



SAQA ID: 71549	Training Days: 25	E-Learning Days: Available on Request
NQF Level: 4	Assessment Days: 25	Workplace Experience: 10 Months
Credits: 146	Total Contact Days: 50	Self-Study Days: To be confirmed
Description:	The programme will enable National Tourist Guides to plan, prepare and conduct a guided experience. The guiding skills will be complemented with competencies such as functioning as part of a team, organising oneself in the workplace and interrogating orally and writing. The guide will need to demonstrate a good general knowledge of the country and excellent presentation skills as well as applying Customer Care in the specific requirements.	
Structure	<ul style="list-style-type: none"> ➤ Classroom based / Blended learning ➤ On-the-job learning ➤ Theoretical and Practical Assessment 	
Purpose	➤ The purpose of this programme is to develop candidates in a variety of personal, organisational and guiding skills in order to fulfil the functions of a National Tour Guide, specialising in Nature guiding components.	
Target Group	➤ The target population for this learning programme is candidates who are wishing to enter the hospitality industry and fill a position as a Receptionist, Front Office Supervisor or Concierge in a hospitality environment, including Bed & Breakfast Establishments.	
Entry Requirements	➤ A minimum of NQF level 3 Literacy, Numeracy and good Communication skills are recommended. It is also advisable that candidates have limited prior experience in guiding, and a sound knowledge base of Conservation/ Culture guiding with a valid Matric Certificate.	
Workplace Requirements	<ul style="list-style-type: none"> ➤ Access to tour guide element ➤ Must have PDP licence ➤ Must have first Aid Certificate ➤ Need to have access to customers 	
Outcomes	<ul style="list-style-type: none"> ➤ Apply interpretation skills to guide experience and apply knowledge on South Africa to enhance a tourism experience & care for customers ➤ Describe the role and function of role-players in the tourist guiding sector ➤ Manage administration records. Minimise and management safety and emergency incidents ➤ Operate within the national and international legal tourism framework ➤ Apply professional values and ethics in the operations environment ➤ Conduct a tourist guiding activity as well as a guided cultural experience ➤ Manage and organise groups ➤ Research and design a guided experience at a prominent tourism site ➤ Accommodate audience and context needs in oral communication ➤ Use language and communication in occupation learning programmes and Interpret and use information from text – in a second language ➤ Apply knowledge of statistics and probability to cryptically interrogate and effectively communicate findings on life related problems ➤ Describe, represent, analyse and respond to a variety of texts ➤ Use language and communication in occupation learning programmes-English ➤ Use Mathematics to investigate and monitor the financial aspects of personal, business, national and international issues ➤ Write/ present for a wired range of context/ write/ present text for a range of communicative contexts 	

Programme Roll-Out:				
Type	Unit Standard	Unit standard Title	Level	Credits
Module 1: Fundamental Communication and Mathematics (10 days training and 10 days' assessment)				
Fundamental	119472	Accommodate audience and contexts needs in oral communication	3	5
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119467	Use language and communication in occupation learning programmes	3	5
Fundamental	119465	Write/present text for a range of communicative context	3	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	7484	Describe, represent, analyse and explain changes in shape and motion in 2-and 3-dimensional space with justification	4	4
Fundamental	119462	Engage in sustained signed communication and evaluate spoken texts	4	5
Fundamental	119469	Read/ view, analyse and respond to a variety of text	4	5
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	119459	Write/ present for a wide range of contexts	4	5
Module 2: Professionalism, Customer Service and Guiding Knowledge (10 days training and 10 days' assessment)				
Core	335796	Apply interpretation skills to a guided experience	4	5
Core	335794	Apply knowledge on South Africa to enhance a tourism experience	4	3
Core	246740	Care for customers	4	3
Core	335801	Conduct a tourist guiding activity	4	8
Core	335798	Describe a roll and function of roll-players in the tourist guiding sector	4	5
Core	110009	Manage administration records	4	4
Core	255914	Minimise and manage safety and emergency incidents	4	6
Core	335795	Operate within the national and international legal tourism frame work	4	4
Core	335800	Apply professional values and ethics in the operational environment	5	4
Module 3: Conduct a Guided Experience & Manage Groups (5 days training and 5 days' assessment)				
Elective	335802	Conduct a guided cultural experience	4	12
Elective	262320	Manage and organise groups	4	10
Elective	335803	Research and design a guided experience at a prominent tourism site	4	5
Total Credits :: 146				