

No. 637

5 June 2009

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

**Guiding**

registered by Organising Field 11 – Services, publishes the following Qualification Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Qualification Unit Standards. The full Qualification Unit Standards can be accessed via the SAQA web-site at [www.saqqa.org.za](http://www.saqqa.org.za). Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification Unit Standards should reach SAQA at the address below and **no later than 06 July 2009**. All correspondence should be marked **Standards Setting – Task Team for Guiding** and addressed to

The Director: Standards Setting and Development  
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Attention: Mr. E. Brown

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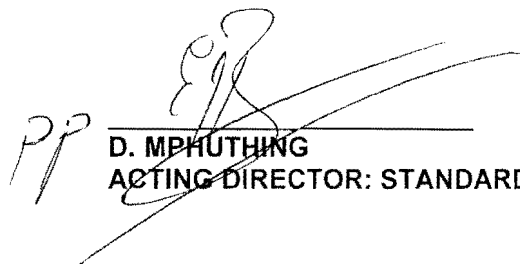
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## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**QUALIFICATION:**  
**Further Education and Training Certificate: Guiding**

SAQA QUAL ID	QUALIFICATION TITLE		
71549	Further Education and Training Certificate: Guiding		
ORIGINATOR		PROVIDER	
Task Team - Guiding			
QUALIFICATION TYPE	FIELD	SUBFIELD	
Further Ed and Training Cert	11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	134	Level 4	Regular-Unit Stds Based

***This qualification replaces:***

Qual ID	Qualification Title	NQF Level	Min Credits	Replacement Status
20155	National Certificate: Tourism: Guiding	Level 4	144	Will occur as soon as 71549 is registered

**PURPOSE AND RATIONALE OF THE QUALIFICATION**

Purpose:

In the context of the guiding industry, this qualification will enable a learner to acquire the knowledge skills and values that will enable them to organise and facilitate creative and innovative guiding experiences in their area of specialisation. A qualifying learner will be able to plan and implement safe guiding experiences, and as such, contribute to tourism and the guiding industry itself.

This qualification is a step in a planned learning pathway that underpins a career in Guiding and will enhance career path progression within the Guiding industry as it addresses the skills and competencies enabling the qualifying and registration as a Guide to access employment opportunities in the Tourism industry and guiding sector in South Africa.

The registered guide is both an ambassador for the country and the provider of a business service, and the purpose of the qualification is to equip learners with the knowledge, skills, values and qualities to successfully fulfil these roles.

After successful completion of this qualification learners will be able to:

- Organise a guiding activity and programme for an identified target group.
- Interact with clients in the provision of a guided experience.
- Execute a guiding experience with clients according to operational requirements.

The meeting of the above competencies will position the learner for registration as:

- Senior site and/or specialist guide: requiring above average knowledge of a site and/or speciality.

- Regional, provincial or national guide: requiring above average knowledge of the region, province/s.

A professional Nature, Culture or Adventure tourist guide is qualified to prepare for and conduct informative, innovative, entertaining and satisfying guided experiences in their area of specialisation.

The target population includes:

- Persons capable of entering the guiding industry at this level.
- Current site and specialist guides.
- Current regional, provincial or national guides.
- Persons in related positions, which articulate with senior site, regional, provincial or national guides.

Rationale:

The Travel and Tourism industry in South Africa is a growing industry that needs to provide the relevant skills and competencies to address the continuous growth in the tourism market. The growth in the industry is amongst others, resultant from South Africa's involvement in international business, conferencing, sports and other events as well as national and international accessing of South Africa as a tourism destination of choice, in particular for exposure to and experiencing of its rich and diverse natural and cultural resources.

Local and international tourists access and utilise products and services offered by registered Guides operating in the tourism industry. Guiding services enable a structured and informative personal experiences and exposure to the rich and diverse attractions making South Africa a popular tourism destination.

To meet service requirements and demands, Guiding includes a broad range of service providers specialising in services and products within their operational environment. These products and services are characterised by three major, but often overlapping, subdivisions of operation namely:

- Nature Guiding.
- Culture Guiding.
- Adventure Guiding.

Provision of services within any of these areas of specialisation involves a variety of organisations, contributing to and operating within the sector. These include:

- The Department of Environmental Affairs and Tourism (DEAT).
- Provincial and National Parks.
- Private and community game and nature reserves.
- Private tour operators.
- Lodges and hotels that capitalise on natural and cultural heritage.
- Guiding companies and tourist guides.
- Adventure centres.

Guiding and the provision of guiding services take place in a highly regulated environment. It is a legislative requirement that any individual operating as a Guide in South Africa needs to register with the Department of Environmental Affairs and Tourism (DEAT). Such registration is depending on:

- The provision of evidence of the obtaining of nationally recognised training against qualifications registered on the NQF.

- Adequate specialisation in terms of operating as a site, local, provincial or national guide.
- Being in possession of a current first aid certificate.
- Being in possession of a current public drivers permit (PDP).

The specialisation area subdivisions (nature, culture and adventure) have a high degree of regional and subject matter specialisation. All three subdivisions require a qualification, or learning programme, at this level to meet the growing demand for this level of professional guide by local and international participants. This is especially important since no similar comparable qualification exists in South Africa, providing for all three subdivisions as specialisations. This qualification is required to enable guides to achieve and reflect acceptable operating standards of professional expertise. This provides a developmental goal for guides at lower levels or entering the guiding industry.

Due to a natural overlap in tourists' interests, the qualification requires that learners embrace relevant aspects of both natural and cultural heritage, towards providing a holistic guided experience for participants. The qualification allows learners the opportunity for specialised career development through specialisation, the opportunity to diversify regarding areas of interest and skill within the guiding industry as a whole, as well as a high degree of portability within the NQF.

Learners successfully completing this qualification would be well positioned for registration as tourist guides. Successful learners would be eminently employable, particularly in the formal sector. Additional qualified and registered personnel would also allow greater inflow of visitors and funds to the country.

The qualification facilitates the possibility for guides to operate in one or more site, region or province, as well as nationally. This reflects the needs of guides and industry in all three subdivisions of guiding and will thus support and contribute to transformation in the industry, the meeting of legislative requirements and the maintaining of growth and employment opportunities in the sector.

#### **RECOGNIZE PREVIOUS LEARNING?**

Y

#### **LEARNING ASSUMED IN PLACE**

It is assumed that the Learner attempting this Qualification is competent in:

- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.

Recognition of Prior Learning:

This Qualification and the entire fundamental, core and elective Unit Standards associated with it can be achieved by any learner through the recognition of prior learning, which includes learning outcomes achieved through formal, informal and non-formal learning and work experience. Learner and assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the Qualification and the associated Unit Standards.

This Recognition of Prior Learning may allow for:

- Gaining of credits for unit standards in this qualification.
- Obtaining this qualification in whole.

All Recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

Access to the Qualification:

There is open access to this Qualification.

### **QUALIFICATION RULES**

The Qualification consists of a Fundamental, a Core and an Elective Component:

To be awarded the Qualification learners are required to obtain a minimum of 134 credits as detailed below.

Fundamental Component:

The Fundamental Component consists of Unit Standards in:

- Mathematical Literacy at NQF Level 4 to the value of 16 Credits.
- Communication at NQF Level 4 in a First South African Language to the value of 20 Credits.
- Communication in a Second South African Language at NQF Level 3 to the value of 20 Credits.

It is compulsory therefore for learners to do Communication in two different South African languages, one at NQF Level 4 and the other at NQF Level 3.

All Unit Standards in the Fundamental Component are compulsory.

Core Component:

The Core Component consists of Unit Standards to the value of 47 Credits all of which are compulsory.

Elective Component:

The Elective Component consists of a number of specialisations each with its own set of Unit Standards. Learners are to choose a specialisation area. The specialisation areas are:

- Nature Guiding.
- Culture Guiding.
- Adventure Guiding.

The learner must choose a specialisation and complete the compulsory Unit Standard listed for the specialisation. Additional Unit Standards included in the specialisation must be selected for further contextualisation in terms of the chosen specialisation. A minimum of 31 Credits from the Unit Standards listed under the specialisation are required for the completion of the qualification.

Culture Guide:

Compulsory:

- ID 335802, Conduct a guided cultural experience, NQF Level 4, 12 credits.

Additional Unit Standards:

- ID 119869: Demonstrate knowledge of Iron Age archaeology, Level 4, 10 Credits.
- ID 119870: Research a Southern African archaeological site from published and unpublished material, Level 4, 6 Credits.

- ID 119877: Demonstrate knowledge of Stone Age archaeology, Level 4, 10 Credits.
- ID 262305: Plan and implement minimum environmental impact practices, Level 4, 5 Credits.
- ID 335800: Apply professional values and ethics in the operational environment, Level 5, 4 Credits.
- ID 335803: Research and plan a guided experience at a prominent tourism site, Level 4, 5 Credits.
- ID 262317: Lead participants through an outdoor recreation and adventure activity, Level 4, 10 Credits.
- ID 262320: Manage and organise groups, Level 4, 10 Credits.

Nature Guide:

Compulsory:

- ID 335799: Conduct a guided nature experience, NQF Level 3, 7 Credits.

Additional Unit Standards:

- ID 335815: Conduct a guided biome experience, Level 4, 10 Credits.
- ID 335814: Conduct a guided birding experience, Level 4, 10 Credits.
- ID 335797: Conduct a guided experience to view potentially dangerous animals, Level 4, 15 Credits.
- ID 262305: Plan and implement minimum environmental impact practices, Level 4, 5 Credits.
- ID 335800: Apply professional values and ethics in the operational environment, Level 5, 4 Credits.
- ID 335803: Research and plan a guided experience at a prominent tourism site, Level 4, 5 Credits.
- ID 262317: Lead participants through an outdoor recreation and adventure activity, Level 4, 10 Credits.
- ID 262320: Manage and organise groups, Level 4, 10 Credits.

Adventure Guide:

Compulsory:

- ID 335816: Conduct a guided adventure experience, NQF Level 4, 8 Credits.

Additional Unit Standards:

- ID 262305: Plan and implement minimum environmental impact practices, Level 4, 5 Credits.
- ID 335800: Apply professional values and ethics in the operational environment, Level 5, 4 Credits.
- ID 335803: Research and plan a guided experience at a prominent tourism site, Level 4, 5 Credits.
- ID 262317: Lead participants through an outdoor recreation and adventure activity, Level 4, 10 Credits.
- ID 262320: Manage and organise groups, Level 4, 10 Credits.
- ID 262246: Set up and operate a camping site, Level 4, 5 Credits.

### **EXIT LEVEL OUTCOMES**

1. Organise a guiding activity and programme for an identified target group.
2. Interact with clients in the provision of a guided experience.
3. Execute a guiding experience with clients according to operational requirements.

**Critical Cross-Field Outcomes:**

The qualification addresses the following Critical Cross-Field Outcomes as embedded in the Core Unit Standards of the Qualification:

**Communicate effectively:**

- Effective communication is enabled through the maintaining of relevant communication as per organisational requirements applicable to the planning, implementation and support services associated with the guiding experience.

**Identify and solve problems:**

- Problems are identified and solved in the guiding experience as it relates to the maintaining of operational requirements.

**Collect, analyse, organise, and critically evaluate information:**

- Information is collected analysed, organized and evaluated in the guiding experience logistical arrangements and the administration thereof:

**Understand the world as a set of related systems:**

- The world is understood as a set of related systems as the guiding experience provides services within the larger services environment, In addition the national and international guiding structures enables the learners understanding of the world as a set of interrelated systems.

**Organise and manage own activities:**

- Own activities are managed and organised in the guiding services and in the maintaining of liaison, communication and the execution of support duties and functions within the operational environment.

**Work in a team:**

- Teamwork is supported in the operational environment and the execution of the guiding function regardless of the specific genre in which the learner is required to operate and apply obtained knowledge and skills.

**Maintain effective working relationships:**

- The maintaining of effective working relationships is supported through the requirements of the operational environment and the very nature of the guiding industry, which is very service, orientated.

**Science and technology:**

- The use of Science and Technology is supported by the use of computer literacy in the operational environment as well as the electronic applications used for the gathering and reporting of information in the performance of guiding support and administration.

**ASSOCIATED ASSESSMENT CRITERIA**

Associated Assessment Criteria for Exit Level Outcomes 1:

1.1 A guided experience is researched according to the requirements of the guided intervention.

- 1.2 A guided intervention is designed and adapted to suit the needs of the participants and target group.
- 1.3 A guided activity is facilitated to ensure meaningful participation.
- 1.4 The principles of responsible tourism are applied and maintained with regard to the guiding environment.

Associated Assessment Criteria for Exit Level Outcomes 2:

- 2.1 Factors impacting on clients are identified and explained as it applies to their participating in a guided experience.
- 2.2 A briefing is compiled and presented to the participants of a guided experience.
- 2.3 Client interaction is performed to maintain customer care and service levels for the guided experience.

Associated Assessment Criteria for Exit Level Outcomes 3:

- 3.1 Legislative requirements and boundaries are identified as they apply to the guiding environment.
- 3.2 Ethical principles and operational requirements are explained as it pertains to a guiding service provision.
- 3.3 Clients, participants and staff are briefed with regard to logistical concerns and contingencies that arise as applicable to a guided experience.
- 3.4 A guiding experience is executed with clients in accordance with logistical arrangements as well as legislative, environmental, safety, ethical principles and operational requirements.
- 3.5 A guiding intervention is interpreted to enhance the experience for clients and participants.
- 3.6 A guided experience is concluded according to operational requirements.

Integrated Assessment:

Integrated assessment at this level will evaluate the learner's ability to combine actions and ideas across a range of activities and knowledge areas. The integrated assessment must specifically assess the learner's ability to:

- Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards required.
- Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken.

The assessment will require assessment methods, which measure and evaluate evidence generated during workplace activities into account. Because assessment practices must be open, transparent, fair, valid and reliable; ensuring that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working or will work. Where it is not possible to assess the learner in the workplace, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term integrated assessment implies that theoretical and practical components should be assessed together. Whenever possible the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated into assessment. During integrated assessment, the assessor should make use of a range of formative and summative assessment tools and methods. Combinations of practical, applied, foundational and reflective competencies should be assessed. Assessment should further ensure that all Specific Outcomes, Embedded Knowledge and Critical Cross-Field outcomes are evaluated in an integrated way.



Assessors must assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience as the assessment process is capable of being applied to RPL, subject to the rules and criteria of the relevant ETQA.

### **INTERNATIONAL COMPARABILITY**

In the selection of suitable areas of best practice to inform international comparison, the uniqueness of the envisaged qualification, in that it enables alternative specialisation in the areas of culture, nature and adventure guiding was considered. The fairly broad scope resultant from the inclusion of all three of the main focus areas of guiding enabled comparison with almost any major tourist destination worldwide.

For practical purposes and in considering of similarities in the operational guiding environment, guiding qualifications in Australia and the United States of America provided opportunities for international comparison. Some information pertaining to training of guides in Canada was also considered. Comparison with SADC qualifications indicated that relevant guiding qualifications based on unit standards are available on the Botswana Qualifications Framework. Regrettably qualifications such as S0032 (Mokoro guiding) can only be viewed and cannot be accessed for additional information on Botswana Training Authority (BOTA).

It should however be noted that the Unit Standards incorporated into the guiding domain on the Botswana Qualifications Framework offer good comparisons in terms of focus areas as incorporated in the envisaged qualification. Additional attempts to access guiding specific qualifications in Kenya and other African countries proved difficult on certificate level with most qualifications accessed being on undergraduate level and offered by either universities or polytechnic university colleges.

The following Qualifications were selected to inform international comparison:

- Australia-The Certificate on Level 4 in Tourism Guiding as offered and endorsed by Ecotourism Australia.
- United States of America-Travel Guides Qualification as per O-net online.

Technical and Further Education (TAFE) Certificate in Tourism Guiding Level 4:

The EcoGuide Australia Certification Program is a flagship program of Ecotourism Australia. It is an industry driven program for Nature and Ecotour Guides. The EcoGuide Australia program provides a credential, endorsing the recipient as a guide who will deliver an authentic, environmentally responsible, and professional Ecotourism experience.

The Qualification incorporates the following core units:

- Work with colleagues and customers.
- Work in a socially diverse environment.
- Health, safety and security procedures.
- Develop and update tourism industry knowledge.
- Work as a guide.
- Co-ordinate and operate a tour.
- Lead tour groups.
- Prepare and present tour commentaries or activities.
- Provide first aid.
- Develop and maintain the general knowledge required by guides.

The envisaged Qualification compares favourably in terms of the following areas of focus as found in the core component of the Qualification:

- Care for customers.
- Minimise and manage safety and emergency incidents.
- Apply knowledge of South Africa to support the design of tourism experiences.
- Contribute to sustainable tourism in South Africa.
- Conduct a guided experience with customers.
- Apply interpretation skills to a guided experience.

The Technical And Further Education (TAFE) qualification provides a very strong focus on health, safety and security and is very tour group specific. The envisaged qualification does not incorporate first aid as a separate standard, the holding of current first aid certificate being an annual renewal requirement in the South African regulatory framework. In addition, the provision of differentiation for contextualisation of nature, culture and adventure guiding activities, is ill-defined in the qualifications used for comparison.

Travel Guides-occupational information network:

The Qualification observed include the following core focus areas:

- Arrange for tour or expedition details such as accommodation, transportation, equipment, and the availability of medical personnel.
- Attend to special needs of tour participants.
- Give advice on sightseeing and shopping.
- Lead individuals or groups to tour site locations and describe points of interest.
- Plan tour itineraries, applying knowledge of travel routes and destination sites.
- Resolve any problems with itineraries, service, or accommodations.
- Verify amounts and quality of equipment prior to expeditions or tours.
- Administer first aid to injured group participants.
- Evaluate services received on the tour, and report findings to tour organizers.
- Explain hunting and fishing laws to groups in order to ensure compliance.

The envisaged qualification incorporates very similar core focus areas including:

- The role and function of role-players in the guiding sector (legislative compliance issues included).
- Care for customers.
- Contribute to sustainable tourism.
- Conduct a guided experience.
- Apply knowledge to support the design of a tourism experience (Planning of itineraries, application of knowledge of routes and sites).
- Management of safety and emergency incidents (Including equipment for interventions).
- Apply interpretation skills to a guided experience.

Provision is once again made for first aid interventions through the required acquisition of a current first aid certificate associated with guide registration. The envisaged qualification likewise focuses on the operational compliance in terms of legal frameworks and differentiates itself by including a strong communication contextualisation in terms of interpretation.

The enabling of specialisation within a South African context in terms of nature, culture and adventure guiding remains fairly unique but is necessitated within the regulatory framework for guiding in South Africa as well as the enabling of transformation and access to guiding within the industry.

Additional comparisons concluded:

In an attempt to investigate relevant qualifications as broadly as possible, qualifications enabling guiding in Canada were also perused. The Tour Coordinator Certificate offered in Canada

serves as an example. Albeit offered at tertiary level, some overlap areas were observed including components such as Tourism industry, cultural, heritage and natural interpretation, group tour operations, customer service and components of tour guiding. The inclusion of these components on certificate level is indicative of alignment and favourable comparison with the envisaged qualification.

Additional comparisons concluded in the Australian and New Zealand frameworks indicated a very similar approach followed on the New Zealand qualifications framework as per the envisaged qualification. The Northland Polytechnic Certificate in Tourism provides focus on teamwork, customer service, communication skills, geography, and regional and destination knowledge. This likewise enables a fair comparison with the envisaged qualification albeit the overall approach followed for the qualification appears to be more travel and tourism specific than guiding specific.

The New Zealand Educational Tourism School's National Certificate in Tour Guiding also enabled some comparison from this region. In this comparison, cultural focus such as an introduction to Maori Studies, New-Zealand history, fauna and flora, cultural aspects such as food and beverages as well as driver and coach legislation requirements seem to reflect a strong similarity to the envisaged South African qualification. Customer service, conflict management and some focus on legislative frameworks furthermore support this conclusion.

#### Conclusion:

International comparison concluded for the Australian and American qualifications indicates a positive alignment to international practices in terms of the core components of the envisaged qualification. The addressing of legislative and guiding specific competencies seems well-aligned against all qualifications and programmes accessed for comparison.

The envisaged qualification differentiates itself through the provision of a strong elective component enabling specialisation in one of the three guiding focus areas and further specialisation in terms of sub-specialisations within these focus areas.

The provision of specialisation areas is however not regarded as a negative but enables the meeting of specific regulatory requirements applicable to the South African guiding context. Unit standards offering specialisation refinement in the qualification enables compliance whilst supporting transformation and access for individuals into the domain of guiding. Additional comparisons concluded support fair alignment of the envisaged qualification to best practices internationally.

### **ARTICULATION OPTIONS**

This Qualification provides the following articulation opportunities:

#### Horizontal Articulation:

- Further Education and Training Certificate: Travel and Tourism, NQF Level 4.
- Further Education and Training Certificate: Travel and Community Tourism, NQF Level 4.

#### Vertical Articulation:

- National Certificate: Tourist Guiding, NQF Level 5.
- National Certificate: Tour Guides, NQF Level 5.
- National Certificate: Tour Guides, NQF Level 5.

### **MODERATION OPTIONS**

- Anyone assessing a learner, or moderating the assessment of a learner against this Qualification must be registered as an assessor/moderator with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Any institution offering learning that may enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Assessment and moderation of assessment may be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQA's (including professional bodies), and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at all exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Exit Level Outcomes of the Qualification.
- Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

The options as listed above provide the opportunity to ensure that assessment and moderation can be transparent, affordable, valid, reliable and non-discriminatory.

#### **CRITERIA FOR THE REGISTRATION OF ASSESSORS**

For an applicant to register as an assessor or moderator of this Qualification the applicant must:

- Be declared competent in all the outcomes of the National Assessor Unit Standards.
- Be in possession of a relevant Qualification.
- Have a minimum of three years practical and relevant occupational experience.

The Assessor must be qualified with the ETDP and registered with the relevant ETQA through evidence of relevant subject matter expertise with a qualification one level above the qualification against which assessment will be conducted.

#### **NOTES**

This qualification replaces qualification 20155, "National Certificate: Tourism: Guiding", Level 4, 144 Credits.

#### **UNIT STANDARDS**

	<b>ID</b>	<b>UNIT STANDARD TITLE</b>	<b>LEVEL</b>	<b>CREDITS</b>
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	7484	Describe, represent, analyse and explain changes in shape and motion in 2- and 3-dimensional space with justification	Level 4	4
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Core	335796	Apply interpretation skills to a Guided experience	Level 4	5
Core	335794	Apply knowledge on South Africa to enhance a tourism experience	Level 4	12
Core	246740	Care for customers	Level 4	3
Core	335801	Conduct a guiding activity	Level 4	8
Core	335798	Describe the role and function of role-players in the guiding sector	Level 4	5
Core	110009	Manage administration records	Level 4	4
Core	255914	Minimise and manage safety and emergency incidents	Level 4	6
Core	335795	Operate within the national and international legal tourism framework	Level 4	4
Elective	335799	Conduct a guided nature experience	Level 3	7
Elective	335816	Conduct a guided adventure experience	Level 4	8
Elective	335815	Conduct a guided biome experience	Level 4	10
Elective	335814	Conduct a guided birding experience	Level 4	10
Elective	335802	Conduct a guided cultural experience	Level 4	12
Elective	335797	Conduct a guided experience to view potentially dangerous animals	Level 4	15
Elective	119869	Demonstrate knowledge of Iron Age archaeology	Level 4	10
Elective	119877	Demonstrate knowledge of Stone Age archaeology	Level 4	10
Elective	262317	Lead participants through an outdoor recreation and adventure activity	Level 4	10
Elective	262320	Manage and organise groups	Level 4	10
Elective	262305	Plan and implement minimum environmental impact practices	Level 4	5
Elective	119870	Research a Southern African archaeological site from published and unpublished material	Level 4	6
Elective	335803	Research and design a guided experience at a prominent tourism site	Level 4	5
Elective	262246	Set up and operate a camping site	Level 4	5
Elective	335800	Apply professional values and ethics in the operational environment	Level 5	4

**LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION****None**



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Apply knowledge on South Africa to enhance a tourism experience*

SAQA US ID		UNIT STANDARD TITLE	
335794		Apply knowledge on South Africa to enhance a tourism experience	
ORIGINATOR		PROVIDER	
Task Team - Guiding			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	12

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Use information on South Africa and/or a local area to design a tourism experience in the area of operation.

**SPECIFIC OUTCOME 2**

Utilise the ability to maintain currency of knowledge to enhance service levels and the tourism experience.

**SPECIFIC OUTCOME 3**

Enhance a tourism experience through the use of source information.

**SPECIFIC OUTCOME 4**

Communicate with clients to enable a positive tourism experience.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Core	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Operate within the national and international legal tourism framework*

SAQA US ID	UNIT STANDARD TITLE		
335795	Operate within the national and international legal tourism framework		
ORIGINATOR		PROVIDER	
Task Team - Guiding			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	4

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Demonstrate a basic working knowledge of legislative requirements as it applies to the tourism industry.

**SPECIFIC OUTCOME 2**

Demonstrate an awareness of the legally established relationship between service provider and customer.

**SPECIFIC OUTCOME 3**

Demonstrate the application of legislative requirements applicable to the operational environment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Core	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Apply interpretation skills to a Guided experience*

SAQA US ID	UNIT STANDARD TITLE		
335796	Apply interpretation skills to a Guided experience		
ORIGINATOR	PROVIDER		
Task Team - Guiding			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	5

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Prepare an interpretive presentation so as to enhance a guided experience applicable to own operational area.

**SPECIFIC OUTCOME 2**

Deliver a formal interpretive presentation in support of a guided experience.

**SPECIFIC OUTCOME 3**

Maintain interpretive commentary so as to contribute to a guided experience.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Core	71549	Further Education and Training Certificate: Guiding	Level 4





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Conduct a guided experience to view potentially dangerous animals*

SAQA US ID	UNIT STANDARD TITLE		
335797	Conduct a guided experience to view potentially dangerous animals		
ORIGINATOR	PROVIDER		
Task Team - Guiding			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	15

*This unit standard replaces:*

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
8514	Conduct a guided nature experience	Level 4	20	Will occur as soon as 335797 is registered

**SPECIFIC OUTCOME 1**

Prepare to conduct a guided nature experience on foot in areas where potentially dangerous animals may occur.

**SPECIFIC OUTCOME 2**

Interpret the behaviour of animals in the broader ecological context in terms of human safety.

**SPECIFIC OUTCOME 3**

Lead a guided experience to view potentially dangerous animals.

**SPECIFIC OUTCOME 4**

Demonstrate firearm action drills in the event of an attack by an animal.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Describe the role and function of role-players in the guiding sector*

SAQA US ID		UNIT STANDARD TITLE	
335798		Describe the role and function of role-players in the guiding sector	
ORIGINATOR		PROVIDER	
Task Team - Guiding			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	5

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Identify the role-players in the guiding industry in the public sector in South Africa.

**SPECIFIC OUTCOME 2**

Identify the commercial providers of guiding services, products and facilities.

**SPECIFIC OUTCOME 3**

Identify and describe the operational requirements for the provision of guiding services as they apply to selected guiding applications.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Core	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Conduct a guided nature experience***

SAQA US ID		UNIT STANDARD TITLE	
335799		Conduct a guided nature experience	
ORIGINATOR		PROVIDER	
Task Team - Guiding			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	7

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Design a nature guiding experience.

**SPECIFIC OUTCOME 2**

Conduct a guided nature experience.

**SPECIFIC OUTCOME 3**

Review own guiding performance.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Apply professional values and ethics in the operational environment*

SAQA US ID		UNIT STANDARD TITLE	
335800		Apply professional values and ethics in the operational environment	
ORIGINATOR		PROVIDER	
Task Team - Guiding			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	4

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Analyse issues relating to professional and ethical conduct.

**SPECIFIC OUTCOME 2**

Evaluate an ethical code of conduct as it applies to the operational environment.

**SPECIFIC OUTCOME 3**

Apply professional ethics in practical situations.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Conduct a guiding activity*

SAQA US ID	UNIT STANDARD TITLE		
335801	Conduct a guiding activity		
ORIGINATOR	PROVIDER		
Task Team - Guiding			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Demonstrate knowledge of the guiding activity category.

**SPECIFIC OUTCOME 2**

Plan and prepare for a specific guiding activity.

**SPECIFIC OUTCOME 3**

Prepare participants for a guiding activity.

**SPECIFIC OUTCOME 4**

Supervise a guiding activity.

**SPECIFIC OUTCOME 5**

Conclude a guiding activity.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Core	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Conduct a guided cultural experience*

SAQA US ID	UNIT STANDARD TITLE		
335802	Conduct a guided cultural experience		
ORIGINATOR	PROVIDER		
Task Team - Guiding			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	12

*This unit standard replaces:*

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
8511	Conduct a guided cultural experience	Level 4	20	Will occur as soon as 335802 is registered

**SPECIFIC OUTCOME 1**

Demonstrate knowledge of South African diverse cultural heritage.

**SPECIFIC OUTCOME 2**

Plan a tour itinerary.

**SPECIFIC OUTCOME 3**

Conduct a guided cultural experience.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Research and design a guided experience at a prominent tourism site***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
335803	Research and design a guided experience at a prominent tourism site		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
Task Team - Guiding			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	5

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Conduct a research tour in preparation of a guided experience in a designated tourism site.

**SPECIFIC OUTCOME 2**

Develop an inventory for a selected site in support of the design of a guided experience.

**SPECIFIC OUTCOME 3**

Design a guided nature, culture or adventure experience for a designated tourism site.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Conduct a guided birding experience***

SAQA US ID		UNIT STANDARD TITLE	
335814		Conduct a guided birding experience	
ORIGINATOR		PROVIDER	
Task Team - Guiding			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	10

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Conduct a tour to locate, identify and interpret birds.

**SPECIFIC OUTCOME 2**

Discuss avian behaviour.

**SPECIFIC OUTCOME 3**

Describe seasonal changes in distribution and behaviour of important species.

**SPECIFIC OUTCOME 4**

Use a bird field guide.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	71549	Further Education and Training Certificate: Guiding	Level 4





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Conduct a guided biome experience***

SAQA US ID		UNIT STANDARD TITLE	
335815		Conduct a guided biome experience	
ORIGINATOR		PROVIDER	
Task Team - Guiding			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	10

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Identify the geographical regions of a biome and associated vegetation types.

**SPECIFIC OUTCOME 2**

Name, identify and describe the indicator animal and plant species in a biome.

**SPECIFIC OUTCOME 3**

Explain the ecology of a biome and its various sub-divisions.

**SPECIFIC OUTCOME 4**

Describe the geology, climate and general weather patterns of a biome and its geographical sub-regions.

**SPECIFIC OUTCOME 5**

Explain the protected natural areas of interest within the biome.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	71549	Further Education and Training Certificate: Guiding	Level 4



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Conduct a guided adventure experience*

SAQA US ID		UNIT STANDARD TITLE	
335816		Conduct a guided adventure experience	
ORIGINATOR		PROVIDER	
Task Team - Guiding			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Prepare to conduct an adventure based guided experience.

**SPECIFIC OUTCOME 2**

Conduct an adventure based guided experience.

**SPECIFIC OUTCOME 3**

Conclude and review an adventure based a guided experience.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	71549	Further Education and Training Certificate: Guiding	Level 4