



Cathsseta Accreditation number 613/P/060074/2006

**FACILITATED COURSES**

*Further Education and Training Certificate: Tourist Guiding* NQF L4 Credits 134 (71549) – Culture Regional/Provincial/National Guide

The qualification is presented in two programs:

- Basics of guiding
- Advanced guiding

What is expected

1. Attend the 5 Workshops (dates for attendance can be anytime)
2. Complete the online self-study, assignments and tests
3. Complete the summative online knowledge questionnaires
4. Research, plan, and design a walking & driving city tour
5. Present a walking & driving city tour (45-60 minutes each on video)

**Workshops**

**Venue:** MGT Office, 390 Schoongezicht Street, Erasmusrand, Pretoria

**Time:** 8h30-16h30 (30 minutes lunch)

**Dates:**

<b>January 2018</b>	<b>February 2018</b>	<b>March 2018</b>
8 SAH	12 SAH	12 SAH
9 OHS	13 OHS	13 OHS
10 WTO	14 WTO	14 WTO
11 MAN	15 MAN	15 MAN
12 DTO	16 DTO	16 DTO
13 TOP (optional)	17 TOP (optional)	17 TOP (optional)

Workshop dates can be selected for any of the three months above upon payment to suit your needs and availably. An admin fee of R150 will be charged for any changes thereafter.

**Cost:**

	Normal	December specials
<b>Basics &amp; Advanced Guiding + 1 Provinces</b>	R 7350.00*	R 6350.00
<b>Basics &amp; Advanced Guiding + 9 provinces (national)</b>	R10 550.00*	R8600.00
<b>Workshops only (5)</b>	R 2750.00	R1950.00
<b>Workshops only (5) for candidates who enrolled for online course / RPL within the last 18 months</b>		R1500.00

R5000 deposit and balance payable within 30 days of purchase.

\*December specials only available as a once-off payment.

*Included: Facilitation & coaching (5 days), workshop notes & refreshments; Basics of Guiding; SA Overview; Advanced guiding; Provincial courses material (e-format); online assignments and tests: practical tasks, assessment, moderation, and certification*

*Excluded: First Aid Level 1, registration as a guide, lunch, or any other cost that you may incur while enrolled for the course.*

## **SOUTH AFRICAN OVERVIEW INCLUDING HISTORY**

Day 1 / Workshop SAH

- Proudly South African.
- Brief geological history.
- Geography and climate.
- Biomes and natural assets.
- 'Big 5' periods in history and the major events that shaped South Africa.
- Cultural groupings – brief history and practices.
- Approaches to other relevant SA topics, and answering difficult questions.

## **OPERATE IN THE LEGAL FRAMEWORK (INCLUDING HEALTH AND SAFETY**

Day2 / Workshop OHS

- Legislation pertaining to tour operations
- Contractual compliance
- Liability and indemnity forms
- International Customer Protection Framework
- Conservation and Heritage legislation
- Rules & regulations
- OHS Act
- Risk Assessment
- Emergency plan (Site Safety file)
- Safety briefing
- Natural and Unnatural emergencies and responses
- Incident report
- Crowd control.

## **WALKING TOURS AND INTERPRETATION**

Day 3/ Workshop WTO

- Research techniques (including Site Inventory). planning and designing of walking tours in a variety of environments including a city walk, prominent

monuments; cultural villages; local communities; animal sanctuaries; natural places, etc. • Developing thematic interpretative content, story lines, and presenting it within context. • Practical presentation on a site including the welcome, briefing, introduction, body and conclusion. • Public speaking

## **MANAGE GROUPS AND TOUR OPERATIONS**

Day 4/ Workshop MAN

- Preparation for a tour, meet & greet at the airport. transfers, and checking-in and out of hotels
- Essential information about South Africa for first time visitors
- Role and function of team players; leadership styles and dynamics on a tour
- Ethical and professional behaviour on tour
- Dealing with problems, conflict and different personality types on tour
- Administration duties for guides (Tour report; reconciliation of tour funds.

## **DRIVING & CITY TOURS**

Day 5 / Workshop DTO

- Research techniques (including Route log report; cultural heritage footprint) planning and designing of driving tours in a city/dense built area and along other routes
- Understanding the urban landscape (including architecture).
- Preparation of formal and informal (incidentals). commentary on given itineraries.
- Statistical reports and interpretation.
- Presentation of driving tour.

## **GUIDE ENTREPRENEUR/ TOUR OPERATOR**

Optional / Workshop TOP

- Legal and other requirements to set up a tour operator business
- Contracts, liability, insurance and international customer protection framework
- Product knowledge - transport, accommodation, restaurants, sites and attractions
- Itinerary design and costing
- Marketing
- Administration and record keeping

## **COURSE CONTENT BASICS OF GUIDING (ONLINE ASSIGNMENTS & TESTS)**

SOUTH AFRICAN OVERVIEW

MODULE 1: INTRO TO TOURISM INDUSTRY / LEGISLATION

MODULE 2: RESEARCH TECHNIQUES

MODULE 3: HEALTH AND SAFETY

MODULE 4: CUSTOMER CARE

MODULE 5: DESIGN A TOURIST GUIDE ACTIVITY

MODULE 6: CONDUCT A TOURIST GUIDE ACTIVITY

## **ADVANCED GUIDING**

MODULE 7: ADVANCED RESEARCH

MODULE 8: LEGAL ASPECTS

MODULE 9: CODE OF CONDUCT AND ETHICS

MODULE 10: CONVERSIONS, SHAPES AND MAPS

MODULE 11: DESIGN ITINERARIES / CITY TOURS

MODULE 12: CONDUCT TOURS / MANAGE GROUPS

MODULE 13: INTERPRETATION / SA History

MODULE 14: STATISTICS

MODULE 15: INTRO TO BUSINESS AND FINANCE