

<b>Domain</b>	<b>TOUR GUIDING</b>	<b>Unit ID: 194</b>
<b>Title:</b>	<b>Guide a desert tour in Namibia</b>	
<b>Level: 4</b>		<b>Credits: 12</b>

### Purpose

This unit standard specifies the competency required to guide a tour in the Namib desert. It includes incorporating information on the Namib desert in tour commentaries and responses to guest inquiries, preparing logistics for a desert tour, implementing tour itinerary, maintaining group dynamics in the desert and managing the health, safety and security of the tour group in the desert. 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 procedures 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 incorporating information about the Namib desert in tour commentaries and responses to inquiries from tour members, and planning, preparing and conducting a desert tour.

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. Glossary

- *Geomorphology* is the study of the physical features of the surface of the desert and their relation to its geological structure.
- *Palaeoclimatology* is the study of the climate in geologically past times.
- *Biomes* are areas with similar types of vegetation, animal life, soils, geological features and climatic conditions. (Mendelson et al., *Atlas of Namibia*, 2003).

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
- The Social Security Act 1994
- 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)
  - Water Resources Management Act 24 of 2004
  - 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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Incorporate information on the Namib desert in tour guiding operations**

#### **Range**

The physical features of the Namib desert include geology and age, ecological sensitivity, weather and climate, geomorphology, palaeoclimatology, desert biomes and habitats.

Flora in the Namib desert includes desert specific flora, endemic flora and adaptations of flora in the desert.

#### **Performance Criteria**

- 1.1 The physical features of the Namib desert are described in tour commentaries and responses to guest inquiries.
- 1.2 Information on the past human inhabitants of the Namib desert is incorporated in tour commentaries and responses to guest inquiries.
- 1.3 Information on the fauna and flora of the Namib desert is identified and incorporated in tour commentaries and responses to guest inquiries.

### **Element 2: Prepare logistics for a tour in the desert**

#### **Performance Criteria**

- 2.1 Catering, accommodation and transport arrangements are confirmed prior to commencement of desert tour in line with organisational procedures.
- 2.2 Logistical needs for desert tour are determined in line with organisational procedures.
- 2.3 Vehicle and equipment are checked for cleanliness and serviceability in line with organisational procedures.
- 2.4 Team members are met and briefed on desert tour details in line with organisational procedures.
- 2.5 Permits and licences are checked in line with organisational procedures.
- 2.6 Preparation for isolated travel and work, including planning for unexpected contingencies, is undertaken in line with organisational procedures.

### **Element 3: Implement procedures for a desert tour**

#### **Range**

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

Tour equipment must include but is not limited to tools, first aid kit, spare and replacement parts for equipment and vehicles.

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

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, tyres, fuel, fuses, tools and spare/replacement parts.

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

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

#### **Performance Criteria**

- 3.1 Itinerary is followed for desert tour, in line with agreed itinerary and organisational procedures.
- 3.2 Guests and equipment are transported in line with organisational procedures.
- 3.3 Description of sites is provided by tour guide in line with itinerary.
- 3.4 Guest inquiries are answered accurately within scope of personal knowledge and authority, or guests are referred to alternative sources of information.
- 3.5 Vehicle and tour equipment are maintained during desert tour.

- 3.6 Tour group is counted and monitored in line with organisational procedures.
- 3.7 Guest luggage is monitored during desert tour in line with organisational procedures.
- 3.8 Accommodation and catering arrangements for guests are implemented in line with itinerary and organisational requirements.
- 3.9 Time management strategies are implemented to ensure effective conduct of desert tour.
- 3.10 Strategies are implemented to deal with unexpected or unplanned events and circumstances.
- 3.11 Reports related to tour are submitted in line with organisational procedures.
- 3.12 Tour finances are administered and financial reports are completed and submitted in line with organisational procedures.

#### **Element 4: Maintain group dynamics during a desert tour**

##### **Range**

Cultural differences within tour group may include but are not limited to differences in ethnic origin, language, customs, food habits, communication.

Stress management strategies relate to guests, tour guiding staff and service providers.

##### **Performance Criteria**

- 4.1 Expectations of guests regarding desert tour are acknowledged.
- 4.2 Cultural differences within tour group are accommodated.
- 4.3 Group cohesion is maintained in line with organisational procedures.
- 4.4 Strategies for minimising conflict within the tour group are implemented in line with organisational procedures.
- 4.5 Stress management strategies are implemented to ensure effective conduct of desert tour.

#### **Element 5: Manage health, safety and security of desert tour group**

##### **Range**

Hazards associated with desert tours may include but are not limited to sun, heat, water shortage, food, visibility, sand, animals, vehicles and isolation.

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, people getting lost, guest illness or injury.

### **Performance Criteria**

- 5.1 Hazards associated with desert tours are identified, explained and minimized.
- 5.2 Incidents impacting on health, safety and security of tour group are managed in line with organizational and legislative requirements.
- 5.3 Emergency situations and events are identified and managed in line with organisational and legislative requirements.
- 5.4 Reporting requirements related to health, safety and security incidents and emergencies are completed in line with organizational and legislative requirements.
- 5.5 Safety measures and survival techniques related to desert tours are identified, explained and implemented as required.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	16 November 2006
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<b>Body responsible for review:</b>	Namibia Training Authority