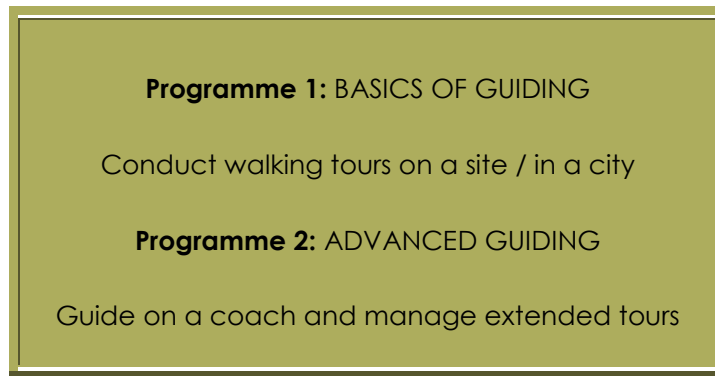


FURTHER EDUCATION AND TRAINING CERTIFICATE: TOURIST GUIDING (71549) LEVEL 4).

Welcome to the information course about the new guiding qualification and what you can expect to learn and do during the training.

The Unit Standards of the Qualification are divided in two dynamic programmes:



It offers the advantage that students can start guiding on a specific site within 2-3 months upon completion of **Programme 1**. This provides the prospective guide with a platform to gain workplace experience and confidence while he / she is studying to become a provincial / national guide (**Programme 2**). It will ultimately place the candidate in a favourable position for future employment.

PROGRAMME 1: Basics of Guiding

In this course you will learn the basic principles of guiding and conducting walking tours. You will focus on one **prominent tourism site** in your local area. Upon completion you would have gained the following knowledge and skills:

- An overview of South Africa
- How to conduct safe tours.
- How to deal with customers from different cultural backgrounds and to provide an excellent service.
- How to research and compile a Site Inventory Report of a prominent tourism site.
- How to plan and design a guided experience on a prominent tourism site.
- How to prepare and conduct a guided tour on a prominent tourism site.
- How to conclude a guided tour.

Practical tasks will include the following:

- Doing research

- Conducting interviews
- Visiting local Info centres/municipalities
- Observing experienced guides
- Taking pictures and video clips
- Conducting tours on the prominent site.

Qualification obtained: Skills Programme: Culture Site Guide Level 4

Duration: 2-3 months

What is expected of the student?

The student needs to compile and submit a Portfolio of Evidence (POE).

The portfolio is a collection of different online activities and exercise, written documents (assignments, research projects, summary notes, etc.), practical task evidence, certificates or other items. It is arranged to show:

- the assessment criteria against Unit Standards which you aim to prove the competence
- evidence that your competence meets these criteria

The Learner Guide provides a portfolio that is arranged and structured in such a way that the assessor can:

- clearly identify the assessment criteria the evidence reflects
- assess the evidence against such an assessment criteria

The compilation of the **Portfolio of Evidence** will involve the following:

1. Completing the following Theoretical Courses:
 - Introduction to South Africa (Online)
 - Basics of Guiding (Electronic files on CD)
2. Completing the Workbook and Online assessment (Assessment: Basics of Guiding)
3. Completing the Workplace Tasks.
4. Participating in the two SKYPE interviews.
5. Meeting the requirements of the Summative Assessments:
 - Writing 2 Knowledge Questionnaires (Basics of Guiding and SA Overview).
 - Compiling a Site Inventory Report on the prominent site.
 - Plan and design a guided tour on the prominent site.
 - Conducting a minimum of 3 guided tours on the prominent site (video evidence will be required).

What type of assessment will be conducted?

Formative	<ul style="list-style-type: none"> • Used as feedback to improve the process of learning.
Summative	<ul style="list-style-type: none"> • Used to measure the learning that has taken place. • This is the final assessment after the learning process. • It determines if the learner meets the requirements of the Outcomes and Assessment Criteria of the Unit Standard. • It is finally linked to being found competent against <u>all the Unit Standards</u> in order to achieve the Qualification.
Competency	<ul style="list-style-type: none"> • When a learner has met all the requirements for all the outcomes of all the unit standards required for the Qualification

Formative Assessment

This will be conducted throughout the learning process and will involve the following:

Knowledge	<u>Online:</u> By completing Multiple choice questionnaires after each component of the online theoretical course (Introduction to South Africa) and the Workbook (off line). Results will immediately be displayed.
Skills and performance	<ul style="list-style-type: none">• Audio-Visual SKYPE interviews.• Self-evaluation questionnaires.• Feedback from relevant people in the Workplace (On the prominent site).

Summative Assessment

This will be conducted at various intervals during the Programme:

- After completing the relevant Theoretical Courses, Workbook Activities and Online Formative Assessments (Summative Assessment Events 1 & 2).
- After completing the relevant tasks in the Workplace and submission of the relevant evidence (Summative Assessment Event 3).
- At the end of the Learning Programme (Final Integrated Summative Assessment 4).

You will only be assessed once you have indicated that you are ready.

You will receive detailed Assessment Plans and Instructions prior to the event and should prepare accordingly.

Summary of how you will be assessed

1. Knowledge Questionnaires (Exam)	This will be conducted online under controlled conditions. It will be in the format of multiple choices within a certain time frame. Results will automatically be generated by the computer.
2. Evaluation Checklists	Submitted projects (Site Inventory Report and Designed Guided Tour) will be evaluated against a set checklist by the Assessor.
3. Workplace Evidence Evaluation	Practical completion of all tasks in the workplace will be checked by means of a Workplace Log Report and submitted evidence that was required.
4. Structured Questioning	Oral questioning by the Assessor of topics you had to prepare by means of a SKYPE INTERVIEW.
5. Behavioural Observation	Your display of skills and practical application of knowledge gained during the learning programme. Submitted video material (Conducted Guided Tours) will be evaluated against checklists by the Assessor.

In order to understand the elements and approaches to achieve competency it is important to first have some knowledge about the National Qualification Framework (NQF) in which the qualification is nested.

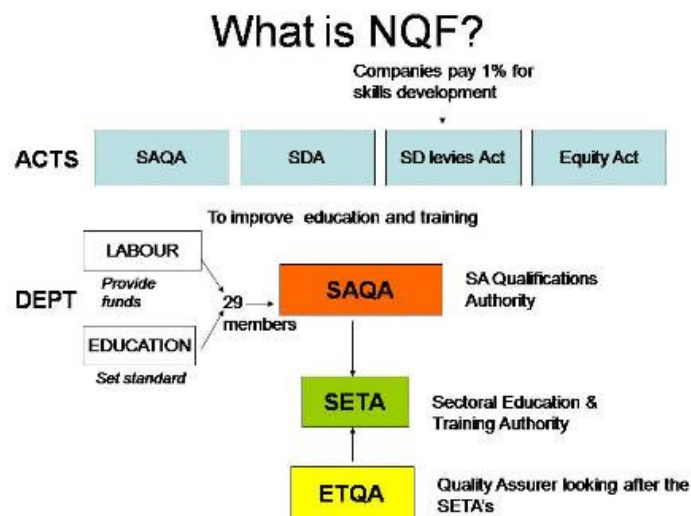
Origin of the NQF

Already in the 1970s there was a need identified for the training of the unskilled black workers. In the 1980s a proposal was formulated, not only for basic education, but also for portability and national recognition of training. The formal education system was restructured in the 1990s based upon the principals of non-racism, non-sexism, democracy and redress.

In the 1990s Four Acts came into being

The South African Qualifications Authority Act (SAQA)

- Skills Development Act (SDA)
- Skill Development Levies Act (SD levies Act)
- Employment Equity Act



NQF	National Qualification framework is a structure that organises and classifies qualifications and competencies in South Africa.
Functions	<p>The integration of education and training into a single, national system</p> <ul style="list-style-type: none"> • Improving the quality of learning and training system • Promoting easy access for learners • Recognising learning achievement through formal and informal means • Assisting people to gain nationally recognised skills • Contributing to the full personal development of the Learner • Contributing to the social and economic development on a national level
SAQA	<ul style="list-style-type: none"> • <i>The South African qualifications Authority</i> is a statutory body appointed by the Minister of Education in consultation with the Minister of Labour. • It oversees the development and implementation of the National Qualifications Framework
SETA	<ul style="list-style-type: none"> • <i>The Sectoral Educational Training Authorities</i> is a body responsible for the organisation of education and training programmes within a specific sector. • Appointed by the minister of labour.
THETA	<p><i>The Tourism and Hospitality Educational and Training Authority.</i></p> <ul style="list-style-type: none"> • This is the sector education and training authority for the Tourism and Hospitality industry.
ETQA	<p><i>The Education and Training Quality Assurance Bodies</i></p> <ul style="list-style-type: none"> • It exists as an integral part of the system established to introduce and implement the National Qualification Framework. • It is responsible for accrediting providers, among others
SGB	<p><i>The Standard Generating Body</i></p> <ul style="list-style-type: none"> • The members are experts in a particular learning area. • Generates new unit standards and qualifications in accordance with SAQA requirements. • Updates and reviews standards • Recommends unit standards and qualifications to National Standards Bodies.

NQF Levels

The NQF consists of the following 8 levels, each representing a specific band of training and leading to specific types of qualifications

NQF Levels:

The NQF consists of the following 8 levels, each representing a specific band of training and leading to specific types of qualifications:

NQF level	Band	Qualification Type
8+	Higher education and training band	Doctorates and post docs
8		Master's degrees
7		Honours and Masters degrees
6		First degrees and higher diplomas
5		Diplomas and occupational certificates
4	Further education and training band	National Certificates
3		
2		
1	General education and training band	Grade 9 = ABET level 4
		Grade 8 = ABET level 3 Grade 5 = ABET level 2 Grade 3 = ABET level 1

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		
ABET BAND	MINIMUM CREDITS	OLD NQF LEVEL	NEW NQF LEVEL	QUAL CLASS
Undefined	134	Level 4	NQF Level 04	Regular-Unit Stds Based
DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2013-09-09		2016-09-09		

The complete qualification can be viewed on WWW.SAQA.ORG.ZA

This qualification replaces the National Certificate in Tourism: Guiding (20155)

(Students currently busy with the National Certificate in Tourism: Guiding, will have time until September 2012 to be found competent).

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.

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.

Unit Standards required for the National Certificate in Tourism: Guiding

Definitions	<ul style="list-style-type: none"> • Unit standards are the building blocks of a qualification. <ul style="list-style-type: none"> ○ It is the registered statement of desired education and training outcomes that a learner must achieve to be declared competent. ○ At the same time, it gives the associated assessment criteria together with administrative and other information that is needed to train and assess that specific unit standard. ○ Unit standards always describes the level at which the unit standards are registered as well as the credit value attached to each unit standard.
Credits and Notional (learning) hours	<p>Credit allocation is simply a way of indicating the notional time (the average learner takes to achieve the outcome of a particular unit of learning).</p> <p>One credit is allocated to ten notional hours of learning – being the total time notional taken by the average learner to achieve the outcome of that unit of learning.</p> <p>Credit = 10 notional learning hours.</p> <ul style="list-style-type: none"> • 120 credits = a certificate • 240 credits = a diploma • 360 credits = a degree
<p>The student must meet the requirements for all of the following 23 Unit Standards to be found competent</p>	

Qualification Elements

Each qualification consists of various Unit Standards that can be grouped in the following three categories

Fundamental group	These are the unit standards that make the learner a better learner by acquiring life skills through study.
Core group	These unit standards are common to all qualifications within the specific field of interest or cluster of qualifications.
Elective group	These are unit standards from which a learner can choose in order to pursue a specific field of interest. To qualify as a cultural guide the elective is 'Conduct a guided cultural experience'.

The programme is aligned to the following unit standards

	US NUMBER	LEVEL	CREDIT	US NAME
Fundamentals	US NUMBER	LEVEL	CREDIT	US NAME
	7468	4	6	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
	7484	4	4	Describe, represent, analyse and explain changes in shape and motion in 2- and 3-dimensional space with justification
	9015	4	6	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
	119457	3	5	Interpret and use information from texts
	119459	4	5	Write/present/sign for a wide range of contexts
	119462	4	5	Engage in sustained oral/signed communication and evaluate spoken/signed texts
	119465	3	5	Write/present/sign texts for a range of communicative contexts
	119467	3	5	Use language and communication in occupational learning programmes
	119469	4	5	Read/view, analyse and respond to a variety of texts
	119471	4	5	Use language and communication in occupational learning programmes
	119472	3	5	Accommodate audience and context needs in oral/signed communication
Core	110009	4	4	Manage administration records
	335794	4	12	Apply knowledge on South Africa to enhance a tourism experience
	335795	4	4	Operate within the national and international legal tourism framework
	335796	4	5	Apply interpretation skills to a guided experience
	335798	4	5	Describe the role and function of role-players in the tourist guiding sector
	335800	Pend. 4	4	Apply professional values and ethics in the operational environment
	246740	4	3	Care for customers
	255914	4	6	Minimise and manage safety and emergency incidents
	335801	4	8	Conduct a tourist guiding activity
Elec- tive	262320	4	10	Manage and organise groups
	335802	4	12	Conduct a guided cultural experience
	335803	4	5	Research and design a guided experience at a prominent tourism site
Total for 71549			134	

PROGRAMME 1: BASICS OF GUIDING AND IS ALIGNED TO THE FOLLOWING UNIT STANDARDS OF THE FETC: TOURIST GUIDING (71549) L4

335801 Conduct a tourist guiding activity (LEVEL 4, CREDIT 8)

335802 Conduct a guided cultural experience (LEVEL 4, CREDIT 8)

335803 Research and design a guided experience at a prominent tourism site (LEVEL 4, CREDIT 8)

246740 Care for customers (LEVEL 4, CREDIT 8)

255914 Minimise and manage safety and emergency incidents (LEVEL 4, CREDIT 8)

TOTAL CREDITS = 34

