

Learner Campaign 2019 and FETC L4 Tourist Guiding Course outline.

Our practical and effective **University and College rejected learner campaign** is under way in most Provinces as indicated in our Province selection of where to study in 2019.

Our offer or alternative is very unique to learners who did not get university entry in matric. We are accredited to offer the NQF level 4 FETC National Certification in Tourist Guiding which is equivalent to matric but with more emphasis on practical's (70%) in critical or rare skills for learners who obtain our 1340 notional hour National qualification.

What is an NQF level 4 Equivalent Qualification?

NQF Level 4 is an equivalent, but alternative, qualification to the National Senior Certificate (Matric). Called the National Certificate Vocational (NCV), this qualification is NQF Level 4, just like Matric. This means that it is an equivalent qualification.

The Level 4 Tour guide qualification instead of the conventional matric rewrite route is far more advanced option to follow.

What are the advantages of NQF level 4 Tour guide courses?

Equivalent Qualification?

Unlike Matric, the emphasis is on technical skills, experience and full work preparation.

When you choose a course, you will have options such as IT, Business, Management, Hospitality, and many others.

The FETC L4 Certification incorporate:

A first language,

Maths or Maths Literacy

Life Orientation

Most universities will accept a National Certificate Vocational if you apply, making this a good choice for people wanting to improve their career and education options with a Matric-level qualification.

But Most importantly to the tourism industries skilled personnel shortage, this is ground breaking solution. To our learners this is a direct response to the challenge of unemployment.

Livingstone Tourism Academy is fully accredited by CATHSSETA (Culture, Art, Tourism, Hospitality, and Sports Education and Training Authority of South Africa).

We offer full time and part time courses. The number of tourists visiting South Africa is growing and qualified local Tourist Guides are needed desperately.

Livingstone Tourism Academy is recruiting unemployed South Africans interested in tourism as a career from 2019 to apply for one of our course's , especially those students who have not been successful with their university acceptances for 2019.

We have study opportunities in tourism and matric rewrite alternatives. Earn money working as a tour guide while traveling the world for free and obtaining a recognized university entry qualifications

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED QUALIFICATION:

Further Education and Training Certificate: Tourist Guiding

SAQA QUAL ID	QUALIFICATION TITLE			
71549	Further Education and Training Certificate: Tourist Guiding			
ORIGINATOR				
Task Team - Guiding				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			NQF SUB-FRAMEWORK	
CATHSSETA - Culture, Arts, Tourism, Hospitality and Sports Education and Training Authority			OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	FIELD	SUBFIELD		
Further Ed and Training Cert	Field 11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	134	Level 4	NQF Level 04	Regular-Unit Stds Based
REGISTRATION STATUS		SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Reregistered		SAQA 10105/14	2015-07-01	2018-06-30
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2019-06-30		2022-06-30		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This qualification replaces:

Qual ID	Qualification Title	Pre-2009 NQF Level	NQF Level	Min Credits	Replacement Status
20155	National Certificate: Tourism: Guiding	Level 4	NQF Level 04	144	Complete

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

In the context of the tourist guiding industry, this qualification will enable a learner to acquire the

knowledge skills and values that will enable them to organise and facilitate creative and innovative guiding experiences in their area of specialisation. A qualifying learner will be able to plan and implement safe tourist guiding experiences, and as such, contribute to tourism and the tourist guiding industry itself.

This qualification is a step in a planned learning pathway that underpins a career in Tourist Guiding and will enhance career path progression within the Tourist Guiding industry as it addresses the skills and competencies enabling the qualifying and registration as a Tourist Guide to access employment opportunities in the industry and tourist guiding sector in South Africa.

The registered Tourist guide is both an ambassador for the country and the provider of a business service, and the purpose of the qualification is to equip learners with the knowledge, skills, values and qualities to successfully fulfil these roles.

After successful completion of this qualification learners will be able to:

- Organise a guiding activity and programme for an identified target group.
- Interact with clients in the provision of a guided experience.
- Execute a guiding experience with clients according to operational requirements.

The meeting of the above competencies will position the learner for registration as:

- Senior site and/or specialist tourist guide: requiring above average knowledge of a site and/or speciality.
- Regional, provincial or national tourist guide: requiring above average knowledge of the region, province/s.

A professional Nature, Culture or Adventure tourist guide is qualified to prepare for and conduct informative, innovative, entertaining and satisfying guided experiences in their area of specialisation.

The target population includes:

- Persons capable of entering the tourist guiding industry at this level.
- Current site and specialist tourist guides.
- Current regional, provincial or national tourist guides.
- Persons in related positions, which articulate with senior site, regional, provincial or national tourist guides.

Rationale:

The Travel and Tourism industry in South Africa is a growing industry that needs to provide the relevant skills and competencies to address the continuous growth in the tourism market. The growth in the industry is amongst others, resultant from South Africa's involvement in international business, conferencing, sports and other events as well as national and international accessing of South Africa as a tourism destination of choice, in particular for exposure to and experiencing of its rich and diverse natural and cultural resources.

Local and international tourists access and utilise products and services offered by registered Tourist Guides operating in the tourism industry. Tourist Guiding services enable a structured and informative personal experiences and exposure to the rich and diverse attractions making South Africa a popular tourism destination.

To meet service requirements and demands, Tourist Guiding includes a broad range of service providers specialising in services and products within their operational environment. These products and services are characterised by three major, but often overlapping, subdivisions of operation namely:

- Nature Tourist Guiding.
- Culture Tourist Guiding.
- Adventure Tourist Guiding.

Tourist Guiding and the provision of tourist guiding services take place in a highly regulated

environment. It is a legislative requirement that any individual operating as a Tourist Guide in South Africa needs to register with the National Department responsible for tourism. Such registration is dependant upon the learner complying with the requirements as laid down at the time by the relevant governing body.

This means that successful completion of this qualification does not allow the successful learner to operate as a tourist guide without satisfying all the requirements laid down by the governing authority.

- Evidence of recognised training against qualifications registered on the NQF or proof of a qualification issued by a governing body.
- Adequate specialisation in terms of operating as a site, local, provincial or national tourist guide.
- Being in possession of a current first aid certificate.
- Being in possession of a current public drivers permit (PDP) where applicable.

The specialisation area subdivisions (nature, culture and adventure) have a high degree of regional and subject matter specialisation. All three subdivisions require a qualification, or learning programme, at this level to meet the growing demand for this level of professional tourist guide by local and international participants. This is especially important since no similar comparable qualification exists in South Africa, providing for all three subdivisions as specialisations. This qualification is required to enable tourist guides to achieve and reflect acceptable operating standards of professional expertise. This provides a developmental goal for tourist guides at lower levels or entering the tourist guiding industry.

Due to a natural overlap in tourists' interests, the qualification requires that learners embrace relevant aspects of both natural and cultural heritage, towards providing a holistic guided experience for participants. The qualification allows learners the opportunity for specialised career development through specialisation, the opportunity to diversify regarding areas of interest and skill within the tourist guiding industry as a whole, as well as a high degree of portability within the NQF.

Learners successfully completing this qualification would be well positioned for registration as tourist guides. Successful learners would be eminently employable, particularly in the formal sector. Additional qualified and registered personnel would also allow greater inflow of visitors and funds to the country.

The qualification facilitates the possibility for tourist guides to operate in one or more site, region or province, as well as nationally. This reflects the needs of tourist guides and industry in all three subdivisions of tourist guiding and will thus support and contribute to transformation in the industry, the meeting of legislative requirements and the maintaining of growth and employment opportunities in the sector.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

It is assumed that the Learner attempting this Qualification is competent in:

- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.

Recognition of Prior Learning:

This Qualification and the entire fundamental, core and elective Unit Standards associated with it can be achieved by any learner through the recognition of prior learning, which includes learning outcomes achieved through formal, informal and non-formal learning and work experience. Learner and assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the Qualification and the associated Unit Standards.

This Recognition of Prior Learning may allow for:

- Gaining of credits for unit standards in this qualification.
- Obtaining this qualification in whole.

All Recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

Access to the Qualification:

There is open access to this Qualification.

RECOGNISE PREVIOUS LEARNING?

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QUALIFICATION RULES

The Qualification consists of a Fundamental, a Core and an Elective Component:

To be awarded the Qualification learners are required to obtain a minimum of 134 credits as detailed below.

Fundamental Component:

The Fundamental Component consists of Unit Standards in:

- Mathematical Literacy at NQF Level 4 to the value of 16 Credits.
- Communication at NQF Level 4 in a First South African Language to the value of 20 Credits.
- Communication in a Second South African Language at NQF Level 3 to the value of 20 Credits.

It is compulsory therefore for learners to do Communication in two different South African languages, one at NQF Level 4 and the other at NQF Level 3.

All Unit Standards in the Fundamental Component are compulsory.

Core Component:

The Core Component consists of Unit Standards to the value of 51 Credits all of which are compulsory.

Elective Component:

The Elective Component consists of a number of specialisations each with its own set of Unit Standards. Learners are to choose a specialisation area. The specialisation areas are:

- Nature Tourist Guiding.
- Culture Tourist Guiding.
- Adventure Tourist Guiding.

The learner must choose a specialisation and complete the compulsory Unit Standard listed for the specialisation. Additional Unit Standards included in the specialisation must be selected for further contextualisation in terms of the chosen specialisation. A minimum of 27 Credits from the Unit Standards listed under the specialisation are required for the completion of the qualification.

Culture Tourist Guide:

Compulsory:

- ID 335802, Conduct a tourist guided cultural experience, NQF Level 4, 12 credits.

Additional Unit Standards:

- ID 119869: Demonstrate knowledge of Iron Age archaeology, Level 4, 10 Credits.
- ID 119870: Research a Southern African archaeological site from published and unpublished material, Level 4, 6 Credits.

- ID 119877: Demonstrate knowledge of Stone Age archaeology, Level 4, 10 Credits.
- ID 262305: Plan and implement minimum environmental impact practices, Level 4, 5 Credits.
- ID 335803: Research and plan a guided experience at a prominent tourism site, Level 4, 5 Credits.
- ID 262317: Lead participants through an outdoor recreation and adventure activity, Level 4, 10 Credits.
- ID 262320: Manage and organise groups, Level 4, 10 Credits.

Nature Tourist Guide:

Compulsory:

- ID 335799: Conduct a tourist guided nature experience, NQF Level 3, 7 Credits.

Additional Unit Standards:

- ID 335815: Conduct a guided biome experience, Level 4, 10 Credits.
- ID 335814: Conduct a guided birding experience, Level 4, 10 Credits.
- ID 335797: Conduct a guided experience to view potentially dangerous animals, Level 4, 15 Credits.
- ID 262305: Plan and implement minimum environmental impact practices, Level 4, 5 Credits.
- ID 335803: Research and plan a guided experience at a prominent tourism site, Level 4, 5 Credits.
- ID 262317: Lead participants through an outdoor recreation and adventure activity, Level 4, 10 Credits.
- ID 262320: Manage and organise groups, Level 4, 10 Credits.

Adventure Tourist Guide:

Compulsory:

- ID 335816: Conduct a guided adventure experience, NQF Level 4, 8 Credits.

Additional Unit Standards:

- ID 262305: Plan and implement minimum environmental impact practices, Level 4, 5 Credits.
- ID 335803: Research and plan a guided experience at a prominent tourism site, Level 4, 5 Credits.
- ID 262317: Lead participants through an outdoor recreation and adventure activity, Level 4, 10 Credits.
- ID 262320: Manage and organise groups, Level 4, 10 Credits.
- ID 262246: Set up and operate a camping site, Level 4, 5 Credits.

EXIT LEVEL OUTCOMES

1. Organise a tourist guiding activity and programme for an identified target group.
2. Interact with clients in the provision of a guided experience.
3. Execute a tourist guiding experience with clients according to operational and legislative requirements.

Critical Cross-Field Outcomes:

The qualification addresses the following Critical Cross-Field Outcomes as embedded in the Core Unit Standards of the Qualification:

Communicate effectively:

- Effective communication is enabled through the maintaining of relevant communication as per organisational requirements applicable to the planning, implementation and support services associated with the guiding experience.

Identify and solve problems:

- Problems are identified and solved in the guiding experience as it relates to the maintaining of operational requirements.

Collect, analyse, organise, and critically evaluate information:

- Information is collected analysed, organized and evaluated in the guiding experience logistical arrangements and the administration thereof:

Understand the world as a set of related systems:

- The world is understood as a set of related systems as the guiding experience provides services within the larger services environment, In addition the national and international guiding structures enables the learners understanding of the world as a set of interrelated systems.

Organise and manage own activities:

- Own activities are managed and organised in the guiding services and in the maintaining of liaison, communication and the execution of support duties and functions within the operational environment.

Work in a team:

- Teamwork is supported in the operational environment and the execution of the guiding function regardless of the specific genre in which the learner is required to operate and apply obtained knowledge and skills.

Maintain effective working relationships:

- The maintaining of effective working relationships is supported through the requirements of the operational environment and the very nature of the guiding industry, which is very service, orientated.

Science and technology:

- The use of Science and Technology is supported by the use of computer literacy in the operational environment as well as the electronic applications used for the gathering and reporting of information in the performance of guiding support and administration.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcomes 1:

- 1.1 A guided experience is researched according to the requirements of the guided intervention.
- 1.2 A guided intervention is designed and adapted to suit the needs of the participants and target group.
- 1.3 A guided activity is facilitated to ensure meaningful participation.
- 1.4 The principles of responsible tourism are applied and maintained with regard to the guiding environment.

Associated Assessment Criteria for Exit Level Outcomes 2:

- 2.1 Factors impacting on clients are identified and explained as it applies to their participating in a guided experience.
- 2.2 A briefing is compiled and presented to the participants of a guided experience.
- 2.3 Client interaction is performed to maintain customer care and service levels for the guided experience.

Associated Assessment Criteria for Exit Level Outcomes 3:

- 3.1 Legislative requirements and boundaries are identified as they apply to the tourist guiding environment.
- 3.2 Ethical principles and operational requirements are explained as it pertains to a tourist guiding

service provision.

3.3 Clients, participants and staff are briefed with regard to logistical concerns and contingencies that arise as applicable to a guided experience.

3.4 A tourist guiding experience is executed with clients in accordance with logistical arrangements as well as legislative, environmental, safety, ethical principles and operational requirements.

3.5 A guiding intervention is interpreted to enhance the experience for clients and participants.

3.6 A guided experience is concluded according to operational requirements.

Integrated Assessment:

Integrated assessment at this level will evaluate the learner's ability to combine actions and ideas across a range of activities and knowledge areas. The integrated assessment must specifically assess the learner's ability to:

- Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards required.
- Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken.

The assessment will require assessment methods, which measure and evaluate evidence generated during workplace activities into account. Because assessment practices must be open, transparent, fair, valid and reliable; ensuring that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working or will work. Where it is not possible to assess the learner in the workplace, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term integrated assessment implies that theoretical and practical components should be assessed together. Whenever possible the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated into assessment. During integrated assessment, the assessor should make use of a range of formative and summative assessment tools and methods. Combinations of practical, applied, foundational and reflective competencies should be assessed. Assessment should further ensure that all Specific Outcomes, Embedded Knowledge and Critical Cross-Field outcomes are evaluated in an integrated way.

Assessors must assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience as the assessment process is capable of being applied to RPL, subject to the rules and criteria of the relevant ETQA.

INTERNATIONAL COMPARABILITY

In the selection of suitable areas of best practice to inform international comparison, the uniqueness of the envisaged qualification, in that it enables alternative specialisation in the areas of culture, nature and adventure tourist guiding was considered. The fairly broad scope resultant from the inclusion of all three of the main focus areas of guiding enabled comparison with almost any major tourist destination worldwide.

For practical purposes and in considering of similarities in the operational guiding environment, guiding qualifications in Australia and the United States of America provided opportunities for international comparison. Some information pertaining to training of tourist guides in Canada was also considered. Comparison with SADC qualifications indicated that relevant guiding qualifications based on unit standards are available on the Botswana Qualifications Framework. Regrettably qualifications such as S0032 (Mokoro guiding) can only be viewed and cannot be accessed for additional information on Botswana Training Authority (BOTA).

It should however be noted that the Unit Standards incorporated into the guiding domain on the Botswana Qualifications Framework offer good comparisons in terms of focus areas as incorporated in the envisaged qualification. Additional attempts to access guiding specific qualifications in Kenya and other African countries proved difficult on certificate level with most qualifications accessed being on undergraduate level and offered by either universities or polytechnic university colleges.

The following Qualifications were selected to inform international comparison:

- Australia-The Certificate on Level 4 in Tourism Guiding as offered and endorsed by Ecotourism Australia.
- United States of America-Travel Guides Qualification as per O-net online.

Technical and Further Education (TAFE) Certificate in Tourism Guiding Level 4:

The EcoGuide Australia Certification Program is a flagship program of Ecotourism Australia. It is an industry driven program for Nature and Ecotour Guides. The EcoGuide Australia program provides a credential, endorsing the recipient as a guide who will deliver an authentic, environmentally responsible, and professional Ecotourism experience.

The Qualification incorporates the following core units:

- Work with colleagues and customers.
- Work in a socially diverse environment.
- Health, safety and security procedures.
- Develop and update tourism industry knowledge.
- Work as a guide.
- Co-ordinate and operate a tour.
- Lead tour groups.
- Prepare and present tour commentaries or activities.
- Provide first aid.
- Develop and maintain the general knowledge required by guides.

The envisaged Qualification compares favourably in terms of the following areas of focus as found in the core component of the Qualification:

- Care for customers.
- Minimise and manage safety and emergency incidents.
- Apply knowledge of South Africa to support the design of tourism experiences.
- Contribute to sustainable tourism in South Africa.
- Conduct a guided experience with customers.
- Apply interpretation skills to a guided experience.

The Technical And Further Education (TAFE) qualification provides a very strong focus on health, safety and security and is very tour group specific. The envisaged qualification does not incorporate first aid as a separate standard, the holding of current first aid certificate being an annual renewal requirement in the South African regulatory framework. In addition, the provision of differentiation for contextualisation of nature, culture and adventure guiding activities, is ill-defined in the qualifications used for comparison.

Travel Guides-occupational information network:

The Qualification observed include the following core focus areas:

- Arrange for tour or expedition details such as accommodation, transportation, equipment, and the availability of medical personnel.
- Attend to special needs of tour participants.
- Give advice on sightseeing and shopping.
- Lead individuals or groups to tour site locations and describe points of interest.
- Plan tour itineraries, applying knowledge of travel routes and destination sites.
- Resolve any problems with itineraries, service, or accommodations.
- Verify amounts and quality of equipment prior to expeditions or tours.
- Administer first aid to injured group participants.
- Evaluate services received on the tour, and report findings to tour organizers.
- Explain hunting and fishing laws to groups in order to ensure compliance.

The envisaged qualification incorporates very similar core focus areas including:

- The role and function of role-players in the guiding sector (legislative compliance issues included).
- Care for customers.
- Contribute to sustainable tourism.
- Conduct a guided experience.
- Apply knowledge to support the design of a tourism experience (Planning of itineraries, application of knowledge of routes and sites).
- Management of safety and emergency incidents (Including equipment for interventions).
- Apply interpretation skills to a guided experience.

Provision is once again made for first aid interventions through the required acquisition of a current first aid certificate associated with guide registration. The envisaged qualification likewise focuses on the operational compliance in terms of legal frameworks and differentiates itself by including a strong communication contextualisation in terms of interpretation.

The enabling of specialisation within a South African context in terms of nature, culture and adventure guiding remains fairly unique but is necessitated within the regulatory framework for guiding in South Africa as well as the enabling of transformation and access to guiding within the industry.

Additional comparisons:

Canada:

In an attempt to investigate relevant qualifications as broadly as possible, qualifications enabling tourist guiding in Canada were also perused. The Tour Coordinator Certificate offered in Canada serves as an example. Albeit offered at tertiary level, some overlap areas were observed including components such as Tourism industry, cultural, heritage and natural interpretation, group tour operations, customer service and components of tour guiding. The inclusion of these components on certificate level is indicative of alignment and favourable comparison with the envisaged qualification.

Additional comparisons concluded in the Australian and New Zealand frameworks indicated a very similar approach followed on the New Zealand qualifications framework as per the envisaged qualification. The Northland Polytechnic Certificate in Tourism provides focus on teamwork, customer service, communication skills, geography, and regional and destination knowledge. This likewise enables a fair comparison with the envisaged qualification albeit the overall approach followed for the qualification appears to be more travel and tourism specific than guiding specific.

The New Zealand Educational Tourism School's National Certificate in Tour Guiding also enabled some comparison from this region. In this comparison, cultural focus such as an introduction to Maori Studies, New-Zealand history, fauna and flora, cultural aspects such as food and beverages as well as driver and coach legislation requirements seem to reflect a strong similarity to the envisaged South African qualification. Customer service, conflict management and some focus on legislative frameworks furthermore support this conclusion.

Botswana:

The Botswana Training Authority (BOTA) have taken their lead in terms of implementing guiding qualifications on the Botswana Qualifications Authority from the current South African system through the influence of FGASA endorsed South African training providers operating with Botswana.

The Botswana system is implementing a new unit standard system that provides an opportunity for learners to attain various qualifications within the Generic and Services Sector Skills Field.

Unit Standards included in the Botswana nature guiding qualifications consist of:

- Learning domains-Work Skills and Tourism Guiding Principles:
 - > Interpret written and non written work related information.
 - > Present a professional image in tourism.
 - > Perform basic work related calculations.
 - > Demonstrate time management in the workplace.
 - > Practice accountability in the workplace.

- Learning domains-Work Skills, Health and Safety, Tourism-Guiding principles, Nature and ecology:
 - > Demonstrate knowledge of HIV and AIDS.
 - > Demonstrate awareness of HIV and AIDS in the workplace.
 - > Demonstrate knowledge of the roles and responsibilities of a guide.
 - > Demonstrate knowledge of the basic principles of conservation.
 - > Demonstrate knowledge of laws and regulations of protected wildlife areas pertaining to all types of guiding.

- Learning domains-Tourism Guiding principles:
 - > Demonstrate knowledge and skills in two way radio communications in the tourism context.
 - > Present a professional image as a nature guide.
 - > Escort guests in areas with potentially dangerous animals in the confines of a wilderness facility.
 - > Give a short presentation on a local topic to guests.
 - > Demonstrate knowledge of 4 wheel drive vehicles and vehicle fault finding.
 - > Guide a game drive.
 - > View potentially dangerous animals from a vehicle.
 - > Ensure health and safety of guests during a guided experience.
 - > Provide food and beverage service while in the field.
 - > Demonstrate intermediate knowledge and interpretation of mammals, birds, reptiles, amphibians, flora, fungi, geology, ecology, climate and astronomy.
 - > Conduct a night drive.
 - > Plan and prepare for an overnight camping multi day guided experience.
 - > Lead an overnight camping multi day guided experience (vehicle).
 - > Generate a post multi day guided experience report.
 - > Oversee the set-up and break down of a temporary safari camp.
 - > Diagnose and rectify minor faults in 4 wheel drive vehicles.
 - > Provide a broad nature and culture guided experience for guests during a multi day itinerary.

- Learning domains-Nature Guiding principles:
 - > Provide back-up for a lead walking guide during a walk in an area containing potentially dangerous animals.
 - > Lead a walk in a wilderness area containing potentially dangerous animals.
 - > View and manage potentially dangerous animal sightings.
 - > Use a rifle as a Back-up Guide.
 - > Use a rifle as a lead walking or horseback guide or a professional hunter.

This Qualification not only compares favourably in terms of the following areas of focus as found in the fundamental component of the Qualification but includes a much broader diversity of focus:

- Accommodate audience and context needs in oral/signed communication.
- Interpret and use information from texts.
- Use language and communication in occupational learning programmes.
- Write/present/sign texts for a range of communicative contexts.
- Engage in sustained oral/signed communication and evaluate spoken/signed texts.
- Read/view, analyse and respond to a variety of texts.
- Use language and communication in occupational learning programmes.
- Write/present/sign for a wide range of contexts.

This Qualification not only compares favourably in terms of the following areas of focus as found in the core component of the Qualification but includes a much broader diversity of focus:

- Apply interpretation skills to a guided experience.
- Apply knowledge of South Africa to enhance a tourism experience.
- Care for customers.
- Conduct a tourist guiding activity.
- Describe the role and function of role players in the tourist guiding sector.
- Manage administration records.
- Minimise and manage safety and emergency incidents.
- Operate within the national and international legal framework.
- Apply professional values and ethics in the operational environment.

Egypt:

The Egyptian Ministry of Tourism issues licences to operate as a tourist guide in Egypt. There are no tourist guiding certificates or Diplomas issued in Egypt as all guides in Egypt are required to have a Masters Degree or a Phd in Egyptology. Thus no comparison can be made between the South African certificates in Tourism guiding and any guiding qualifications attained in Egypt.

Namibia:

Namibia have not yet implemented their NQF system for tourist guiding. The following unit standards are in draft format and are all considered to be elective unit standards for a future guiding certificate for Namibian tourist guides:

- Guide a game drive involving night driving.
- Respond to encounters with dangerous game animals when camping or overnighing in a dangerous game area.
- Conduct an excursion in a wilderness area by mekoro.
- Walking in dangerous game areas and approaching dangerous game on foot.
- Read difficult spoor of animals in a wilderness area from a vehicle and on foot.
- Read spoor of animals in a wilderness area from a vehicle.
- Outdoor camping Food and Beverage skills/Bush Butler.
- Demonstrate knowledge of firearms and weapon handling in dangerous game areas.
- Conduct an excursion in a wilderness area by powered water craft.

These electives compare favourably with the electives included in this Qualification.

Zambia:

(Evidence that Namibia and Mauritius may also subscribe to these Certificates in travel, Tourism and Hospitality Management).

There is no evidence of a Zambian Qualifications framework however there seems to be some evidence that the following programme is subscribed to in Zambia, however this is not specifically pertaining to Tourist guides.

Adventure based Education (ABE) Level 3 Certificate in Travel, Tourism and Hospitality (TTH) Management.

Qualification summary:

This qualification incorporates the essential knowledge and skills needed by a TTH manager-communications, understanding business structures and objectives, accounting and introduction to the travel, tourism and hospitality industry-and establishes the foundations for career development or further professional courses; the programme of study provides both theoretical and practical knowledge:

- Introduction to Travel Tourism and Hospitality.
- Introduction to Accounting.
- Introduction to Business Communication.
- Introduction to Business.

The Level 5 ABE Travel, Tourism and Hospitality Management programme links key business principles with sector expertise, and includes topical areas of interest such as tourism and the environment. The programme is made up of topic areas and content that is forward thinking and relevant to the subject area and draws upon the expertise of academics and employers. It comprises a range of subjects encompassing the best, and most modern, practices in the world of Travel Tourism and Hospitality. The wide range of subjects allows candidates to combine generic and industry-specific skills.

- Travel, Tourism and Hospitality.
- Travel Tourism and Hospitality Operations Management.
- Economic Principles and Their Application to Business.
- Financial Accounting.
- Organisational Behaviour.
- Human Resource Management.

- Marketing Policy, Planning and Communication.

4 Optional units of which learners select 2:

- Customer Service Skills.
- Information Technology in Hospitality and Tourism Operations.
- Managerial Accounting.
- Principles of Business Law.

This Qualification compares favourably in terms of the following areas of focus as found in the core component of the Qualification but includes a much broader diversity of focus:

- Apply interpretation skills to a guided experience.
- Apply knowledge of South Africa to enhance a tourism experience.
- Care for customers.
- Conduct a tourist guiding activity.
- Describe the role and function of role players in the tourist guiding sector.
- Manage administration records.
- Minimise and manage safety and emergency incidents.
- Operate within the national and international legal framework.
- Apply professional values and ethics in the operational environment.

Kenya:

The Kenya Professional Safari Guides Association (KPSGA) has a tourist guide classification system of Bronze, Silver and Gold. The syllabus for these classifications covers specifically knowledge on the History and geography of Kenya, conservation, Fauna and Flora and general knowledge. There is no NQF system and thus no unit standard based qualifications. The differences between the categories (Bronze, Silver and Gold) are based on experience requirements and more in depth knowledge.

Thus in terms of this Qualification in comparison with the guiding qualifications available in Kenya, this qualification is of a standard far above that of any guiding qualifications offered in Kenya.

Conclusion:

International comparison concluded for the Australian and American qualifications indicates a positive alignment to international practices in terms of the core components of this qualification. The addressing of legislative and guiding specific competencies seems well-aligned against all qualifications and programmes accessed for comparison.

This qualification differentiates itself through the provision of a strong elective component enabling specialisation in one of the three guiding focus areas and further specialisation in terms of sub-specialisations within these focus areas.

The provision of specialisation areas is however not regarded as a negative but enables the meeting of specific regulatory requirements applicable to the South African guiding context. Unit standards offering specialisation refinement in the qualification enables compliance whilst supporting transformation and access for individuals into the domain of guiding. Additional comparisons concluded support fair alignment of the envisaged qualification to best practices internationally.

ARTICULATION OPTIONS

This Qualification provides the following articulation opportunities:

Horizontal Articulation:

- Further Education and Training Certificate: Travel and Tourism, NQF Level 4.
- Further Education and Training Certificate: Travel and Community Tourism, NQF Level 4.

Vertical Articulation:

- National Certificate: Tourist Guiding, NQF Level 5.

- National Certificate: Tour Guides, NQF Level 5.
- National Certificate: Tour Guides, NQF Level 5.

MODERATION OPTIONS

- Anyone assessing a learner, or moderating the assessment of a learner against this Qualification must be registered as an assessor/moderator with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Any institution offering learning that may enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Assessment and moderation of assessment may be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQA's (including professional bodies), and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at all exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Exit Level Outcomes of the Qualification.
- Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

The options as listed above provide the opportunity to ensure that assessment and moderation can be transparent, affordable, valid, reliable and non-discriminatory.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

For an applicant to register as an assessor or moderator of this Qualification the applicant must:

- Be declared competent in all the outcomes of the National Assessor Unit Standards.
- Be in possession of a relevant Qualification.
- Have a minimum of three years practical and relevant occupational experience.

The Assessor must be qualified with the ETDP and registered with the relevant ETQA through evidence of relevant subject matter expertise with a qualification one level above the qualification against which assessment will be conducted.

REREGISTRATION HISTORY

As per the SAQA Board decision/s at that time, this qualification was Reregistered in 2012; 2015.

NOTES

This qualification replaces qualification 20155, "National Certificate: Tourism: Guiding", Level 4, 144 Credits.

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS

Core	335796	Apply interpretation skills to a guided experience	Level 4	NQF Level 04	5
Core	335794	Apply knowledge on South Africa to enhance a tourism experience	Level 4	NQF Level 04	12
Core	246740	Care for customers	Level 4	NQF Level 04	3
Core	335801	Conduct a tourist guiding activity	Level 4	NQF Level 04	8
Core	335798	Describe the role and function of role-players in the tourist guiding sector	Level 4	NQF Level 04	5
Core	110009	Manage administration records	Level 4	NQF Level 04	4
Core	255914	Minimise and manage safety and emergency incidents	Level 4	NQF Level 04	6
Core	335795	Operate within the national and international legal tourism framework	Level 4	NQF Level 04	4
Core	335800	Apply professional values and ethics in the operational environment	Level 5	Level TBA: Pre-2009 was L5	4
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	NQF Level 03	5
Fundamental	119457	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	NQF Level 03	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	NQF Level 03	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	NQF Level 04	6
Fundamental	7484	Describe, represent, analyse and explain changes in shape and motion in 2- and 3-dimensional space with justification	Level 4	NQF Level 04	4
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	NQF Level 04	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	NQF Level 04	5
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	NQF Level 04	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	NQF Level 04	6
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	NQF Level 04	5
Elective	335816	Conduct a guided adventure experience	Level 4	NQF Level 04	8
Elective	335815	Conduct a guided biome experience	Level 4	NQF Level 04	10
Elective	335814	Conduct a guided birding experience	Level 4	NQF Level 04	10
Elective	335802	Conduct a guided cultural experience	Level 4	NQF Level 04	12

Elective	335797	Conduct a guided experience to view potentially dangerous animals	Level 4	NQF Level 04	15
Elective	335799	Conduct a guided nature experience	Level 4	NQF Level 04	7
Elective	119869	Demonstrate knowledge of Iron Age archaeology	Level 4	NQF Level 04	10
Elective	119877	Demonstrate knowledge of Stone Age archaeology	Level 4	NQF Level 04	10
Elective	262317	Lead participants through an outdoor recreation and adventure activity	Level 4	NQF Level 04	10
Elective	262320	Manage and organise groups	Level 4	NQF Level 04	10
Elective	262305	Plan and implement minimum environmental impact practices	Level 4	NQF Level 04	5
Elective	119870	Research a Southern African archaeological site from published and unpublished material	Level 4	NQF Level 04	6
Elective	335803	Research and design a guided experience at a prominent tourism site	Level 4	NQF Level 04	5
Elective	262246	Set up and operate a camping site	Level 4	NQF Level 04	5
Elective	8518	Track animals and identify spoor using moderately difficult spoor	Level 4	NQF Level 04	50

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:

When qualifications are replaced, some (but not all) of their learning programmes are moved to the replacement qualifications. If a learning programme appears to be missing from here, please check the replaced qualification.

NONE

PROVIDERS CURRENTLY ACCREDITED TO OFFER THIS QUALIFICATION:

This information shows the current accreditations (i.e. those not past their accreditation end dates), and is the most complete record available to SAQA as of today. Some Primary or Delegated Quality Assurance Functionaries have a lag in their recording systems for provider accreditation, in turn leading to a lag in notifying SAQA of all the providers that they have accredited to offer qualifications and unit standards, as well as any extensions to accreditation end dates. The relevant Primary or Delegated Quality Assurance Functionary should be notified if a record appears to be missing from here.

1.Cape Tourism and Hospitality Skills Training Company.

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