

# FETC: TOURISM GUIDING

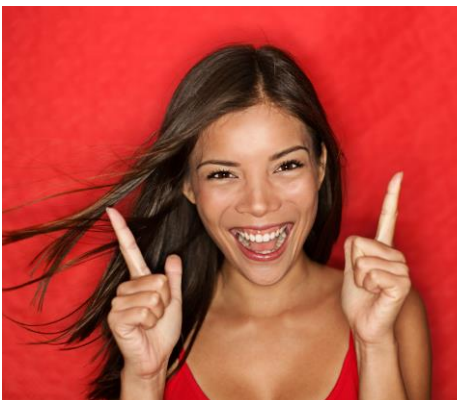
## NQF 4 - SAQA ID: 71549

### BLENDED LEARNING PROGRAMME



ProServ South Africa is proud to launch the Blended-Learning Programme, based on the training methodology and experience of Energy Guides / ProServ South Africa – an EOH Company.

We now offer an IT driven Tourist Guide Training course, which allows for easy access to training material, a blended assessment process, and learner support anywhere in the country at a vastly reduced cost.



#### Background

We are a professional services company offering high-quality and sustainable Skills Development Solutions in Southern Africa.

We are a prominent training provider in Southern Africa and affiliated with CATHSSETA for the past 18 years. Hospitality Professionals S.A. (Pty) Ltd, trading as Proserv South Africa, is 100% owned by EOH Abantu (Pty) Ltd. and joined the EOH group of companies in January 2013.

#### Registration Process

Enroll by submitting the completed learner registration form, along with your matric certificate a short CV and motivation letter, explaining why you wish to register for the course. Should you be eligible to register, we will send you an invoice. You are expected to settle the amount of **R 7 410** (including VAT) in full prior to your course commencement.

On submission of proof of payment, you will receive your logon details for the ProServ Connect Learner Platform. Once linked, you have full access to all course content - learner manual, explaining the study methodology and process, the assessment guide, as well as the practical logbook.

ProServ South Africa will register your details with CATHSSETA (The Culture, Art, Tourism, Hospitality & Sport Sector Education Training Authority), and obtain your CATHSSETA learner registration number. When you have met all required assessment criteria as outlined by the curriculum and achieved competence you will be awarded a Further Education and Training Certificate in Tourism Guiding - Level 4 by CATHSSETA.

Thereafter you will then need to register with the relevant Tourism Authority, who will forward your registration to the National Department of Tourism (NDT). The Provincial Registrar will issue you with a Tourist Guide badge and ID card. The onus is on the Tourist Guide to re-register with Provincial Authority every two years.

[www.proserv.co.za](http://www.proserv.co.za)

## Assessment Process – The Benefits

The major advantage of a blended learning approach is that you have direct contact with your assessor from the start of your course, until you are found competent. Your allocated assessor will answer your questions and guide you systematically in completing your assignments one module at a time. Once you have successfully completed all theoretical assessment requirements, you will be invited to complete a practical assessment. This is a meeting where you need to demonstrate your knowledge of guiding in the province you have selected. You must be found competent after the final summative assessment before you can register to be a legal tourist guide.

## Practical Training

You can join any of the scheduled 5-day practical training sessions scheduled throughout the year. During the practical training, you will be guided by a professional Tourist Guide through many of the tourist attractions of Johannesburg, Pretoria and Soweto, both on foot and in a vehicle. You are expected to prepare for each practical session and will conduct part of the tour to gain experience in microphone techniques and public speaking. Your commentary will be evaluated by the assessor and your peers, giving you valuable constructive feedback. This practical session is a way of consolidating your theoretical knowledge and combining it with practical skills such as storytelling, which every great Tourist Guide needs to be proficient in.

<b>Practical Training</b>	<b>Dates</b>	<b>Pick-Up &amp; Drop-Off</b>	<b>Duration</b>
June 2016	27 <sup>th</sup> , 28 <sup>th</sup> , 29 <sup>th</sup> , 30 <sup>th</sup> June, 1 <sup>st</sup> July	ProServ SA - Randburg Campus	07h00 – 18h00
August 2016	22 <sup>nd</sup> , 23 <sup>rd</sup> , 24 <sup>th</sup> , 25 <sup>th</sup> , 26 <sup>th</sup> August	ProServ SA - Randburg Campus	07h00 – 18h00
October 2016	3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> , 7 <sup>th</sup> October	ProServ SA - Randburg Campus	07h00 – 18h00

## Achievement of Competence

Time taken to achieve competence may vary, as each learner determines his/her own progress. The estimated time to complete this qualification of 134 credits, is six months (each credit being roughly equivalent to 10 hours of learning.) If the learner does not have prior learning in some of the subjects, the qualification may well take longer to complete. The learner may also have other work commitments and therefore view this as a part-time course. The number of training days is set, however one learner may simply require more time to study and achieve competence than another.

## First Aid

Every Tourist Guide needs to be in possession of a valid First Aid certificate. You will be notified of dates and cost of the training via the ProServ Connect Platform. The First Aid Level 1 Training is for persons required to assess the emergency, providing basic Life Support and basic First Aid in order to stabilize patients prior to the arrival of Emergency Services. You are expected to complete the course before your final summative assessment, as this is an assessment and registration requirement. This course is not included in the course Blended learning cost.

## How to Start

1. Complete the registration form.
2. Return the registration form along with a CV, certified ID copy, matric certificate and a short motivation letter explaining why you wish to be a registered Tourist Guide.
3. Receive invoice for settlement.
4. Submit Proof of Payment, and receive your login details via email.

## Contact Us

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for more information