

Domain	TOUR GUIDING	Unit ID: 183
Title:	Incorporate knowledge of personalities, events and destinations in tour presentations	
Level: 3		Credits: 5

Purpose

This unit standard specifies the competency required to incorporate information on prominent personalities, events and tourist destinations in tour commentaries and responses to tourist inquiries. It also includes identifying sources of information on prominent events and tourist destinations and ways of assessing and improving personal knowledge of relevant personalities, events and destinations. This unit standard is intended for those who work as tour guides.

Special Notes

1. 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.
2. To demonstrate competence, at a minimum, evidence is required of assessing and incorporating up to date information on personalities, events and tourist destinations in tour commentaries and responses to tourist inquiries.
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. Tour guides must comply with the Namibia Tourism Board's Code of Conduct for Tour Guides.
5. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Nature Conservation Ordinance 4 of 1975
 - Namibia Tourism Board Act 21 of 2000
 - 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: Incorporate knowledge of personalities, events and destinations in tour presentations

Range

Prominent personalities include but are not limited to achievers in sport, music, art, academic fields.

Major events in the country can include but are not limited to cultural activities, major economic activities such as shows, exhibitions and extravaganzas.

Sources of information may include but are not limited to news media, internet, reference works.

Performance Criteria

- 1.1 Up to date information on prominent personalities in Namibia is identified, gathered, checked for accuracy and where relevant, incorporated in tour commentaries and responses to guest inquiries in line with organisational policies and procedures.
- 1.2 Up to date information on prominent events in Namibia is identified, gathered, checked for accuracy and where relevant, incorporated in tour commentaries and responses to guest inquiries in line with organisational policies and procedures.
- 1.3 Up to date information on prominent international events and personalities is identified, gathered, checked for accuracy and where relevant, incorporated in tour commentaries and responses to guest inquiries in line with organisational policies and procedures.
- 1.4 Up to date information on specific tourist sites, attractions or destinations in Namibia is identified, gathered, checked for accuracy and where relevant, incorporated in tour commentaries and responses to guest inquiries in line with organisational policies and procedures.
- 1.5 Sources of information on personalities, events and tourist destinations are identified, accessed and used to maintain personal knowledge relevant to tour guiding operations, in line with organisational policies and procedures.
- 1.6 Personal knowledge of prominent personalities and events in Namibia and information relevant to specific tourist sites, attractions and destinations is evaluated, and where necessary strategies are adopted for improving this aspect of tour guiding practice.

Registration Data

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