

Domain	TOUR GUIDING	Unit ID: 172
Title:	Communicate with individuals and groups in English in tour guiding operations	
Level: 2		Credits: 4

Purpose

This unit standard specifies the competency required to communicate with individuals and groups in English. It includes communicating in spoken English, and reading and completing workplace documents in English. This unit standard is intended for those who work as tour guides.

Special Notes

1. Entry information:
 - Prerequisite:
 - Unit 170 *Follow occupational health and safety in tour guiding operations* or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of tour guiding operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. To demonstrate competence, at a minimum, evidence is required of communicating orally with individuals and groups in English and of reading and completing written workplace documentation in English.
4. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which tour guiding operations are carried out.
5. Tour guides must comply with the Namibia Tourism Board's Code of Conduct for Tour Guides.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Communicate in spoken English

Performance Criteria

- 1.1 Interpersonal skills are used to facilitate communication.
- 1.2 Oral communication is conducted in English.
- 1.3 Information and instructions that are delivered orally in English are interpreted and applied in line with organisational requirements.
- 1.4 Tour commentaries and relevant information are presented in a clear and concise manner in line with guests' and organisational requirements.

Element 2: Read and complete workplace documents in English

Range

Workplace documents include but are not limited to tour related reports, record keeping, messages, memos, instructions, information, reference materials.

Performance Criteria

- 2.1 Workplace documents are read and acted on in line with organisational procedures.
- 2.2 Workplace documents relevant to tour guiding operations are completed in English in line with organisational procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	16 November 2006
Date this version registered:	16 November 2006
Anticipated review:	2011
Body responsible for review:	Namibia Training Authority