

Domain	TOUR GUIDING	Unit ID: 181
Title:	Conduct a tour	
Level: 3		Credits: 10

Purpose

This unit standard specifies the competency required to conduct both day and overnight tours. It includes implementing tour procedures and itineraries, maintaining group dynamics during the tour and managing health, safety and security of tour group. This unit standard is intended for those who work as tour guides.

Special Notes

1. Entry information:
 - Prerequisite
 - Unit 170 *Maintain occupational health and safety in tour guiding operations* or demonstrated equivalent knowledge and skills
 - Unit 177 *Apply First Aid in tour guiding operations* or demonstrated equivalent knowledge and skills.
2. To demonstrate competence, at a minimum, evidence is required of conducting day and overnight tours, including implementing tour procedures and itineraries, maintaining group dynamics during the tour and managing health, safety and security of tour group.
3. 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.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' and company guidelines and instructions.
5. 'Safe working practices' are to include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. 'Specifications' refers to any, or all of the following: manufacturer's specifications and recommendations, workplace specific requirements.
7. 'Unexpected events and emergencies' include vehicle breakdown, medical emergency, equipment failure, environmental disasters, crime, accidents, death.
8. Tour guides must comply with the Namibia Tourism Board's Code of Conduct for Tour Guides.
9. Regulations and legislation relevant to this unit standard include the following:
 - 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
 - Forestry Ordinance of 1952
 - Forestry Act No. 72 of 1968
 - CITES 1 and 2
 - 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
 - Road Traffic and Transport Act, No. 22 of 1999
 - Road Traffic & Transport Regulation of 2001
 - 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: Implement tour procedures

Range

Tour equipment must include but is not limited to spares, tools, first aid kit.

Reports related to tour must include but are not limited to expenditure, budget, maintenance, accidents, incidents, feedback on tour.

Vehicle and tour equipment maintenance includes oil, water, fuel, tyres, fuses.

Accommodation may include but is not limited to hotel, guest house, lodge, tent, campsite.

Legal documents may include but are not limited to vehicle documentation, entry permits and licences.

Performance Criteria

- 1.1 Bookings, check-in and check-out of guests are handled in line with organizational procedures.
- 1.2 Guests and equipment are transported in line with organizational procedures.
- 1.3 Vehicle and tour equipment are maintained during tour.
- 1.4 Tour group is counted and monitored.
- 1.5 Guest luggage is monitored during tour.
- 1.6 Accommodation and catering arrangements for guests are implemented in line with itinerary and organisational requirements.
- 1.7 Reports related to tour are submitted in line with organizational procedures.
- 1.8 Tour finances are administered and financial reports are completed and submitted in line with organisational procedures.
- 1.9 Legal documentation is completed and stored in line with organisational procedures.

Element 2: Implement tour itinerary

Range

Description of site may include but is not limited to geology, flora and fauna, history, cultural features.

Itinerary details may include but is not limited to times, dates, schedule, route, sites, accommodation, meals.

Alternative sources of information may include reference books, maps, information centres, internet, other staff, local people.

Performance Criteria

- 2.1 Tour itinerary is confirmed with tour operator.
- 2.2 Tour is implemented in line with agreed itinerary.
- 2.3 Description of sites is provided by tour guide in line with itinerary.
- 2.4 Tour commentary is provided in line with organisational procedures.
- 2.5 Guest inquiries are answered accurately within scope of personal knowledge and authority, or guests are referred to alternative sources of information.
- 2.6 Time management strategies are implemented to ensure effective conduct of tour.
- 2.7 Strategies are implemented to deal with known but unexpected and unplanned events and emergencies.

Element 3: Maintain group dynamics during a tour

Range

Cultural differences within tour group can include but are not limited to differences in ethnic origin, language, customs, food habits, communication, religion or belief systems.

Stress management strategies include but are not limited to strategies relevant to guests, tour guiding staff and service providers.

Performance Criteria

- 3.1 Guests are advised of tour itinerary in line with organisational procedures.
- 3.2 Expectations of guests regarding tour are acknowledged.
- 3.3 Cultural differences within tour group are accommodated.
- 3.4 Group cohesion is maintained.
- 3.5 Strategies for minimising conflict within the tour group are implemented in line with organisational procedures.
- 3.6 Stress management strategies are implemented to ensure effective conduct of tour.

Element 4: Manage health, safety and security of tour group

Range

Emergencies may include but are not limited to natural disasters, weather and climatic conditions, vehicle breakdown, crime, social unrest, fires, lost property, death, itinerary disruptions.

Performance Criteria

- 4.1 Incidents impacting on health, safety and security of tour group are managed in line with organizational and legislative requirements.
- 4.2 Emergency situations and events are identified and managed in line with organizational and legislative requirements.
- 4.3 Reporting requirements related to health, safety and security incidents and emergencies are completed in line with organizational and legislative requirements.

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