actual workplace application of research and general information sharing activities in conjunction with an actual indigenous community.

Resource Implications

Training and assessment must include research of an actual indigenous community and sharing of general information with customers on an actual tour.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Portfolio of research material, material developed for distribution to customers and colleagues and script(s) for commentaries
- Role plays
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	3	Researching and developing general knowledge about the culture of a community
Communicating ideas and information	3	Communicating and negotiating with a community to determine general that can be shared with tour groups
Planning and organising activities	2	Organising arrangements with communities to use a local interpreter and guide to share general cultural information with tour groups

	Working with others and in teams	3	Developing and maintaining rapport with communities
	Using mathematical ideas and techniques	-	
	Solving problems	3	Dealing with inappropriate and unacceptable tour group behaviour
	Using technology	1	Using the internet for research