

Domain	TOUR GUIDING	Unit ID: 195
Title:	Guide a tour in aquatic and marine habitats in Namibia	
Level: 4		Credits: 12

Purpose

This unit standard specifies the competency required to guide a tour in aquatic and marine habitats in Namibia. It includes incorporating information on aquatic and marine habitats and diversity in Namibia in tour commentaries and responses to guest inquiries, preparing logistics for a tour in aquatic and marine habitats, implementing tour itinerary in aquatic and marine habitats, maintaining group dynamics and managing the health, safety and security of the group during the tour in aquatic and marine habitats. This elective 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 on aquatic and marine habitats and diversity in Namibia in tour commentaries and responses to guest inquiries, preparing logistics for a tour in aquatic and marine habitats, implementing aquatic and marine tour itinerary, maintaining group dynamics during a tour in aquatic and marine habitats and managing the health, safety and security of the group during the tour in aquatic and marine habitats.
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
 - 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
 - Marine Resource Act 27 of 2000
 - 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

Elements and Performance Criteria

Element 1: Incorporate information on aquatic environments in tour guiding operations

Range

Aquatic habitats include but are not limited to perennial rivers, flood plains and the Karstveld in Namibia.

Aquatic wildlife species include but are not limited to birds, fish, mammals and crustaceans.

Performance Criteria

- 1.1 Aquatic wildlife species are identified and described.
- 1.2 Aquatic plant species are identified and described.
- 1.3 Aquatic habitats are identified and described.
- 1.4 Information on aquatic environments is incorporated in tour commentaries and responses to guest inquiries.

Element 2: Incorporate information on marine environments in tour guiding operations

Range

Marine wildlife species include Porifera (sea sponges), Cnidaria (jellyfish, anemones, hydroids, corals), Polychaeta (cylindrical, segmented worms), Platyhelminthes (unsegmented [flat] worms), Crustacea (crabs, crayfish, shrimp), Mollusca (snails, barnacles, limpets, oysters, clams, octopus, cuttlefish, squid, chitons), mammals (seals, dolphins).

Marine habitats include coral reefs, rocky shores, sandy beaches, pelagic zones, lagoons, inlets, estuaries.

Performance Criteria

- 2.1 Marine wildlife species are identified and described.
- 2.2 Marine plants are identified and described.
- 2.3 Marine habitats are identified and described.

- 2.4 Information on marine species and environments is incorporated in tour commentaries and responses to guest inquiries.

Element 3: Prepare logistics for a tour in aquatic and marine habitats

Performance Criteria

- 3.1 Catering, accommodation and transport arrangements are confirmed prior to commencement of tour in line with organisational procedures.
- 3.2 Logistical needs for tour are determined in line with organisational procedures.
- 3.3 Vehicle and equipment are checked for cleanliness and serviceability in line with organisational procedures.
- 3.4 Team members are met and briefed on tour details in line with organisational procedures.
- 3.5 Permits and licences are checked in line with organisational procedures.
- 3.6 Preparation for isolated travel and work, including planning for unexpected contingencies, is undertaken in line with organisational procedures.

Element 4: Implement tour procedures for a tour in aquatic and marine habitats

Range

Itinerary details may include but is 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 of vehicles and equipment.

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 of tour.

Vehicle and tour equipment maintenance includes oil, water, tyres, fuses, fuels and spare/replacement parts.

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

- 4.1 Itinerary is implemented for tour in aquatic and marine habitats, in line with agreed itinerary and organisational procedures.
- 4.2 Guests and equipment are transported in line with organisational procedures.

- 4.3 Description of sites is provided by tour guide in line with itinerary.
- 4.4 Guest inquiries are answered accurately within scope of personal knowledge and authority, or guests are referred to alternative sources of information.
- 4.5 Vehicle and tour equipment are maintained during tour in line with organisational procedures.
- 4.6 Tour group is counted and monitored in line with organisational procedures.
- 4.7 Guest luggage is monitored during tour in line with organisational procedures.
- 4.8 Accommodation and catering arrangements for guests are implemented in line with itinerary and organisational requirements.
- 4.9 Time management strategies are implemented to ensure effective conduct of tour.
- 4.10 Strategies are implemented to deal with unexpected or unplanned events and circumstances.
- 4.11 Reports related to tour are submitted in line with organisational procedures.
- 4.12 Tour finances are administered and financial reports are completed and submitted in line with organisational procedures.

Element 5: Maintain group dynamics during a tour in aquatic and marine habitats

Range

Cultural differences within tour group can 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

- 5.1 Expectations of guests regarding tour in aquatic and marine habitats are acknowledged.
- 5.2 Cultural differences within tour group are accommodated.
- 5.3 Group cohesion is maintained in line with organisational procedures.
- 5.4 Strategies for minimising conflict within the tour group are implemented in line with organisational procedures.
- 5.5 Stress management strategies are implemented to ensure effective conduct of tour in aquatic and marine habitats.

Element 6: 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, guest illness or injury.

Performance Criteria

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

Registration Data

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