

Domain

TOURIST GUIDING

Title:

**Demonstrate competencies in tourist
guiding in a language other than
English**

Level: 4

Credits: 10

Purpose

People credited with this unit standard are able to demonstrate competencies in tourist guiding in a language other than English.

Special Notes

1. Entry information:

Prerequisite

- Unit 170 *Follow occupational health and safety procedures in tourist guiding* or demonstrated equivalent knowledge and skills.

2. Tourist guides and trainees must comply with the Namibia Tourism Board's Code of Conduct for Tour Guides in the performance of all the Elements of this unit standard.

3. Training and assessment related to this unit standard could be undertaken in conjunction with training and assessment relating to other relevant technical unit standards from this domain.

4. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must

- be placed under realistic time pressures
- use commercial equipment
- encounter realistic tourist/guide ratios.

While any tourist in an assessment activity need not be a paying tourist, they must have the expectations of a paying tourist.

Assessment should include documented evidence of demonstrating competencies in a language other than English over an extended period of time.

5. Glossary

- a) For the purposes of this unit standard *competencies in tourist guiding* refers to:
- conveying information
 - responding to tourist questions
 - interacting with the tourists
 - ensuring the well-being of the tourists
 - optimising the tour experiences of the tourists
 - responding to health, safety and security incidents and events.
- b) *Language other than English* refers to any language that relates to tourists from countries who figure prominently in the profile of tourists from abroad who visit Namibia and any of the local languages of Namibia.

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: Demonstrate competencies in tourist guiding in a language other than English

Performance Criteria

- 1.1 Terminology applied in the language being used identifies and describes physical, natural, cultural and/or adventure-related items of interest as a valid alignment or link with each item.
- 1.2 Interpersonal communication in the language being used with the tourists represents an appropriate and valid use of formal, vernacular and idiomatic interactional terms of expression.
- 1.3 Responses to tourist's questions in the language being used represent accurate interpretations and acknowledgements of each enquiry.
- 1.4 Instructions and/or briefings given in the language being used with the tourists provide clear and accurate information on the related behaviours and actions expected of the tourists.

- 1.5 Use of the language being used with the tourists represents knowledge and appreciation of relevant historical, cultural and/or dialect variations associated with the language.
- 1.6 Where needed, familiarity with the language being used enables the reading and/or completion of routine workplace documents in the language.
- 1.7 Use of the language being used with the tourists represents a degree of command and fluency that contributes positively to the experiences of the tourists.

Registration Data

Subfield:	Hospitality and Tourism
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