INDIGENOUS
Ecotourism
Toolbox

Welcome to the
Indigenous Ecotourism
Multimedia Toolbox

Please select the region
within Australia which is
of most interest to you

Learner
User Guide
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Introduction

What is a Toolbox?

A toolbox is a collection of activities and resources which learners and their trainers can access, usually online, to use in the delivery of a training course or training package. The Indigenous Ecotourism Toolbox supports the Tourism Training Package (THT98).

This toolbox has been developed as a resource which can be adapted to meet the particular needs of Indigenous people and their communities. It is suitable for use with a group of learners or with an individual learner. Delivery is meant to be within a community with learners working with a trainer.

The toolbox can be accessed by using a web browser such as Netscape or Internet Explorer, from a CD or from the World Wide Web, or from a combination of both CD and the Web.

Learning Online

Learning online is quite different to learning in a normal classroom. It has different advantages and limitations.

Learning online:

- puts your need to know first
- focusses on the outcomes you need to achieve
- encourages you to develop and apply knowledge and skills relevant to real tasks
- takes you through activities so that you learn by doing actual tasks

To make the most of online learning, you should:

- play an active role in your own learning
- work with other learners and your trainer to play a role in assessment and feedback
- use the online discussion facilities to share information with other learners
- work with others to solve problems
Elements of the Toolbox

Purpose

The target audience for this toolbox is Indigenous people who may wish to develop an ecotourism venture – either as a community or in partnership with a state national parks authority, a local government agency or some other organisation or business.

The purpose of the toolbox program is to give you and/or your community the skills and knowledge to do just that. As you work through the tasks and activities in this toolbox you will be progressively developing an ecotourism plan or strategy. You will need to have a plan which can be submitted to a relevant authority before you can begin to develop any type of ecotourism venture.

Topic Areas

The content of the toolbox has been grouped into six topics. Each topic covers a number of units of competency from the Tourism Training Package (THT98). The topics are:

- Environmental Impact
- Culture and Cultural Considerations
- Economic and Social Issues
- Health Safety and Security
- The Tourism Sector
- Developing an Ecotourism Plan and trialling the Venture

Units of Competency

Each of the tasks which you will be asked to complete relates to units of competency and performance criteria, as detailed in the Tourism Training Package for Certificate IV in Tourism (Natural and Cultural Heritage).

These competencies are considered essential for the successful development of an ecotourism venture.
The units of competency are:

**CORE UNITS**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>THHCOR01B</td>
<td>Work with colleagues &amp; customers</td>
</tr>
<tr>
<td>THHCOR02B</td>
<td>Work in a socially diverse environment</td>
</tr>
<tr>
<td>THHCOR03B</td>
<td>Follow health, safety and security procedures</td>
</tr>
<tr>
<td>THTTCO01B</td>
<td>Develop and update tourism industry knowledge</td>
</tr>
<tr>
<td>THTFTG01B</td>
<td>Work as a guide</td>
</tr>
<tr>
<td>THTFTG06B</td>
<td>Prepare and present tour commentaries or activities</td>
</tr>
<tr>
<td>THTFTG07B</td>
<td>Research and share general information on Australian Indigenous cultures</td>
</tr>
<tr>
<td>THTFTG03B</td>
<td>Develop and maintain the general knowledge required by guides</td>
</tr>
<tr>
<td>THTPPD04B</td>
<td>Plan and implement minimal impact operations</td>
</tr>
<tr>
<td>THTPPD05B</td>
<td>Plan and develop interpretive activities</td>
</tr>
<tr>
<td>THTFTG05B</td>
<td>Lead tour groups</td>
</tr>
<tr>
<td>THHGHS03B</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>THHGLE22A</td>
<td>Manage risk</td>
</tr>
</tbody>
</table>

**CORE ELECTIVES**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>THTFTG12A</td>
<td>Prepare specialised interpretive content (flora, fauna &amp; landscape)</td>
</tr>
<tr>
<td>THTFTG14A</td>
<td>Prepare specialised interpretive content (cultural &amp; heritage environments)</td>
</tr>
</tbody>
</table>

**ELECTIVES**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>THTFTG08B</td>
<td>Interpret aspects of local Australian Indigenous culture</td>
</tr>
<tr>
<td>THTPPD07A</td>
<td>Plan &amp; develop culturally appropriate tourism operations</td>
</tr>
<tr>
<td>THTPPD13A</td>
<td>Assess tourism opportunities for local communities</td>
</tr>
</tbody>
</table>

**Qualifications**

The Certificate IV in Tourism (Natural and Cultural Heritage) is designed to reflect the competencies required of people working in specialised guiding or interpretive roles who operate with significant autonomy and responsibility. They may or may not operate extended tours. Possible job outcomes include:

- Senior Interpretive Guide
- Senior Nature-based Guide
- Senior Cultural guide
- Senior Ranger
- Tour Development Coordinator
- Activities Coordinator
- Tour Leader (in outdoor recreation context)
Voice-Overs

Voice-overs have been provided for all region, topic, task and background information pages. Where voice-overs are available you will see this icon:

For an audio transcript of the text, click on the Speaker icon. To turn audio off, click the Speaker icon again.

Navigation

Home
This takes you back to the beginning screen from anywhere in the toolbox.

Getting Started
Here you will find the Learner User Guide, a map of the competencies which the toolbox covers, the system requirements, and a disclaimer.

RTO Contact
This tells you who the RTO (Registered Training Organisation) is and how your trainer can be contacted.

Assessment
The assessment process is explained here.

Credits
This thanks all the contributors to the toolbox and acknowledges copyright clearances.

Resource Library
Clicking on this link takes you to a listing of all the resources used in the toolbox.
Notice Board
Here you are able to share information with other learners and your trainer.

Portfolio Checklist
By printing out the checklist and ticking off when you have completed the task, you will be able to keep track of your progress throughout the course.

Site Map
This provides a quick way of moving around the toolbox and going straight to the Tasks.

Structure of the Toolbox

Screens

Opening Screens
On the opening screen you will be presented with a map of Australia. The map has been divided into eighteen geographical regions based on Indigenous language groups.

You are asked to choose a region. What you are presented with from this point on will be based on the particular region you have chosen.

The next screen presents you with general information about the region you have chosen. You also will be able to visit the websites of ventures which have already been established.

You will be asked to progress to the next section which is ‘How to develop an Ecotourism Plan’.
This screen asks you to consider what type of ecotourism venture you would be interested in developing within your chosen region.

At this point you will need guidance from your trainer. Your trainer will be able to provide you with information about the format that the appropriate authority within your region requires.

(Remember that the final outcome of this course is for you to have developed a plan for an ecotourism venture. It will help a lot if you know the format that plan should take right at the beginning of the course.).

**Topic Screens**

Next you will need to select a topic from the list in the panel on the right of the screen.

**Tasks & Activities**

You will then be presented with an introduction to the topic and a list of the tasks you are required to complete for this particular topic.
Most of the tasks require you to produce written responses for future reference. You will need these responses as source material for developing your Ecotourism Plan – the final outcome of the course.

Tasks include field research, interviews, collecting documents and networking.

Responses to the tasks are to be submitted to your trainer for feedback. When you have successfully completed the task your trainer will sign your Portfolio checklist. You should then place your response (reports and other documents) in your Portfolio folder. You will need this information when you come to the final phase, the development of your plan.

**Resources Panel**

Also on the task screen you will find a panel containing resources which will help you complete the task.

You will find background information, relevant articles and links to external websites.

Before you attempt each task make sure you read through this information and visit some of the websites.

**Background Information**

These pages contain the background information you will need to read before you begin the tasks.

You will be presented with short readings on particular sub-topics. If you would like to know more about the sub-topic, you can link to a more detailed article.
**Articles**

The Resources list also contains articles of particular relevance to each task.

These articles contain essential information and relate directly to the task you are completing.

**Links to Relevant Websites**

Many websites belonging to external organisations contain information which is very relevant to ecotourism or establishing a venture. You can connect to them through this page.

These external websites will open in a new browser window. After you have viewed the site, you will need to close the browser window to return to the toolbox.

**Developing the Plan**

After you have completed all the tasks in all the topics you are ready to prepare your Ecotourism Plan.

You will need to refer to your Portfolio which will contain all the results of the research you did while completing the tasks.
Trialling your venture

As part of the plan development process you will need to trial your plan. You will need to know that what you are planning to do is practical and that it is acceptable to potential customers. You need to get feedback from the participants in your trial and include that feedback in your plan. A sample questionnaire can be accessed from the Resources list on the Developing the Plan page.

The questionnaire is in PDF format to make it easy for you to print out. (Make sure you have installed Acrobat Reader.)

Sample Ecotourism Plan

A sample plan is also included in the Resources list. The purpose of the sample plan is simply to give you some indication about what sorts of things are usually included in a plan.

You are not expected to reproduce this sample plan for your particular venture. There is a lot of detail in the sample plan. Your plan may not need to contain as much detail. The size of your plan will depend upon the type of venture you are planning.

The Sample Plan is in PDF format to make it easy for you to print out. (Make sure you have installed Acrobat Reader.)

Resource Library

Content information for this toolbox, and all the supporting resources which are listed on the Task screens, are stored in the Resource Library under topic headings. You can access resources in the library at any time either by clicking on the Resource Library icon on the top of your screen, or by selecting a resource from a Task screen.

The Resource Library contains:

- Articles
- Background readings
- Supplementary readings
- Case studies
- Definitions
- Codes of Practice
- Art Galleries
- Photographic Tours
Portfolio and Portfolio Checklist

As you work through the tasks you will need to place the results of your research in a folio (or folder). You also need to record on your Portfolio Checklist that the task has been completed. Your trainer will “sign off” on each task.

You can access your Portfolio Checklist by clicking on the relevant button at the top of your screen. The Portfolio Checklist is in PDF format to make it easy for you to print out. (Make sure you have installed Acrobat Reader.)

Noticeboard

A Noticeboard is provided where you can post responses to tasks or activities. Particularly if you are working within a group you may like to share information. The sharing of information in this way can be a very valuable learning experience.

From time to time your trainer may post a discussion topic on the Noticeboard. Make sure you check the noticeboard regularly, or you may miss out on some stimulating discussions between participants.

Role of your Trainer

The delivery of the training and assessment is the responsibility of an RTO (Registered Training Organisation). The RTO will appoint a trainer to work closely with you and guide and support you through the course.

This trainer will be your first point of contact with the RTO. In collaboration with you and the RTO, the trainer will set up and confirm your individual training plan.

You will develop a close working relationship with your trainer.

Assessment

The tasks that you are required to do while working through the toolbox, together with the Ecotourism Plan which you will be able to complete once you have completed all the tasks, will constitute the formal assessment.

Evidence of successful completion of the tasks will be the submission to the RTO of the Portfolio Checklists duly signed off by the trainer. Signing off the Portfolio Checklists is your trainer’s confirmation that you have attained the competencies.