



Makiti Guides & Tours (Pty) Ltd
Learning Incentives for Excellence

Assessment and Practical provider for Culturalguiding.com

<p>Qualification</p> <p>Training programme</p>	<p>FETC: Tourist Guiding 71549 Level 4 (Culture Guide)</p> <ul style="list-style-type: none"> • Comprises of a Basic Guiding Course (PROGRAMME I) and an Advanced Guiding Course (PROGRAMME II). • The full Programme is registered as a 1-year course. • PROGRAMME 1 can be completed within 2 months. • Progress will be determined by each individual. • Should the student not be able to complete the course within 1 year, written permission must be obtained to extend the period. 						
<p>Admission requirements</p>	<ul style="list-style-type: none"> • Computer literacy • Reading and writing skills in English on NQF Level 3. • Reading and writing skills in a Second South African language (other than English – new SAQA requirement). 						
<p>Company Accreditation</p>	<p>THETA ACCREDITATION NUMBER: 613/P/060074/2006 PROVISIONAL REGISTRATION WITH DoE : 2008/FE07/011*</p>						
<p>Costs</p>	<table border="1" data-bbox="571 1554 1362 1657"> <tr> <td>PROGRAMME 1: Basics of Guiding</td> <td>R 1940-00</td> </tr> <tr> <td>PROGRAMME 2: Advanced Guiding</td> <td>R 2940-00</td> </tr> <tr> <td></td> <td>R 4880-00</td> </tr> </table> <p><i>Prices include VAT</i> <i>Exclusive of printed material, internet access, facilitation, practical in the Province, first aid level I certificate & registration fee as a Guide.</i></p>	PROGRAMME 1: Basics of Guiding	R 1940-00	PROGRAMME 2: Advanced Guiding	R 2940-00		R 4880-00
PROGRAMME 1: Basics of Guiding	R 1940-00						
PROGRAMME 2: Advanced Guiding	R 2940-00						
	R 4880-00						
<p>Academic Support</p>	<p>An Assessor will be available online: Weekdays 08h00-16h30</p>						
<p>Technical Support</p>	<p>Administration will assist with any technical problems you might experience while doing the online course.</p>						

COURSE CURRICULUM

Prospective Tourist Guides should obtain the FETC: Tourist Guiding Level 4 (71549) of the National Qualifications Framework (NQF). Thereafter, the guide has to register with the **Department of Environmental Affairs and Tourism (DEAT)** through the **Provincial Tourism Authorities** (*See requirements below)

ONLINE

- € Country wide
- € Instant access
- € Anytime
- € Affordable and convenient
- € Progress at your own pace
- € Online multiple choices tests and formative assessment with immediate feedback.
- € Visual and multimedia support
- € Academic support
- € Downloadable PDF files for off-line study
- € Academic knowledge in an easy digestible format over a period of time

OFF-LINE

- € Practical application of Knowledge and Know How acquired (online courses/offline assignments)
- € Communication skills
- € Conflict handling skills
- € Problem solving
- € Teamwork
- € Public speaking
- € Interpretation
- € Conducting the guided experience
- € Practical knowledge and orientation in the province

TECHNOLOGY REQUIRMENTS TO COMPLETE THE COURSE

- COMPUTER WITH INTERNET
- SKYPE ACCESS
- PRINTER + SCANNER
- DIGITAL CAMERA
- VIDEO RECORDER

STUDY ONLINE

Complete the required theoretical courses for the Further Education Training Certificate on www.culturalguiding.com

- I. Basics of Guiding
- II. South African Overview
- III. Advanced Guiding
- IV. The Province of your choice

FORMATIVE ASSESSMENT TASKS

1. Complete online multiple tests after each Component.
2. Complete Workbook Activities for each Component and take formative assessment online.
3. Complete Workplace Tasks and log evidence online.

Recognition of Prior Learning (RPL) is also available.

SUMMATIVE ASSESSMENT

- € An Assessor will conduct the Assessment.
- € After being found competent and your Portfolio of Evidence (POE) has been moderated, you will be issued with a Theta certificate (allow some time).
- € Should you not be found competent, you will receive guidance concerning the specific outcomes where you did not meet the requirements.
- € You will then be re-assessed when you indicate that you are ready.

Appeal, Complaints and Grievances

- I. ONLINE KNOWLEDGE QUESTIONNAIRES
- II. EVALUATION OF SUBMITTED ASSIGNMENTS
- III. BEHAVIOURAL OBSERVATION (SUBMITTED VIDEO MATERIAL)

Should you not be satisfied with the outcome of the assessment you may submit an appeal to the Moderator who will schedule a meeting with the Assessor and yourself to resolve the issue. Should you still not be happy the matter will be referred to an external verifier.

COMPANY PROFILE

Mission and Vision	<p>To provide "<i>Training Incentives for Excellences</i>" (LIFE)</p> <p>LIFE is all about people, should it be in training, acting as a Tourist Guide, Service provider or just enjoying a holiday as a Tourist. The person should always be the focal point.</p> <p>In the Tourism Industry, information plays a vital role, from the planning of an itinerary, the costing, right through to the delivery and feedback reports. We therefore have the following approach and vision:</p> <ul style="list-style-type: none"> • To establish and reinforce core information. • To ensure that students, Tourist guides, Tour operators etc. are provided with the necessary material. • To supply ample visual material (photos, presentations, audio ,etc.) to support the learning process. • To stimulate and encourage a culture of curiosity. • To establish a central electronic information database that will eventually be a treasure chest of cultural topics in South Africa. • To provide frequent updated information and set a platform for people across the country to give their input. • Finally, to encourage people "to love their land, embrace the people and be informed"
CEO	Maria Louise Kruger
Marketing Manager	Eresinah Matsie Mbanjwa
Finance & Marketing	Lorraine Olivier
Academic staff	Maria Louise Kruger - National Certificate in Tourism: Guiding NQF4; registered National Guide; Assessor and Moderator.
	Isabeau Goosen - National Certificate in Tourism: Guiding NQF4; registered National Guide; Assessor and Moderator.
	Lorraine Olivier - National Certificate in Tourism: Guiding NQF4; registered National Guide; Assessor and Moderator.
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CONTACT DETAILS

Business hours	Weekdays 08h00-16h30
Postal Address	P.O.Box 26881 Monumentpark 0185
Telephone	012 347 6001
Fax	086 672 5474
Email	info@makitigt.com
	info@culturalguiding.com
Website	www.culturalguiding.com
SKYPE name	makitigt culturalguiding

REQUIREMENTS TO REGISTER AS A TOURIST GUIDE ***(www.guidessa.org)***

1. Complete the application form
2. Sign the tourist guide "Code of Conduct and Ethics"
3. Submit a certified copy of your valid First Aid Certificate LEVEL 1 (recognized by the Department of Labour)
4. Include 4 recent, clear, identical, 30x25mm full-colour photographs of yourself (only head and shoulders only)
5. Pay the registration fee of R240-00 (inclusive of VAT) preferably in CASH or with a bank issued/guaranteed cheque. (Cheque should be made out to : Gauteng Tourism Authority)
6. Submit a certified copy of your identity document
7. Submit a copy of your foreign language proficiency certificate (if applicable)
8. Submit a certified THETA Certificate confirming your training and assessment
9. Submit a copy of your work permit/passport (if applicable)
10. Submit a copy of your public driver's permit, if you have one
11. Submit copies of your qualifications and curriculum vitae (optional)

THE TOURIST GUIDE CODE OF CONDUCT AND ETHICS

1. Shall uphold the principles or the South African Constitution, especially its chapter one and two.
2. Shall at all time show willingness to provide optimum support an quality service to all tourists and will give tourists an opportunity to enjoy or visit a desired destination.
3. Shall in no way discriminate in rendering service to any tourist on any basis. For example on colour, gender, ethnicity, nationality, physical challenge, age, etc.
4. Shall be impartial, unbiased and positive and represent South Africa objectively.
5. Shall be suitably dressed and presentable at all times.
6. Shall be punctual, reliable, honest, conscientious and tactful at all times.
7. Shall be a responsible driver, when driving as a guide.
8. Shall carry out the programme /itinerary of a tour to his/her best abilities and be loyal to the company/ organisation that he/she is representing.
9. Shall deal with conflict in a sensitive and responsible manner.
10. Shall report any incident of injury or death to a nearby tourist authority or police station.
11. Shall be knowledgeable and shall assist tourists and not provide them with misleading information.
12. Shall in the event of not being familiar with or unable to provide information requested by a tourist, consult with the appropriate authorities for assistance?
13. Shall at no time be under the influence of alcohol or a narcotic substance while on duty and shall refrain from administering any medication to a client without proper medical consultation.
14. Shall never solicit for clients or gratuities.
15. Shall be concerned at all times for the safety of the tourist.
16. Shall wear the appropriate tourist guide badge and will carry his/he registration card.
17. Shall treat all people, cultures and the environment with respect.
18. The Tourist Guide shall be punctual, reliable, honest, conscientious and tactful at all times.
19. The Tourist Guide shall be suitably dressed and presentable at all times.

**PROVISIONAL REGISTRATION WITH DoE
REGISTRATION NUMBER : 2008/FE07/011**

Please be advised that Makiti Guides and Tours (Pty) Ltd has secured provisional registration with the Department of Education until 31 December 2014.

The registration will be active as long as the company complies with the requirements specified by the registrar. Upon failure to satisfy the requirements, the provisional registration lapses
(FURTHER EDUCATION AND TRAINING COLLEGES ACT 16. 2006 : 31(6)(B)).

