

Domain	TOUR GUIDING	Unit ID: 179
Title:	Comply with ethical and legal responsibilities of tour guides	
Level: 3		Credits: 6

Purpose

This unit standard specifies the competencies required to comply with the ethical and legal responsibilities of tour guides. It includes describing the roles and responsibilities of a tour guide, and complying with legislative, regulatory and environmental protection legislation related to tour guiding operations. This unit standard is intended for those who work as tour guides.

Special Notes

1. To demonstrate competence, at a minimum, evidence is required of describing the roles and responsibilities of a tour guide, and complying with legislative, regulatory and environmental protection legislation related to tour guiding operations.
2. 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.
3. Tour guides must comply with the Namibia Tourism Board's Code of Conduct for Tour Guides.
4. Regulations and legislation relevant to this unit standard include the following:
 - Constitution of Namibia as relating to Tourism, such as Chapter 11 "*Principles of State Policy*" and Article 95 "*Promotion of the Welfare of the People*"
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Nature Conservation Ordinance 4 of 1975
 - Namibia Tourism Board Act 21 of 2000
 - Marine Resource Act 27 of 2000
 - Diamonds Act, 1999 (Act No. 13 of 1999)
 - Minerals Development Fund of Namibia Act, (No. 19 of 1996)
 - Minerals (Prospecting & Mining) Act, 1992 (Act No. 33 of 1992)
 - Petroleum Products and Energy Amendment Act, 2000
 - National Energy Fund Act of 2000
 - Gas Act (Draft 2b)
 - Petroleum (Exploration and Production) Amendment Act 1993 (Act 2 of 1993)
 - Electricity Act, 2000 (Act No. 2 of 2000)
 - Meat Industry Act, 1981 (Act No. 12, 1981)
 - Agricultural (Commercial) Land Reform Act, 1995 (Act No. 6, 1995)

- Control of the importation of and exportation of Dairy Products and Dairy Product Substitutes Act, 1986 (Act No. 5 of 1986)
- Karakul Pelt and Wool Act, 1982 (Act No. 14 of 1982)
- Water Resources Management Act 24 of 2004
- Nature Conservation Ordinance 4 of 1975
- Namibia Tourism Board Act 21 of 2000
- Forestry Ordinance of 1952
- Forestry Act No. 72 of 1968
- CITES 1 and 2
- Road Traffic and Transport Act, No. 22 of 1999
(Operator fitness & cross-border road transportation)
- Road Traffic & Transport Regulation of 2001
(registration, licensing, loads on vehicles, provisions relating to passenger carrying vehicles, equipment on vehicles, roadworthiness, etc.)
- Short-term Insurance Act (including Professional Indemnity Insurance)
- Occupational Health and Safety Regulations No.18, 1997
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: Describe the roles and responsibilities of a tour guide

Range

'Duty of care' requirements include safety of guests and colleagues, care of the tour vehicle, responsibility for equipment.

The service provision responsibilities of tour guides include but are not limited to safety, accommodation and catering for guests, transport and tour information.

The requirements of the Namibia Tourism Board's Code of Conduct for Tour Guides include their approach to the environment, their interaction with others and general behaviour during work.

Performance Criteria

- 1.1 The 'duty of care' requirements of tour guides are identified and applied in tour guiding operations.
- 1.2 The legal and ethical responsibilities of tour guides are identified, explained and applied in tour guiding operations.
- 1.3 The service provision responsibilities of tour guides are identified, explained and applied in tour guiding operations.

- 1.4 The requirements of the Namibia Tourism Board's Code of Conduct for Tour Guides are identified, explained and applied in tour guiding operations.
- 1.5 Employment terms and conditions of tour guides, consistent with the Labour Act, are known and understood.

Element 2: Comply with legislation and regulatory requirements governing tour guiding operations

Performance Criteria

- 2.1 Key legislation and regulations relating to tour guiding operations are identified, explained and applied in line with organisational policy and procedures.
- 2.2 Key regulatory requirements of the Namibia Tourism Board relating to tour guiding are identified, explained and applied in tour guiding operations.

Element 3: Comply with environmental protection legislation when conducting tour guiding operations

Range

Organizations with legislative authority for environmental protection include the Ministry of Environment and Tourism (MET) and the Namibia Tourism Board (NTB), Ministry of Fisheries and Marine Resources, Ministry of Mines and Energy, Ministry of Agriculture, Water and Forestry.

Performance Criteria

- 3.1 The roles and responsibilities of organizations with legislative authority for environmental protection are identified and described.
- 3.2 Key environmental protection legislation and regulations relating to tour guiding operations in Namibia are identified, explained and applied in tour guiding operations.
- 3.3 The role and responsibilities of government and non-governmental organizations in environmental protection are identified and explained.

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