



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme: Culture Site Guide at an NQF level 2, is an entry level occupational programme for individuals wishing to conduct local guided tourist experiences at natural and cultural sites.

It will equip delegates with practical skills and knowledge to create and conduct entertaining and informative short local tours with an emphasis on heritage and cultural resources. It covers subject areas such as identifying tourist needs, limitations and expectations, using professional ethics, ensuring the health and safety of tourists, people management and constructing itineraries appropriate to group interests.

Target Audience

This programme is suitable for any individual wishing to become a registered tourist or culture site guide with the Department of Environmental Affairs and Tourism (DEAT).

Entry Requirements

There is open access to this skills programme but delegates should be competent in Communication and Mathematical Literacy at NQF Level 2 (Grade 10). Some product knowledge of history and culture will be beneficial.

Additional Requirements

- You will need access to appropriate workplace activities and customers in a tour guide environment.
- A PDP license.
- Valid First Aid Certificate.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

Hospitality & Tourism

Culture Site Guide

CATHSSETA Statement of Results

SP ID: TGD/CuLSGd/0028

NQF Level: 2

Credits: 40

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Culture Site Guide, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE)

Learning Outcomes

By the end of the programme, you will be able to:

- Establish needs, limitations and expectations of tourists.
- Demonstrate knowledge of where tourists come from and what might interest them.
- Demonstrate the ability to assess individual and group interests and adapt the experience accordingly.
- Ensure that knowledge and interpretation is at an appropriate level for the group.
- Demonstrate a basic knowledge and understanding of diverse tourist groups, their interests, limitations and related expectations.
- Demonstrate a basic knowledge and understanding of people management skills.
- Identify and assess the needs, limitations, interests and expectations of a target group of tourists.





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Course Content

SP: Culture Site Guide

Accreditation Body: CATHSSETA

| SETA Skills Programme ID: TGD/CuLSGd/0028

| NQF Level: 2 | Credits: 40

Unit Standard 8478: Create a Guided Experience for Customers

- Establish needs, limitations and expectations of tourists
- Identify and assess locally accessible heritage resources and plan a guided experience
- Provide informed and entertaining commentary
- Apply a set of professional ethics
- Ensure the health and safety of tourists on the guided experience with legal requirements
- Ensure legal requirements pertaining to the guided experience are adhered to
- Reflect on the guided experience

Unit Standard 8438: Create a Guided Cultural Experience in a Limited Geographical Area

- Identify and assess the needs, limitations, interests and expectations of a target group of tourists
- Demonstrate a sound knowledge of South Africa's rich and diverse heritage resources as reflected in local heritage resources
- Identify and select cultural resources, heritage sites, and living cultural experiences appropriate to a group within the local area
- Access local oral and 'indigenous knowledge' and perspectives
- Reflect a commitment to authenticity, multiple perspectives on events, people and places, avoid simple stereotyping and respect the integrity of the resources and host communities
- Construct itineraries appropriate to the interests and limitations of a group

Our Accredited Organisations



FACULTY
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SKILLS INSTITUTE



PROSERV
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MBAT
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