



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The FETC: Tourist Guiding is a NQF level 4 qualification aimed at individuals wishing to work as national tourist guides in the tourism sector.

The programme will develop guides who can plan, organise and facilitate innovative and safe guiding experiences for tourists. With an emphasis on tourist and customer service, delegates will gain theory and practise in planning, organising and enhancing a general tourist guiding experience, managing groups and conducting a guided cultural experience.

The programme offers a learning pathway for career progression in the Tourist Guiding industry and it articulates well into level 5 qualifications in the tourism and hospitality sector.

Target Audience

The FETC is primarily for individuals already working as tourist or site guides who want a formal qualification and more specialist knowledge in Culture Guiding. Regional, provincial and national tour and culture guides will benefit from the programme.

Entry Requirements

- Competency in Communication (English) at NQF Level 3.
- Competency in Mathematical Literacy at NQF Level 3.
- Prior experience in guiding and a Matric Certificate are recommended.

Workplace Requirements

- Access to customers.
- A valid PDP licence and First Aid Certificate.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

Hospitality & Tourism

FETC: Tourist Guiding

CATHSSETA Certification

SAQA ID: 71549

NQF Level: 4

Credits: 134

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all lectures and sessions and complete practical workplace experiential learning.
- Demonstrate theoretical and practical understanding of programme content.
- Complete and present practical assignments.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the FETC: Tourist Guiding, level 4, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Apply interpretation skills to a guided experience.
- Apply knowledge of South Africa to enhance the tourism experience and customer care.
- Describe the role and function of role-players in the tourist guiding sector.
- Minimise and manage safety and emergency incidents.
- Operate within the national and international legal tourism framework.
- Apply professional values and ethics in the operations environment.
- Conduct a tourist guiding activity as well as a guided cultural experience.
- Manage and organise groups.
- Research and design a guided experience at a prominent tourism site.
- Communicate effectively.
- Use mathematical fundamentals in financial aspects of personal, business, national and international issues.



Course Content

FETC: Tourist Guiding
Accreditation Body: CATHSSETA

SAQA ID: 71549 | **Learning Programme: NA**
NQF Level: 4 | **Credits: 134**

Module 1: Communication and Mathematics Fundamentals

- Accommodate audience and context in spoken communication
- Interpret and use information from written texts
- Engage in sustained spoken communication and evaluate spoken communication
- Read, view, analyse and respond to a variety of written texts
- Use language and communication in occupational learning
- Write texts for a range of communication contexts
- Write and present for a wide range of contexts
- Use statistics and probability to evaluate and communicate findings on life-related problems
- Represent, analyse and calculate shape and motion in 2 and 3-dimensional space
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

Module 2: Professionalism, Customer Service and Guiding Knowledge

- Apply interpretation skills to a guided experience
- Apply knowledge of South Africa to enhance a tourism experience
- Care for customers
- Conduct a tourist guiding activity
- Describe the role and function of role-players in the tourist guiding sector
- Manage administration records
- Minimise and manage safety and emergency incidents
- Operate within the national and international legal tourism framework
- Apply professional values and ethics in the operational environment

Module 3: Conduct a Guided Experience and Manage Groups

- Conduct a guided cultural experience
- Manage and organise groups
- Research and design a guided experience at a prominent tourist site



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