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| <b>National Vocational Certificate in Hospitality and Tourism (Level 4) (National Guide)</b> |
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**level of qualification:** 4

**credit total:** 185 - 200

|                         | <b>Compulsory</b> | <b>Elective A</b> | <b>Elective B</b> |
|-------------------------|-------------------|-------------------|-------------------|
| <b>level 1 credits:</b> | -                 | -                 | -                 |
| <b>level 2 credits:</b> | 17                | -                 | -                 |
| <b>level 3 credits:</b> | 68                | 7                 | -                 |
| <b>level 4 credits:</b> | 73                | 52                | 46                |
| <b>level 5 credits:</b> | 10                | -                 | -                 |
| <b>minimum totals:</b>  | 168               | 7 - 20            | 10 - 20           |

**registration date:** 24 July 2014

**scheduled review date:** 2019

**body responsible for the qualification:**

Hospitality and Tourism Industry Skills Committee of the Namibia Training Authority.

**other bodies whose unit standards are included in the qualification:**

None.

## **1 purpose**

This qualification represents the competencies required to conduct extended tours of more than one day in Namibia and, perhaps, in transfrontier parks with which Namibia shares a border. The qualification therefore reflects the requirements of a guide who would be required to be registered with the Namibia Tourism Board as a National Guide.

This qualification replaces the NQF qualification (Q0007) National Vocational Certificate in Hospitality and Tourism (Level 3) (Tour Guiding).

The qualification contains two Elective Sets that enable the recognition of specific knowledge and skills associated with conducting tours of different interest and character. It is likely that additional unit standards will be added to Elective Set A in the future.

In keeping with the competency needs of this sector and the country, training programmes linked to this qualification should include comprehensive attention to health and relationship matters associated with such things as HIV and AIDS, sexually transmitted infections, tuberculosis, and malaria. Such attention could

be given in the context of training associated with Units 170 and 177 included in this qualification.

### outcome for whole qualification

Holders of this qualification are able to conduct extended tours of more than one day across different geographic areas of Namibia and, perhaps, in transfrontier parks with which Namibia shares a border.

## 2 regulations for the qualification

### 2.1 summary of qualification requirements

This qualification will be awarded to people who have met the requirements of the Compulsory and the two Elective sections.

### 2.2 detailed qualification requirements

#### Compulsory

*All the unit standards listed below are required.*

FIELD: SERVICES AND LIFE SCIENCES

Subfield: Hospitality and Tourism

Domain: Tourist Guiding

| Unit No. | Unit Standard Title  | Level | Credit |
|----------|--|-------|--------|
| 170      | Follow occupational health and safety procedures in tourist guiding                                  | 2     | 4      |
| 171      | Work with colleagues and tourists in a culturally diverse tourist guiding environment                | 2     | 3      |
| 172      | Communicate with others in English when guiding tourists   | 2     | 5      |
| 173      | Convey information on the socio-economic and political structures of Namibia in tourist guiding      | 3     | 5      |
| 174      | Provide customer care in tourist guiding   | 3     | 5      |
| 176      | Perform routine estimations and calculations in tourist guiding                                      | 3     | 4      |
| 177      | Apply first aid in tourist guiding   | 3     | 5      |
| 178      | Convey information about different cultures and traditions in Namibia in tourist guiding             | 3     | 6      |
| 179      | Comply with ethical and legal responsibilities of tourist guides                                     | 3     | 6      |
| 182      | Demonstrate knowledge of the tourism industry and related jobs and career pathways                   | 2     | 5      |
| 183      | Convey information on personalities, current events, destinations and attractions in tourist guiding | 3     | 5      |

|      |  |   |    |
|------|--|---|----|
| 184  | Practice environmental sustainability as a tourist guide   | 5 | 10 |
| 185  | Demonstrate knowledge of and convey information on flora found in Namibia in tourist guiding       | 4 | 15 |
| 186  | Demonstrate knowledge of and convey information on fauna found in Namibia in tourist guiding       | 4 | 15 |
| 187  | Demonstrate knowledge of and convey information on birds encountered in Namibia in tourist guiding | 4 | 15 |
| 188  | Convey information about the history of Namibia in tourist guiding                                 | 3 | 8  |
| 189  | Convey information on the physical environment of Namibia in tourist guiding                       | 4 | 8  |
| 1203 | Prepare to conduct an extended tourist experience  | 4 | 10 |
| 1206 | Conduct an extended tourist experience   | 4 | 25 |
| 1213 | Operate and maintain a tour vehicle on a formed road   | 3 | 10 |
| 1214 | Convey information on rural communities in tourist guiding   | 3 | 4  |
| 1215 | Convey information on urban communities in tourist guiding   | 3 | 4  |
| 1217 | Demonstrate awareness of environmental sustainability in tourist guiding                           | 3 | 6  |

### Elective Set A

*A minimum of one unit standard (7-20 credits) are required from the following:*

FIELD: SERVICES AND LIFE SCIENCES

Subfield: Hospitality and Tourism

Domain: Tourist Guiding

| Unit No. | Unit Standard Title  | Level | Credit |
|----------|--|-------|--------|
| 190      | Convey information on the night sky over Namibia in tourist guiding          | 3     | 7      |
| 191      | Plan, prepare, cook, and serve meals outdoors for tourists on tour           | 4     | 20     |
| 192      | Set up and operate a temporary camp for tourists on tour                     | 4     | 12     |
| 328      | Operate and maintain a 4x4 tour vehicle in off-road tours                    | 4     | 10     |
| 1216     | Demonstrate competencies in tourist guiding in a language other than English | 4     | 10     |

## Elective Set B

*A minimum of one unit standard (10-12 credits) are required from the following:*

FIELD: SERVICES AND LIFE SCIENCES  
Subfield: Hospitality and Tourism  
Domain: Tourist Guiding

| Unit No. | Unit Standard Title                           | Level | Credit |
|----------|---|-------|--------|
| 194      | Guide an extended desert tour in Namibia      | 4     | 12     |
| 1210     | Guide a tour in wetland habitats in Namibia   | 4     | 12     |
| 1211     | Guide a tour in marine habitats in Namibia    | 4     | 12     |
| 1212     | Lead tourists on a short adventure experience | 4     | 10     |

### 3 Credit recognition and transfer arrangements

Credits for any version of a unit standard with the same identification number will be recognised in the award of this qualification.

### 4 Special Arrangements

Providers wishing to offer training and/or assessment linked to any or all of the unit standards making up this qualification are strongly urged to seek and obtain Registration and Accreditation to do so from the relevant authorities in Namibia.

Special Arrangements may apply to the accreditation of providers offering learning pathways to and/or undertaking assessment relating to all unit standards listed in this qualification in other Subfields and Domains. These Special Arrangements are available from:

Namibia Qualifications Authority  
44 Bismarck St.  
Windhoek  
Namibia  
Telephone number: 061-384116  
Facsimile number: 061-384114  
Email: [info@namqa.org](mailto:info@namqa.org)

Namibia Training Authority  
Rand Street  
Komasdal  
Namibia  
Telephone number: 061-27 9550  
Facsimile number: 061-27 9551  
Email: [info@nta.com.na](mailto:info@nta.com.na)

## 5 transition arrangements

### 5.1 non National Qualifications Framework transition

None.

### 5.2 National Qualifications Framework transition

This qualification replaces the NQF qualification (Q0007) National Vocational Certificate in Hospitality and Tourism (Level 3) (Tour Guiding). The final date for the award of qualification Q0007 shall be 31 December 2015.

People currently working towards obtaining Q0007 will be able to complete that qualification and will be deemed within the industry to have the Level 4 qualification for any registration or career or learning progression purposes. They will not, however, be awarded this Level 4 qualification unless they meet the requirements stated in this document.

Alternatively, people may transfer their existing credits at any time towards the completion of this Level 4 qualification.

#### ***Component unit standards***

This qualification reflects changes in titles, levels and credits to unit standards arising from the Review of the Hospitality and Tourism Subfield conducted in 2012-13. Any version of a unit standard contained within this qualification which retains its original unit standard identification number will continue to meet the requirements of this qualification.

This qualification contains unit standards that are replacements of earlier unit standards. For the purposes of this qualification, people who have gained credit for any of the expiring unit standards will be exempt from the requirement to gain credit for the replacement unit standard(s).

| <b>Expiring unit standards</b> | <b>Replacement unit standards</b> |
|--------------------------------|-----------------------------------|
| 175                            | TG14 and TG15                     |
| 180                            | TG02 or TG03                      |
| 181                            | TG05 or TG06                      |
| 195                            | TG10 and TG11                     |