



DEPARTMENT OF ENVIRONMENTAL AFFAIRS & TOURISM

THE TOURIST GUIDE MANUAL



TOURIST GUIDING MANUAL

<u>INDEX</u>	<u>PAGE</u>
1. HOW DOES THE NEW TOURISM SECOND AMENDMENT ACT, 2000 AFFECTS ME?	3-4
1.1 NEW REGISTRATIONS	
1.2. UNREGISTERED TOURIST GUIDES	
1.3 A REGISTERED TOURIST GUIDE	
1.4 TOURIST GUIDES TRAINERS	
1.5 ASSESORS	
1.6 FEE STRUCTURE	
2. RESPONSIBILITIES OF A NATIONAL REGISTRAR	5
3. RESPONSIBILITIES OF A PROVINCIAL REGISTRARS	6
4. APPEALS TO NATIONAL REGISTRAR	7
5. FREQUENTLY ASKED QUESTIONS	8-11
6. THE NATIONAL TOUR GUIDE REGISTRY	12
7. THE PROVINCIAL TOUR GUIDE REGISTRY	12-15

1.1 NEW REGISTRATIONS

Any person who wishes to be registered as a tourist guide must:

- ❖ apply to any Provincial Registrar of their choice
- ❖ Must be a South African citizen or be in possession of a valid work permit.
- ❖ Must submit a valid first aid certificate, from an institution accepted by the Department of Labour (e.g. Red Cross, St John's, the fire brigade etc) before a tourist guide card will be issued.
- ❖ Must be at least 21 years of age.
- ❖ Ensure that they are trained by a THETA accredited trainer
- ❖ Pay R240.00 upon registration.
- ❖ Have 4 passport sized colour photos.
- ❖ Sign a code of conduct after registering.

1.2 UNREGISTERED TOURIST GUIDES

Any person who acted as a tourist guide without being registered as a tourist guide in terms of the principal Act must:

- ❖ Within a period of 6 months from the commencement of the new Act apply for provisional registration to any Provincial Registrar.
- ❖ Prove that he/ she acted as a tourist guide before the commencement of a new Act by supplying to the Provincial Registrar, a portfolio of evidence, for example, letters of recommendation, thank you letters from tourists

A person whose application for provisional registration has been approved by the Provincial Registrar, shall within a period of two years convert his/her experience to the relevant national qualification.

1.3 SOUTH AFRICAN TOURISM REGISTERED TOURIST GUIDES

Tourist's guides who were previously registered in terms of the primary Act with South African Tourism:

- ❖ Remain registered until the new Act is implemented.

- ❖ Must renew his/her registration after commencement of the new Act and the registration fee will R240.00, subject to change.
- ❖ Will have a period of 2 years beginning from date of implementation of the Act, to convert their present qualifications into that of a new qualifications framework.
- ❖ Will register with only one province for all the qualifications that he/she has, preferably where he/she works or resides.

1.4 TOURIST GUIDES TRAINERS

All tourist guides trainers have to be accredited by the THETA to be able to train according to the nationally recognized standards and qualifications framework. For accreditation forms, trainers can call 0860 100 221 or download the forms from the THETA website: www.theta.org.za

1.5 ASSESORS

All the assessors must be trained by THETA who will only train only experienced tourist guides belonging to an association or accredited training providers.

1.6 FEE STRUCTURE

- ❖ Renewal R240.00 every 2 years, subject to change
- ❖ Addition of new qualification R60.00
- ❖ Replacement of lost or damaged badge R30.00.
- ❖ Suspension fee R500.00
- ❖ Appealing of a suspension R200.00
- ❖ R500.00 fine for a tour operator using the services of an unregistered guide.
- ❖ Assessment fee to be confirmed by THETA before implementation of the Act

2. RESPONSIBILITIES OF THE NATIONAL REGISTRAR

The National Registrar shall:

- ❖ Maintain a central database of all tourists guides registered by Provincial Registrars.
- ❖ Monitor trends in the tourist-guiding sector by conducting research and analysis.
- ❖ Publish information about tourist guides and any information to promote and develop the tourist-guiding sector.
- ❖ Liase with Provincial Registrars, tourist guides, Association of tourists guides, Education and Training Authorities, the South African Police Service and the Consumer Council, to facilitate growth and development of tourist guiding sector.
- ❖ Improve and maintain standards in the guiding sector.
- ❖ Review the regulations relating to tourist guides.
- ❖ Prepare a code of conduct for tourist guides.
- ❖ Hear and determinate appeals lodged.
- ❖ Roll out programmes to improve quality of service in the guiding sector.
- ❖ Facilitate broader access of historically disadvantaged communities into tour guiding.
- ❖ Publish tourist guide information.

3. **RESPONSIBILITIES OF THE PROVINCIAL REGISTRARS**

- ❖ Keep register of tourist guides within the province concerned.
- ❖ Record the prescribed particulars with regard to each registered tourist guide.
- ❖ Make the prescribed endorsement against the name of any tour guide whose registration has been suspended and inform the national registrar of any action taken.
- ❖ Publish information about other matters relating to the industry.
- ❖ Handle complaints and exercise disciplinary powers in respect of tourist guides as provided by law.
- ❖ Liase with National Registrar of Tourist Guides in an effort to ensure that all activities associated with the position are conducted and completed to the highest standards of service, quality and professional behaviour possible.
- ❖ Register and monitor all applications for registration of tourist guides.
- ❖ Manage and maintain the standards of tourist guiding on a Provincial basis.
- ❖ Ensure that meaningful training is conducted and access to training is available to all previously disadvantaged individuals.
- ❖ Handle the administration of all tourist guide related complaints received from the members of the industry or the public.
- ❖ Deal with enquiries: telephonic, written and in person associated with the tourist guide sector of the industry.
- ❖ Assist with the administration of financial transactions associated with the registration process and to ensure full co-ordination of this responsibility with the relevant Financial Officer.

Additional Support:

A need may exist in certain provinces to use an additional staff to support the Provincial Registrar in executing his/her duties. The duties include:

- i) Handling of enquiries both telephonically, in writing and in person.
- ii) Registration
- iii) Data capturing
- iv) General administration tasks pertaining to tourist guides

4. APPEALS TO NATIONAL REGISTRAR

- A person who appeals in terms of section 21G of the Act against a decision of the Provincial Registrar must, within 30 days from the date on which he or she is notified of the decision against which he or she wishes to appeal, submit to the National Registrar a written notification of appeal in which the grounds for appeal are stipulated.
- In his or her notification of appeal the appellant must inform the National Registrar whether or not he or she wishes to argue the appeal personally before the National Registrar.
- The notification of an appeal must be accompanied by an appeal fee of R 200,00.
- The appellant must provide the Provincial Registrar with a copy of the notification of appeal
- The Provincial Registrar must, within 10 days from receipt of the copy of the notification of the appeal, submit to the National Registrar the reasons for the his/her decision.
- The National Registrar must, within 30 days from receipt of the Provincial Registrar's reasons, notify the appellant of his or her decision.

6. FREQUENTLY ASKED QUESTIONS ABOUT GUIDES REGISTRATION AND THE TRAINING OF GUIDES

□ What are the implications of the Tourism Second Amendment Act for me as a tourist guide

- After the Act is promulgated, all tourist guides will register through their Provincial Registrars, and their names will be placed on a national tourist guide register, which is maintained by the National Registrar, in the National Department of Environmental Affairs and Tourism. Provincial Registrars will have application forms available and in order to register, guides will need R240-00 (registration fee for TWO years), 4 passport size colour photographs, as well as the ID document.
- If you are presently, a **legally registered tourist guide** with a South African Tourism qualification, then you have two years from promulgation of the Act to upgrade your present qualifications to the relevant national qualification for the category of tourist guiding you are involved in. If you do not do this, then your registration to operate as a tourist guide will be withdrawn.
- If you are presently **not registered** as a tourist guide, then you have a window of opportunity of six months from promulgation of the Act, to register with your Provincial Registrar. For this purpose you will need to prove that you have been guiding. After registration you have the balance of the two years to obtain the relevant national qualification for the category of tourist guiding you are involved in.

□ How has the registration fee been calculated

The new fee takes into consideration the fact the tourist guide registration fees have not gone up in six years together with the fact that registration will now be performed at 9 provinces.

□ What is the National Qualifications Framework (NQF)?

The NQF is a means of transforming education and training in South Africa. It has been designed to:

- Combine education and training into a single framework, and bring together separate education and training systems into a single, national system;
- Make it easier for learners to enter the education and training system and to progress within it;
- Improve the quality of education and training in South Africa;
- Open up learning and work opportunities for those who were treated unfairly in the past because of their race or gender; and
- Enable learners to develop to their full potential and thereby support the social and economic development of the country as a whole.

□ What are National Qualifications?

National Qualifications (NQ's), which are available to everyone, are based on national standards which are recognised by industry throughout SA. NQ's are designed to provide (1) individuals with a clear

path in terms of career development, which is not tied to a specific route of learning, and (2) employers with a means of recruiting qualified and competent staff, as well as managing their performance.

□ What are Unit Standards?

Unit standards are the building blocks of national qualifications. They are registered statements of desired education and training outcomes together with their associated assessment criteria.

□ Why do I need to convert my present training into national qualifications?

In 1995 the South African Qualifications Authority Act (1995) stipulated that **National Qualifications would be developed** for all components of the education and training system in South Africa. This effectively meant that tourist guiding would also need to develop a set of national qualifications and tourist guides would be expected to achieve them. Following an instruction from Minister Mohamed Valli Moosa, THETA established a Guiding Standards Generating Body in order to do this.

The Parliamentary Portfolio Committee insisted on a revision of the Tourism Act of 1993 and stipulated that future registration of tourist guides be linked to the achievement of national qualifications. This was borne out in the Second Tourism Amendment Act of 2000. What does this mean? It means that national guiding qualifications will be linked to the various existing categories of tourist guides (being reviewed to fit the national qualifications) and the guide will have to obtain the national qualification in order to guide legally in the future.

□ When will the National Guiding Qualifications be registered?

The first set of national qualifications for Tourist Guiding were registered on 13 June 2001. Not all the guiding categories' qualifications have been developed. The initial focus has been on cultural and nature guiding, as well as tracking. Workgroups are in the process of developing qualifications for the various aspects of adventure guiding. This will not prevent adventure guides from converting certain parts of their training and experience into those national qualifications and unit standards that have been registered by the end of June 2001.

The registered Guiding qualifications are available from the **THETA call centre on 0860 100 221**.

□ How do I upgrade my present qualification(s) into national qualifications or unit standards using Recognition of Prior Learning (RPL)?

Recognition of Prior Learning or RPL Assessment is the process of defining, documenting, measuring, evaluating and granting credit for learning gained through experience or previous training / learning. This means that the existing knowledge and experience of a guide will be assessed and evaluated against the relevant unit standards of the relevant national qualification by a THETA licensed assessor. This evidence can take many forms, e.g. a curriculum vitae, a logbook, demonstration of guiding expertise in a real or simulated scenario, letters of recommendation about the person's guiding quality by people who have been on guiding trips with them, etc.

If the person is not competent, then they do NOT fail. The assessor gives guidance / coaches the person with regard to the areas that need attention, or in which they are lacking. The assessor and the person being assessed, then agree on a date when those specific deficiencies will be assessed.

In this context, RPL is be used to assess previously registered South African Tourism guides against the SAQA registered guiding standards, as required by the Tourism Amendment Act.

THETA needs to develop a national network of assessors to assist with the task of assessing existing guides in the conversion of their qualifications to the new national requirements.

THETA's RPL process consists of nine basic steps. The steps are as follows :-

Step 1.

The applicant (the tourist guide) must identify the learning he / she wants to have evaluated.

Step 2.

The assessor and the applicant must differentiate between learning and experience. Learning must be expressed in specific outcomes that are relevant and appropriate for the credits required.

Step 3.

The applicant will collect a portfolio of evidence that includes as much evidence as possible of experiences and learning that are relevant to the RPL process.

Step 4.

The assessor will evaluate the evidence produced as well as the learner's competence. This may be done in a variety of ways, which could include practical assessment, simulation, written tests and/ or questioning.

Step 5.

The assessor/s will make a recommendation about the learning and the amount of credit that should be given based on their evaluation and the evidence that was produced.

Step 6.

The assessor will write a report (a copy of which is kept by the applicant for quality assurance purposes) recommending whether the learner should be given the credits / qualifications. The report must include sufficient supporting evidence for the decision. The report must be based on the evidence produced by the learner as well as any assessments that may have been done.

Step 7.

Based on the assessment decision, the assessor will complete the Declaration of Competence Form and submit it for external quality assurance.

Step 8.

Once the Declaration of Competence has been signed off by a Quality Assurer, the Assessor and the Learner, it should be submitted to THETA.

Step 9.

If the applicant was assessed as competent, a certificate is issued.

Step 10

If not, the assessor will not fail the learner but will advise and give guidance on areas of incompetence for the learner to go back and improve.

□ Do I have to repeat training to achieve national qualifications if I am presently a South African Tourism registered guide?

No, you can request the recognition of your prior learning (training courses) and experience (practical experience in the field) via a process of assessment.

□ How will tourist guides be identified in the future?

The National Registrar of Tourist Guides will issue badges and I.D. cards. The I.D. cards will indicate which provinces a tourist guide can operate in and the badges will indicate the province of registration.

□ What happens if we do not comply with the Act?

Acts of misconduct can be reported to the Provincial Registrars, who will take steps against the guide. This could range from a letter of warning to suspension / revoking of the licence to guide (in cases of gross misconduct).

There is an Appeal process, which enables a guide to make representation to the National Registrar (currently Dr. J. Raputsoe “Director Tourism Quality Assurance”) if the case cannot be resolved at a provincial level.

The regulations also make provision for a R10 000 fine for tour operators using unregistered (unqualified) tourist guides. It also makes provision for a R5000 fine for tourist guides who are guiding illegally.

□ Who trains guides?

Now that the national qualifications for Tourist Guides are registered, training providers are required to accredit themselves with THETA. Any trainer wanting information regarding accreditation can contact the **THETA call centre on 0860 100 221 and / or visit the THETA website www.theta.org.za**.

□ Who benefits?

- **Learners:** benefit from the provision of qualifications that enjoy national recognition and where appropriate, enjoys international comparability.
- **Workers:** benefit from clear learning paths in the qualification structure, to facilitate and support life-long learning and career advancement.
- **Employers:** benefit from a work force, competent in the skills

8. PROVINCIAL TOURIST GUIDE CONTACTS

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