

SAVANNAH GUIDES



Protectors and Interpreters of the Outback

Training Portfolio 2019-20

Savannah Guides is Australia's leading Professional Development provider for Tour Guides. We are a not-for-profit network of Tour Guides and Operators focused on best practice and mutual respect.

Our Members include experts in a wide range of fields that can deliver tailored training options for Tour Guides and Operators on a contracted basis. We provide ongoing support and tourism industry network linkages.

Delivery Methods

- Onsite around Australia in scheduled training blocks
- Before/after our regular Savannah Guides Field Schools, EcoGuide Workshops or Wet Tropics Field Schools
- Remotely using Savannah Guides' Workbooks and Resources, with email and phone support as required
- Hosted visits to Cairns or other centres incorporating "behind the scenes" industry visits
- Partnerships with employers and Registered Training Organisations



Tour Guide Certification

Certification options are available for Tour Guides:

- **EcoGuide Certification:** acknowledged around Australia as the professional benchmark for nature and culture Tour Guides. It is mapped from the Certificate III in Guiding but does not include the issuing of that qualification, making it an accessible and cost effective process that can be used by employers and workplace supervisors to drive and reward skills and knowledge.
- **Savannah Guides Accreditation:** the award-winning program for Tour Guides and Tour Operators in Australia's Tropical Savannahs across the north of the continent.
- **Wet Tropics Tour Guide Program:** developed in partnership with the Wet Tropics Management Authority, this maps accredited units in Flora/Fauna/Landscape, Cultural Heritage and Tour Commentaries, with specific content around the Wet Tropics World Heritage Area.

Accredited Training

Savannah Guides partners with numerous Registered Training Organisations (RTOs) to deliver units and qualifications under the Australian Tourism and Hospitality Training Packages. Statements of Attainment and Qualifications are issued by the RTO. In most cases the RTO's scope also includes Hospitality, Land Management or other Training Packages that can be combined with Tourism / Tour Guide Training. Many students are eligible for subsidised training.

Available Qualifications include:

- SIT10116 Certificate I in Tourism (Australian Indigenous Culture)
- SIT20116 Certificate II in Tourism
- SIT30116 Certificate III in Tourism
- SIT30316 Certificate III in Guiding

Tour Guiding Units of Competency combine into a Skill Set of any size:

- SITTGDE101 Interpret aspects of local Australian Indigenous culture
- SITTGDE301 Work as a guide



SITTGDE303	Lead tour groups
SITTGDE304	Prepare and present tour commentaries or activities
SITTGDE305	Develop and maintain the general and regional knowledge required by guides
SITTGDE306	Research and share general information on Australian Indigenous cultures
SITTGDE307	Prepare specialised interpretive content on flora, fauna and landscape
SITTGDE308	Prepare specialised interpretive content on marine environments
SITTGDE309	Prepare specialised interpretive content on cultural and heritage environments
SITTGDE401	Coordinate and operate tours
SITTGDE402	Manage extended touring programs
SITXHRM301	Coach others in job skills
SITXHRM401	Roster staff
SITTPPD401	Package tourism products
SITTPPD402	Develop interpretive activities
SITTTOP301	Load touring equipment
SITTTOP302	Provide outdoor catering
SITTTOP401	Allocate tour or activity resources
SITTTOP402	Set up and operate a camp site
SITTTOP403	Operate tours in a remote area



Non-Accredited Training

Savannah Guides delivers non-accredited training based on over 30 years of tourism industry experience in developing some of Australia's most awarded tourism businesses and products. These programs feature real-life examples and practical tools to build skills and deliver concrete outputs.

Savannah Guides issues certificates acknowledging achievement in the following Topics Areas:

Tour Guiding Topics

Who are Your Guests?	Group Management
Guests' Cultural Differences	Environmental Impact Customer Service
Planning Your Tour	Dealing with Difficult Guests
Deciding on Content	Assessing Your Guiding Performance
From Ranger to Tour Guide	Flora, Fauna and Landscape Overview
Speaking in Public Confidently	The Science of Rock Art
Your Guiding Personality and Story	Telling Cultural Stories
Managing your Energy	Photos for Guests and Social Media
Storytelling	Walking Tours
Interpretive Techniques	Bird Guiding
Building Guest Interaction	Star Gazing
Body Language Tips	Geology Basics
Vocal Skills and Speech Habits	Australia's Natural History
Social Skills	Seasons and Cycles
Risk Management	Researching Local History
Tour Legalities	

Business Development Topics

Establishing a Business	Developing Operational Manuals
Planning Your Business	Developing Guide Training Manuals
Financial Management Basics	Building Your Networks
Operational Effectiveness	Market Ready / Export Ready
Experience Development – Tours	Marketing Strategies
Experience Development - Accommodation	Website Basics
Experience Development – Attractions	Digital Marketing Basics
Site Development and Management	Providing Visitor Information

All Topics and delivery can be tailored to your needs.

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