

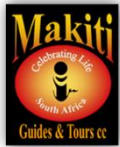
**FURTHER EDUCATION  
AND TRAINING  
CERTIFICATE:  
TOURIST GUIDING  
NQF L4 (71549)**

Cathsseta Accreditation  
number  
613/P/060074/2006

Assessment and practical  
for  
**Online platforms**



**Practical Provider**



Contact details:  
012 347 6001

[info@mgtcourses.co.za](mailto:info@mgtcourses.co.za)

*Training programme*

- Comprises of a Basic Guiding Course (Programme I) and an Advanced Guiding Course (Programme II).
- Both are compulsory in order to become a Provincial/National guide.
- The full Programme is registered as a 1-year course.
- Progress will be determined by each individual's input and commitment. It is possible to complete both in 4-6 months.

*Cost*

PROGRAMME 1: Basics of Guiding + SA Overview <i>Cathsseta certificate TG/CULTSITEGD/4/0031</i>	R 2750
PROGRAMME 2: Advanced Guiding + 1 province <i>Cathsseta certificate FETC: Tourist Guiding NQF L4 – 71549</i>	R 3900
ADDITIONAL PROVINCES <i>MGT declaration of competence certificate</i>	R 1250
INTRODUCTION TO NATURE GUIDING <i>Cathsseta certificate TGD/NatSGd/2/0029</i>	<i>*Only available as part of career path courses</i>
TOUR OPERATOR <i>MGT declaration of competence certificate - aligned to SATSA and industry requirements</i>	<i>*Only available as part of career path courses</i>
SWAZILAND En route through Swaziland - a familiarization training course	R1850.00
<b>SAVE WHEN YOU PURCHASE THE FOLLOWING COURSES TOGETHER</b>	
1. PROGRAMME 1+2 including 1 PROVINCE	R 5 400
2. PROGRAMME 1+2 including 5 PROVINCES	R 7 350
3. PROGRAMME 1+2 including all 9 PROVINCES	R 8 600
4. PROGRAMME 1+2 including 1 PROVINCE + INTRODUCTION TO NATURE GUIDING	R 7 800
5. PROGRAMME 1+2 including all 9 PROVINCES + SWAZILAND	R 10 150
<b>CAREER PATH COURSES FOR CULTURE GUIDES</b>	
6. PROGRAMME 1+2 including 1 PROVINCE + TOUR OPERATOR	R 7 350
7. PROGRAMME 1+2 including 5 PROVINCES + TOUR OPERATOR	R 9 300
8. PROGRAMME 1+2 including all 9 PROVINCES and TOUR OPERATOR	R 10 550
9. PROGRAMME 1+2 including all 9 PROVINCES and INTRODUCTION TO NATURE GUIDING	R 11 000
10. PROGRAMME 1+2 including all 9 PROVINCES; INTRODUCTION TO NATURE GUIDING and TOUR OPERATOR	R 12 950
11. PROGRAMME 1+2 including all 9 PROVINCES; INTRODUCTION TO NATURE GUIDING and TOUR OPERATOR + SWAZILAND COURSE	R 14 500

**Valid until 31 August 2017**

*Prices include online material, assessment, moderation and certification  
Exclusive of printed material, internet access, facilitation, practical in the Province, First aid level I  
certificate & registration fee as a Guide  
Only valid for EFT payments.*

## ADMISSION REQUIREMENTS

Requirement	Evidence to be submitted
Complete SKILLS & ATTRIBUTES of a Guide Self-evaluation	Completed Self-evaluation
Reading, writing and oral communication skills NQF Level 3 (Grade 11) English	Grade 11 Certificate for English 2 <sup>nd</sup> language or equivalent. If not available, a diagnostic assessment to evaluate proficiency will be conducted prior to admission.
Reading, writing and oral communication skills NQF Level 3 (Grade 11) In 2 <sup>nd</sup> SA language*	Grade 11 Certificate for a second SA language (other than English) or equivalent. If not available, a competency assessment / evaluation will be conducted prior to awarding the qualification.
Mathematical Literacy at NQF Level 3	Grade 11 Certificate with maths or equivalent. If not available, a diagnostic assessment to evaluate mathematical proficiency will be conducted prior to admission.
Computer literacy	Ability to operate a computer independently using internet, email, Word and Excel.

\*If candidate cannot communicate in a 2<sup>nd</sup> SA official language (other than English)

- For SA Citizens and foreigners living in the country for longer than 5 years only a Cathsseta Skills Programme Certificate will be awarded and a Certificate of Achievement for other US.
- Foreigners who have lived in SA for less than 5 years are exempted from communication in a 2<sup>nd</sup> SA language. To obtain the qualification certificate, additional elective US to the value of 20 credits should be completed.

ACADEMIC SUPPORT	<p>An Assessor can be contacted online via MESSENGER on the FACEBOOK GROUP <a href="http://Culturalguiding.com">Culturalguiding.com</a></p> <p>Students are also encouraged to attend assessment events on site (usually free of charge).</p> <p>Practical Workshops can be attended in Gauteng at additional cost. You will be informed of events and can join whenever you wish. These are not compulsory as you will receive sufficient guidance to complete the course on your own.</p>
TECHNICAL SUPPORT	Administration will assist with any technical problems you might experience while doing the online course.

Prospective Tourist Guides should obtain the FETC: Tourist Guiding Level 4 (71549) of the National Qualifications Framework (NQF). Thereafter, the guide must register with the **National Department of Tourism (NDT)** through the **Provincial Tourism Authorities** (\*See requirements below)

## ONLINE

- Country wide
- Instant access
- Anytime
- Affordable and convenient
- Progress at your own pace
- Online multiple choices tests and formative assessment with immediate feedback.
- Visual and multimedia support
- Academic support
- Downloadable PDF files for off-line study
- Academic knowledge in an easy digestible format over a period.

## OFF-LINE

- Practical application of Knowledge and Know How acquired (online courses/offline assignments)
- Communication skills
- Conflict handling skills
- Problem solving
- Teamwork
- Public speaking
- Interpretation
- Conducting the guided experience
- Practical knowledge and orientation in the province

## SUMMATIVE ASSESSMENT

- An Assessor will conduct the Assessment.
- After being found competent and your Portfolio of Evidence (POE) has been moderated, you will be issued with a Theta certificate (allow some time).
- Should you not be found competent, you will receive guidance concerning the specific outcomes where you did not meet the requirements.
- You will then be re-assessed when you indicate that you are ready.

## TECHNOLOGY REQUIRMENTS TO COMPLETE THE COURSE

You will need a computer with access to the internet. In addition, you will be required to take photos and submit video recordings of tours conducted for assessment. This can be done by using the video recording function on a cell phone if a video camera is not available.

## STUDY ONLINE

Complete the required theoretical courses for the Further Education Training Certificate on [www.culturalguiding.com](http://www.culturalguiding.com)

- I. Basics of Guiding
- II. South African Overview
- III. Advanced Guiding
- IV. The Province of your choice

## FORMATIVE ASSESSMENT TASKS

1. Complete online multiple tests after each Component.
2. Complete Workbook Activities for each Component and take formative assessment online.
3. Complete Workplace Tasks and log evidence online.

*Recognition of Prior Learning (RPL) is also available.*

- I. ONLINE KNOWLEDGE QUESTIONNAIRES
- II. EVALUATION OF SUBMITTED ASSIGNMENTS
- III. BEHAVIOURAL OBSERVATION (SUBMITTED VIDEO MATERIAL)

## APPEAL, COMPLAINTS AND GRIEVANCES

Should you not be satisfied with the outcome of the assessment you may submit an appeal to the Moderator who will schedule a meeting with the Assessor and yourself to resolve the issue. Should you still not be happy the matter will be referred to an external verifier.

**FURTHER EDUCATION AND TRAINING CERTIFICATE: TOURIST GUIDING NQF L4 (71549)**

The Qualifications is aligned to the following Unit standards.

	US NUM- BER	LEVEL	CRE- DIT	SETA	US NAME
<b>PROGRAMME 1: BASICS OF GUIDING</b>					
Skills programme	335801	4	8	Cathsseta	Conduct a tourist guiding activity
	335802	4	12	Cathsseta	Conduct a guided cultural experience
	335803	4	5	Cathsseta	Research and design a guided experience at a prominent tourism site
	246740	4	3	Cathsseta	Care for customers
	255914	4	6	Cathsseta	Minimise and manage safety and emergency incidents
Total Credits for Skills			34		
<b>PROGRAMME 2: ADVANCED GUIDING</b>					
Fundamentals	7468	4	6	Cathsseta	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
	7484	4	4	Cathsseta	Describe, represent, analyse and explain changes in shape and motion in 2- and 3-dimensional space with justification
	9015	4	6	Cathsseta	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
	119457	3	5	Cathsseta	Interpret and use information from texts
	119459	4	5	Cathsseta	Write/present/sign for a wide range of contexts
	119462	4	5	Cathsseta	Engage in sustained oral/signed communication and evaluate spoken/signed texts
	119465	3	5	Cathsseta	Write/present/sign texts for a range of communicative contexts
	119467	3	5	Cathsseta	Use language and communication in occupational learning programmes
	119469	4	5	Cathsseta	Read/view, analyse and respond to a variety of texts
	119471	4	5	Cathsseta	Use language and communication in occupational learning programmes
119472	3	5	Cathsseta	Accommodate audience and context needs in oral/signed communication	
Core	110009	4	4	Cathsseta	Manage administration records
	335794	4	12	Cathsseta	Apply knowledge on South Africa to enhance a tourism experience
	335795	4	4	Cathsseta	Operate within the national and international legal tourism framework
	335796	4	5	Cathsseta	Apply interpretation skills to a guided experience
	335798	4	5	Cathsseta	Describe the role and function of role-players in the tourist guiding sector
	335800	Pend. 4	4	Cathsseta	Apply professional values and ethics in the operational environment
Elec- tive	262320	4	10	Cathsseta	Manage and organise groups
Total Credits			100		
Total for 71549			134	Including Skills Programme	

## PROGRAMME 1: BASICS OF GUIDING MANUAL CONTENT

### MODULE 1: INTRODUCTION TO THE TOURISM INDUSTRY

Component 1: Becoming a Guide

### MODULE 2: RESEARCH

Component 1: Research Methods and Resources

Component 2: Methods to Capture and Summarise Information

Component 3: interviews and gathering indigenous knowledge

Component 4: cultural heritage area footprint

### MODULE 3: HEALTH AND SAFETY

Component 1: Prevention of Safety and Emergency Incidents

Component 2: Human error and other safety/medical precautions

Component 3: Natural and unnatural emergencies

Component 4: Manage incidents and people affected by it

### MODULE 4: CUSTOMER CARE

Component 1: Introduction to Customer Care

Component 2: Communication

Component 3: Dealing with complaints and conflict

Component 4: Needs, expectations and special needs

Component 5: Cultural background and sensitivities

### MODULE 5: DESIGN A TOURIST GUIDE ACTIVITY

Component 1: Heritage Legislation and Rules

Component 2: Research a Prominent Tourism Site

Component 3: Design a Walking Tour

Component 4: Design Marketing Material

### MODULE 6: CONDUCT A TOURIST GUIDE ACTIVITY

Component 1: Enriching the Guided Experience

Component 2: Public speaking

Component 3: Prepare, conduct and conclude a tour

---Requirements for Culture Site Guide NQF L4---



## **PROGRAMME 2: ADVANCED GUIDING MANUAL CONTENT**

### **MODULE 7: ADVANCED RESEARCH**

Component 1: Introduction to the Provincial Courses



9 provincial courses for National

### **MODULE 8: LEGAL ASPECTS**

Component 1: Legislation

### **MODULE 9: CODE OF CONDUCT AND ETHICS**

Component 1: Code of Conduct and Ethics

### **MODULE 10: CONVERSIONS, SHAPES AND MAPS**

Component 1: Conversions and shapes

Component 2: Map work

### **MODULE 11: DESIGN ITINERARIES**

Component 1: Plan, design and cost an itinerary

Component 2: City Coach Tours

### **MODULE 12: CONDUCT TOURS / MANAGE GROUPS**

Component 1: Meet and Greet / Stay at hotel

Component 2: Manage Groups on a Tour

Component 3: Dealing with conflict and technical problems

### **MODULE 13: INTERPRETATION / SA History**

Component 1: Written and oral text

Component 2: Formal and Informal commentary

### **MODULE 14: STATISTICS**

Component 1: Data Sources and Collection Methods

Component 2: Presentation Techniques

Component 3: Probability and Predictions

Component 4: Applications of stats

### **MODULE 15: INTRO TO BUSINESS AND FINANCE**

Component 1: Manage information, records and stationery

Component 2: Control and ordering Office Stationary

Component 3: Dealing with non-compliance

Component 4: Cost, Revenue and Budgets

Component 5: Simple and Compound Interest

Component 6: Shares and other financial instruments

Component 7: Debate National and global economy

---Requirements for FETC: Tourist Guiding NQF L4 (71549)---

### **ADDITIONAL MODULE TO ACHIEVE TOUR OPERATOR CERTIFICATE**

#### **MODULE 16: THE TOUR OPERATOR BUSINESS**

Component 1: Product knowledge – Transport

Component 2: Product knowledge - Accommodation and restaurant

Component 3: Starting a business and vehicle selections

Component 4: Finance and marketing

Component 5: Managing tour operations

**NATURE SITE GUIDE NQF L2 (TGD/NatSGd/2/0029)**

The Qualifications is aligned to the following Unit standards.

	US NUM- BER	LEVEL	CRE- DIT	SETA	US NAME
Skills programme	8478	2	20	Cathsseta	Create a Guided Experience for Customers
	8440	2	20	Cathsseta	Conduct a guided nature experience in a limited geographical area
Total Credits for Skills			40		

**PROGRAMME: INTRODUCTION TO NATURE GUIDING**

Module 1: Introduction to nature guiding

Module 2: Biodiversity and conservation

Module 3: Geology, topography and soils

Module 4: Climate and weather

Module 5: Introduction to biomes

Module 6: Stars and planets (astronomy)

Module 7: Orientation in the natural environment

Module 8: Human habitation

Module 9: Taxonomy

Module 10: Identification of flora

Module 11: Animal behaviour and signs (calls, spoors and droppings)

Module 12: Identification of mammals

Module 13: Identification of birds

Module 14: Identification of reptiles

Module 15: Identification of amphibians

Module 16: Identification of arthropods

Module 17: Identification of fish

## MORE ABOUT THE TRAINING PROGRAMME

### ➤ PROGRAMME 1: Basics of guiding

This programme focuses on gaining an overview of South Africa, health and safety, customer care and research methodologies. The student will be required to present a 45-60 minutes walking tour on a prominent cultural tourism site (for example Constitution hill, Liliesleaf, Voortrekker monument). A *Culture site guide certificate NQF L4* is issued upon achievement of this programme as an additional incentive. The student can submit application to register as a guide (takes approximately 6 weeks to receive the badge and card). At this stage, the guide is only allowed to conduct tours on the selected site but can easily extend scope to city walking tours, etc.

### ➤ PROGRAMME 2: Advanced guiding course

In this course, the students need to present a 1 hour highlight tour of a city (in a vehicle with a driver). Microphone techniques meet and greet at airport/harbour/train station, hotel check-in/out, managing groups, itinerary design, legislation, ethics, statistics and business aspects, etc. will also be covered. The provincial course is also included in this programme. Upon successful completion, the guide will be able to submit the *FETC: Tourist Guiding Certificate* and register as a provincial guide.

## BOTH PROGRAMMES WILL INCLUDE THE FOLLOWING:

- a) **Completing a theoretical component**, workbook (similar to class room activities) and relevant online self-evaluation tests. DVDs with material and resources for research (video clips, articles and other documents required) will be forwarded.
- b) **Completing practical tasks** in preparation of tour presentations (walking and city tour) and gaining other skills required. If the student already has guiding experience he/she will be exempted from certain requirements according to the assessor's discretion. The Workplace guide (with full instructions for each program) is to be completed in the student's own time and expense. The course has been designed to be cost effective without compromising quality and experience. A virtual tour reduces practical research (however, the students are required to have physically visited and researched the site, city and other important places in the province). Apart from submitting these practical tasks, it will also be required to video-tape the various presentations to be included in the Portfolio of Evidence. The documents and video should be posted to us upon completion for evaluation if you reside outside Gauteng. In Gauteng, the Assessor will attend the presentation.
- c) **Completing online multiple choices examinations.**

## DURATION

It will depend on each student's pace and commitment. It is possible to complete the Basics of Guiding in 6-12 weeks and the Advanced Course in 3-6 months, depending on the student's commitment and time available. We will assist with suggestions how to fast forward the various sections based on your current knowledge and skills.



➤ **ADDITIONAL PROVINCIAL COURSES:**

Once registered as a Provincial Guide, it is required to study the material for other provinces that the Guide wishes to conduct tours in. Upon completion of all 9 provinces the Guide will be known as a **National Guide** able to guide anywhere in South Africa. Assessment requirements include a Provincial overview assignment and knowledge questionnaire.

➤ **TOUR OPERATOR COURSE:**

Upon completing the FETC: Tourist guiding NQF L, the additional Module will cover the important aspects of the tour operator business not covered in the qualification. Assessment will involve an Itinerary Project and a knowledge questionnaire.

➤ **INTRODUCTION TO NATURE GUIDING:**

Upon completing the FETC: Tourist guiding NQF L4, this course will equip the culture guide to identify, and comment on aspects of the natural environment. It lays the foundation for further development as a field guide, or qualifying as a biome guide. Assessment will involve a practical assignment in a natural environment, and a knowledge questionnaire.

**CONTACT DETAILS**

Business hours	Weekdays 09h00-15h30.
Postal Address	PO BOX 65179 ERASMUSRAND 0165
Telephone	012 347 6001
Fax	086 672 5474
Email	info@mgtrainingsolutions.co.za
Website	www.culturalguiding.com (online platform) www.mgtcourses.co.za/online (online platform)
SKYPE name	makitigt

## REQUIREMENTS TO REGISTER AS A GUIDE

1. Complete the application form
2. Sign the tourist guide “Code of Conduct and Ethics”
3. Submit a certified copy of your valid First Aid Certificate LEVEL 1 (recognized by the Department of Labour)
4. Include 4 recent, clear, identical, 30x25mm full-colour photographs of yourself (only head and shoulders only)
5. Pay the registration fee of R240-00 (inclusive of VAT) preferably in CASH or with a bank issued/guaranteed cheque. (Cheque should be made out to: Gauteng Tourism Authority)
6. Submit a certified copy of your identity document
7. Submit a copy of your foreign language proficiency certificate (if applicable)
8. Submit a certified CATSSETA Certificate confirming your training and assessment
9. Submit a copy of your work permit/passport (if applicable)
10. Submit a copy of your public driver’s permit, if you have one
11. Submit copies of your qualifications and curriculum vitae (optional)

## TOURIST GUIDE CODE OF CONDUCT AND ETHICS

1. Shall uphold the principles of the South African Constitution, especially its chapter one and two.
2. Shall at all time show willingness to provide optimum support a quality service to all tourists and will give tourists an opportunity to enjoy or visit a desired destination.
3. Shall in no way discriminate in rendering service to any tourist on any basis. For example, on colour, gender, ethnicity, nationality, physical challenge, age, etc.
4. Shall be impartial, unbiased and positive and represent South Africa objectively.
5. Shall be suitably dressed and presentable at all times.
6. Shall be punctual, reliable, honest, conscientious and tactful at all times.
7. Shall be a responsible driver, when driving as a guide.
8. Shall carry out the programme /itinerary of a tour to his/her best abilities and be loyal to the company/ organisation that he/she is representing.
9. Shall deal with conflict in a sensitive and responsible manner.
10. Shall report any incident of injury or death to a nearby tourist authority or police station.
11. Shall be knowledgeable and shall assist tourists and not provide them with misleading information.
12. Shall in the event of not being familiar with or unable to provide information requested by a tourist, consult with the appropriate authorities for assistance?
13. Shall at no time be under the influence of alcohol or a narcotic substance while on duty and shall refrain from administering any medication to a client without proper medical consultation.
14. Shall never solicit for clients or gratuities.
15. Shall be concerned at all times for the safety of the tourist.
16. Shall wear the appropriate tourist guide badge and will carry his/he registration card.
17. Shall treat all people, cultures and the environment with respect.
18. The Tourist Guide shall be punctual, reliable, honest, conscientious and tactful at all times.
19. The Tourist Guide shall be suitably dressed and presentable at all times.