

Domain	TOUR GUIDING	Unit ID: 175
Title:	Apply knowledge of urban and rural communities in tour guiding operations	
Level: 2		Credits: 3

Purpose

This unit standard specifies the competency required to apply knowledge of urban and rural communities in tour guiding operations. It includes applying knowledge of rural communities and urban communities. This unit standard is intended for those who work as tour guides.

Special Notes

1. Entry information:
 - Prerequisite:
 - Unit 170 *Follow occupational health safety procedures 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 using knowledge of rural and urban communities in tour commentaries and responding to guest inquiries.
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
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 and all subsequent amendments to any of 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: Apply knowledge of rural communities in tour guiding operations

Range

Rural areas include villages, settlements, informal communities, farms, communal land.

Performance Criteria

- 1.1 Information about traditional and contemporary ways of life in rural areas are identified and presented in tour commentaries and in response to guest inquiries.
- 1.2 Information about the importance of communication with local communities is identified and presented in tour commentaries and in response to guest inquiries.
- 1.3 Information about the importance of conservation and resource protection in rural areas is identified and presented in tour commentaries and in response to guest inquiries.
- 1.4 Information about the positive and negative aspects of tourism for rural populations are identified and presented in tour commentaries and in response to guest inquiries.
- 1.5 Personal knowledge on rural communities is identified and updated.

Element 2: Apply knowledge of urban communities in tour guiding operations

Range

Urban areas include cities and towns.

Local services and attractions may include but are not limited to formal and informal markets, products.

Performance Criteria

- 2.1 Different types of urban areas in Namibia are identified and described.
- 2.2 Information about size, layout, structure and economic base of urban communities are identified and presented in tour commentaries and in response to guest inquiries.
- 2.3 Information about cultural life in urban communities are identified and applied in tour guiding operations.
- 2.4 Information about living conditions in urban communities are identified and presented in tour commentaries and in response to guest inquiries.
- 2.5 Location of tourist accommodation and description of local services, products and attractions is communicated to guests in line with organisational requirements.
- 2.6 Personal knowledge of urban communities is identified and updated.

Registration Data

Subfield:	Hospitality and Tourism
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