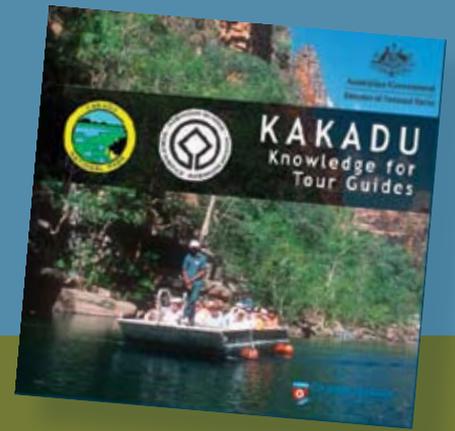


KAKADU

Knowledge for Tour Guides

INFORMATION FOR TOUR OPERATORS



Kakadu – an iconic destination

World Heritage listed for both cultural and natural values, Kakadu is Aboriginal land. It is an ancient landscape of exceptional beauty and great diversity and has been home to Aboriginal people for more than 50,000 years. For Aboriginal people, with a culture rich in spirituality, tradition and respect, sharing and looking after the land has always been a part of the Kakadu story.

Stretching over 20,000 square kilometres, Kakadu is an evolving landscape that takes on different forms and colours with the passing of each of its six seasons. Kakadu has become a major tourism attraction for both overseas and domestic visitors, attracting many visitors not only to the park itself but also to Australia and particularly to the Top End region of the Northern Territory. Kakadu's history, strong and continuing culture and spectacular natural environment provide a rich variety of experiences for visitors.

“I want visitors to feel something they'll never forget – and have in their heart and mind forever.”

Bessie Coleman,
Wurrkbarbar/Jawoyn Clan



Shared Vision for Tourism

In 2005 the Australian Government along with the Kakadu Board of Management and the Northern Territory Government launched the Shared Vision for Tourism in Kakadu National Park. The vision sets a new direction for tourism in Kakadu – one that will deliver to visitors quality experiences showcasing Indigenous cultural and natural World Heritage values. It is of great importance to Kakadu's traditional owners that visitors look after the country, that people are told the right stories, and that safety is made a priority for everyone.

Tour Guide Training

Tour guides are the frontline of tourism in Kakadu and the quality of information they deliver is critical to providing enriching and memorable experiences for visitors. To help them provide a high quality experience, a new entry level training program has been developed.

Launched in November 2006, the Kakadu Knowledge for Tour Guides program was developed by Parks Australia, in partnership with Charles Darwin University. This training will be a compulsory requirement for all tour guides working in Kakadu after 1 April 2008.





Program aims

The program was developed with extensive industry consultation and input from traditional owners, park staff and tour guides working in Kakadu. The program is flexible in its delivery - guides can study and complete the assessments whenever and wherever they want to. It is self-paced learning and guides are given all the tools they need to complete the course when they enrol.

The program aims to:

- ensure a higher standard of guided tours – providing benefit for the whole industry
- improve visitor safety
- provide better access to training for tour guides - especially those not located in the Top End
- foster increased recognition of the value of tour guiding as a profession.

Delivery and assessment of the program is conducted by Charles Darwin University.

What does the program cover?

This is a world first for nationally accredited training in protected areas. The training is aligned with national tour guiding competencies, and the assessments give tour guides the knowledge and confidence to deliver information that is accurate, culturally sensitive and informative.

The program provides entry-level training that every guide working in Kakadu needs, including:

- visitor safety,
- understanding Kakadu's natural and cultural values and history,
- minimising environmental impact and;
- legal compliance.

For tour operators who visit Kakadu infrequently, this training is invaluable in ensuring your guides are equipped with the information they need to deliver a high quality experience for your clients – all of the information is contained in one location.

As a commercial tour operator, what does this mean for you?

From 1 April 2008, successful completion of this course will be mandatory for the person that maintains primary responsibility for a tour group while they are in Kakadu.

This means that each of your tour guides who will be working in Kakadu will be required to undertake this training. The guide certification requirement applies to all tour operators - whether your company visits Kakadu only once, or more frequently.

Tour groups who do not have a suitably qualified guide will be required to employ a step on guide who holds the appropriate certification. Failure to do so will mean you will be in breach of the conditions of the permit under which you operate in Kakadu National Park.



Australian Government
Director of National Parks



For more information about the Kakadu Knowledge for Tour Guides program, please contact:

Kakadu National Park

Tourism and Visitor Services section

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To enrol in the program visit:

www.cdu.edu.au/tourismhospitality/kakadu-knowledge.html

or contact:

Charles Darwin University

School of Tourism and Hospitality

Phone: +61 8 8946 7842

Course specific e-mail: kakadu-online@cdu.edu.au