

CAVE GUIDING SURVEY for all PRACTITIONERS

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Mission: To ensure guided cave tours in Australasia are of the highest quality in delivery and content.

Objectives

- Content: Improve the accuracy of information delivered by cave guides
- Delivery: Ensure delivery of interpretation engages the visitor.

To achieve these objectives we need to establish what methods and resources are used currently to train cave guides and what additional resources and training procedures are needed to fill the gaps. We hope that managers and guides will share their views and reach out to any cave operations that are not members of ACKMA in the interest of preserving our amazing natural resource and engaging the public in an increasingly competitive world.

Scope: ACKMA members

RESEARCH INTO CURRENT CAVE GUIDE TRAINING IN AUSTRALASIA

1. Initial training. Please circle.

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|---|-----|----|
| * Trainee observes experienced guides on tour. | Yes | No |
| * Trainee inspects cave without supervision. | Yes | No |
| * Trainee is given a tour manual | Yes | No |
| * If yes do contents of the manual include | | |
| * Scientific information about the cave, geology, geomorphology | Yes | No |
| * Cave fauna, flora and fossils | Yes | No |
| * Surface fauna and flora | Yes | No |
| * Social and cultural history | Yes | No |
| * Is training given in visitor risk management | Yes | No |

How is this delivered? Please give details.....
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- * What additional training aids or tools are used? Please circle.

Videos Reference books Fliers Documentaries

Other

- * Is any training in tour delivery and visitor engagement given? Yes No

Please give details.....

2. Guide initial appraisal

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|---|------------|---|
| * Is an initial assessment check list used? | Yes | No |
| * Who assesses the trainee ? Please circle | Management | senior guide colleague |
| * Does the trainee answer a written assessment? | Yes | No |

3. Ongoing guide appraisal

- * Does the cave site provide ongoing appraisal at regular intervals? Yes No

Please supply details

- * What external guide appraisals are used? Please circle:

Trip adviser guest comment book emails anecdotal visitor reports.

4. Professional development

Are guides given off-site professional development opportunities ? Please give details. Eg

Opportunity ACKMA conference	Location Te Anau,NZ	How is it funded ? Self
Opportunity	Location.....	How is it funded
Opportunity	Location.....	How is it funded
Opportunity	Location.....	How is it funded

Are internal on site professional development opportunities offered? Please give details

Guest lecturer/workshop on-site

Internal staff workshop.....

Staff think tank on site.....

On line activities.....

5A. Guide accreditation. Manager's response only

Are guides offered opportunity for external accreditation?

Please give details: Name of accreditation, level, funding method.

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Please list benefits and outcomes of external accreditation for staff.

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5B. Guide accreditation Guide response only

What guiding accreditation have you undertaken?

Name of accreditation..... What level..... How long ago?.....

Funding.....

Has this accreditation helped in your career development?.

Provide details.....

Would you be interested in a National Certificate Level 111 in Cave Guiding?.....

Would you be prepared to do a course on line?.....

How would you fund this course?.....

What topics would you like to see included in a cave guide course?.....

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IDENTIFICATION OF GAPS IN GUIDE TRAINING

1. Managers

What resources and assistance do you need to ensure you are delivering guided cave tours of the highest quality in delivery and content?

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2. Cave Guides

What resources, tool kit and assistance do you need to ensure you are delivering guided cave tours of the highest quality in delivery and content?

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3.Managers and Guides

How can ACKMA assist in filling these gaps to improve cave guiding standards?

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Thank you for completing this survey. Please supply your name and contact details so that we can contact you with regard to the outcomes of the survey and any proposals to assist with cave guide training.

Name Email.....