


	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P01.GD02
		Issue No.	01
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SECTION A: QUALIFICATION DETAILS													
QUALIFICATION DEVELOPER (S)		BOTSWANA WILDLIFE TRAINING INSTITUTE											
TITLE	Certificate V in Nature and Heritage Tour Guiding										NCQF LEVEL	5	
STRANDS (where applicable)	1. N/A 2. 3. 4.												
FIELD	Services			SUB-FIELD		Personal services				CREDIT VALUE	130		
New Qualification						✓		Legacy Qualification					
SUB-FRAMEWORK		General Education			TVET		✓		Higher Education				
QUALIFICATION TYPE	Certificate	I	II	III	IV	V	✓	Diploma	Bachelor				
	Bachelor Honours			Post Graduate Certificate				Post Graduate Diploma					
	Masters				Doctorate/ PhD								
RATIONALE AND PURPOSE OF THE QUALIFICATION RATIONALE: There is evidence that locals are not adequately trained to participate meaningfully, particularly at entrepreneurial level in the Tourism Industry. As such, they struggle to acquire Professional Tour Guide licenses which would enable them to either get employed in the Tourism Industry or independently participate as entrepreneurs. Various stakeholders including Botswana Guides Association (BOGA) have expressed the need for a Professional Tour Guiding Course that would facilitate the employability and promote business acumen amongst locals to improve local livelihoods. In addition HRDC (2016, p.16) identified some skills gaps including mokoro polers, and bird watcher specialist that this qualification seeks to address. Moreover, Botswana's													

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national Vision 2036 identifies ‘Sustainable Environment’ as one of its pillars which could be achieved through enhanced appreciation of the environment by all facilitated by Professional Tour Guides. Sustainable Economic Development is one of the tenants of Vision 2036 and sustainable tourism remains a major contributor to the country’s economic development to which Professional Tour Guides Course plays an important role.

The Certificate V in Nature and Heritage Tour Guiding therefore seeks to train and empower locals to favourably compete in the Tourism Industry for better paying jobs and to become entrepreneurs. On completion of the qualification, the candidate will be able to give informative interpretation of nature and heritage-based tourist attractions. The successful candidate will be awarded Certificate V in Nature and Heritage Professional Tour Guide which qualifies the candidate to register and be licensed to participate in the tour guiding industry as Professional Nature and Heritage Tour Guides.


PURPOSE: (itemise exit level outcomes)

The purpose of the qualification is to equip graduates with broad technical knowledge, skills, and competences to:


- Conduct tours as governed by laws and regulations of protected areas and heritage sites.
- Apply appropriate communication protocols in a hospitality and tourism environment.
- Display etiquette in hospitality and tourism practices.
- Operationalise a tourism business concept in the tourism environment.

MINIMUM ENTRY REQUIREMENTS (including access and inclusion)

- Minimum of NCQF Level 4 (GE/TVET) or equivalent qualification from a recognized education and training provider (ETP).
- Admission may also be granted through Recognition of Prior Learning (RPL).


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SECTION B		QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)		ASSESSMENT CRITERIA	
1. Conduct tours with guests in protected areas and heritage sites.		1.1. Conduct tours as governed by laws and regulations of protected areas and heritage sites. 1.2. Set-up and break down a temporary camp in the wilderness. 1.3. Interpret natural features and phenomena observed in protected and heritage areas or sites. 1.4. Lead walking safaris in protected and heritage areas.	
2. Communicate effectively to clients in a tourism and hospitality enterprise.		2.1 Present factual information in a diplomatic and professional manner. 2.2 Use appropriate communication approaches in the tourism and hospitality enterprise. 2.3 Communicate effectively using ICT in a hospitality environment. 2.4 Follow radio communication protocols to communicate in a tourism and hospitality environment.	
3. Handle potentially dangerous scenarios for survival in the wilderness.		3.1 Apply health, safety, and security procedures and protocols in tour guiding. 3.2. Manage unforeseen occurrences during nature guided experience. 3.3. Interpret the behaviour of potentially dangerous animals. 3.4. Use technological devices and natural features to navigate in the wilderness. 3.5 Use a rifle as a lead guide in the wilderness with potentially dangerous animals.	
4. Apply etiquette in hospitality and tourism practices to meet customer expectations.		4.1. Serve food and beverages for relevant activity according to hospitality and tourism practices. 4.2. Apply sustainable waste management practices in the tourism establishment. 4.3. Apply health, safety and security in housekeeping in a tourism enterprise. 4.4. Resolve customer complaints about housekeeping services and products in a tourism enterprise.	
5. Execute nature and heritage guest tours by water vessels on deep water bodies.		5.1. Apply safety protocols in mokoro and boat excursions.	


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	5.2. Conduct mokoro excursions with clients in deep water bodies. 5.3. Conduct boat cruises with clients in deep water bodies. 5.4. Rescue drowning clients from deep water bodies. 5.5. Maintain tour vessels in the wilderness.
6. Create a viable tourism business enterprise in the tourism environment.	6.1. Conduct a market research in the tourism industry. 6.2. Develop a business plan for a tourism enterprise. 6.3. Operate a viable tourism business.




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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level [4]	Level [5]	Level [6]	
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	Principles of Marketing		5		5
	Fundamentals of Accounting		5		5
	Aquatics (Rescue Swimming and Mokoro Polling)		10		10
	Vehicle Maintenance and Boat Handling	10			10
	Law Governing Safaris	5			5
	ICT in Tourism and Hospitality	10			10
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Tourism and Hospitality			10	10
	Protected Natural, Cultural and Heritage Sites.		5		5
	Weapon-Handling		10		10
	Behavioral Ecology of plants and animals of Southern Africa.			10	10
	Field Communication and Survival Skills		10		10
	Natural Resources Interpretation		10		10

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	Industrial attachment		20		20
	Entrepreneurship		10		10
STRANDS/ SPECIALIZATION	<i>Subjects/ Modules/Units</i> <i>Courses/</i>	Credits Per Relevant NCQF Level			Total Credits
		Level []	Level []	Level []	
1.	N/A				
2.					

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
4	25
5	85
6	20
TOTAL CREDITS	130
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification).	
Learners are expected to take and pass all core and fundamental modules and accumulate a total of 130 credits with 25 credits at level 4; 85 credits at level 5 and 20 credits at level 6.	

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ASSESSMENT ARRANGEMENTS

Formative assessment **(60%)**, summative assessment **(40%)**

MODERATION ARRANGEMENTS

Internal Moderation

Both Summative and Formative assessments shall be subjected to internal moderation processes by BQA registered ETP Moderators.

External Moderation

Summative and Formative assessments shall be subjected to external moderation by qualified and BQA registered Moderators.

Criteria for selection of assessors and moderators

BQA registered Assessors and Moderators with a minimum of first Diploma qualification in Tourism and/or nature conservation related training and experience will be engaged to facilitate both training, assessment and moderation requirements in this qualification.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) may be accepted toward the award of this qualification in accordance with ETP's and BQA's RPL policies.

CREDIT ACCUMULATION AND TRANSFER

Credit Accumulation and Transfer for Award may be considered in accordance with ETP's and BQA's CAT policies.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Learning pathways

Vertical progression

- Diploma in Tourism Management
- Diploma in Tour Guiding Management
- Diploma in Ecotourism
- Diploma in Travel and Tourism Management

Horizontal progression

- Certificate V in Tourism.

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- Certificate V in Tour Guiding and Administration.
- Certificate V in Nature Interpretation and Tour Operations.

Employment pathways

- Tour Guides
- Tourism and hospitality enterprise supervisors
- Travel Agents.
- Travel consultants
- Tour leaders
- Resort representatives
- Visitor attraction supervisors

QUALIFICATION AWARD AND CERTIFICATION

Candidates will be awarded with Certificate V in Nature and Heritage Tour Guiding and issued with a Certificate of competency after attainment of 130 credits.

SUMMARY OF REGIONAL AND INTERNATIONAL COMPARABILITY


The proposed qualification was compared with some of qualifications regionally and internationally. It was observed that some modules are common among all of these qualifications including the proposed one. Below is a summary of similarities and differences between the qualifications benchmarked against. The duration of all the examined qualifications vary from 6 months to 18 months. Credits also vary in relation to the duration of the course across all the qualifications. The duration varies mainly due to the number of modules and credits allotted to each qualification. However, some Institutions do not reveal the credit value of their qualifications and the exit outcomes.

Summary of similarities in modules

All qualifications benchmarked against contain similar modules as listed below. These modules form the core essence of tour guiding and provide the basis for conducting tours in the wilderness and heritage sites. It is imperative to equip learners with entrepreneur skills that would enable them to start their own tour companies and understand the Tourism Industry in general. Communication and Information technology remains one of the most important skills needed by a tour guide in the backdrop of Fourth Industrial Revolution.

Common modules among the above stated qualifications

- Tour Guiding
- Tourism
- Communication skills
- Entrepreneurship
- Law
- Information Technology
- Flora and Fauna
- Ecology
- Industrial Attachment

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Summary of differences in modules

Even though the proposed qualification was compared with the above qualifications, there are some differences that cut across all of these qualifications. Qualifications which the proposed qualification was compared with do not offer the following modules which are offered in the proposed one. Rescue Swimming was considered for this qualification to allow guides to rescue their clients in case of a boat emergency and to reassure clients of safety during boat cruises. Weapon handling is necessary for tour guides since the National Parks and Game Reserves Regulations of 2000 have a provision for tour guides to carry firearms and ammunition in Guided Walking Safaris. Furthermore, basic vehicle maintenance is necessary for cases of breakdowns in the wilderness. Boat handling is one of the main activities in Botswana's Safari Industry particularly in the Okavango and the Chobe areas, though it is also prevalent in some other parts of the country albeit at a lower scale.

- Rescue Swimming
- Vehicle Maintenance and Boat Handling
- Weapon Handling

The proposed qualification does not have the following modules which are common in the qualifications stated above.

- Financial Accounting
- Travel Geography,
- Merchandising
- Travel Sales
- Environmental Education
- Foreign Languages

The above modules were excluded from this qualification because some components will be part of the content of existing modules in the Certificate V in Nature and Heritage Tour Guiding. This qualification further puts more emphasis on principles that govern nature and heritage tour guiding.


Naming of qualifications, Credit value, NCQF levels and durations.

The names of the qualifications, NCQF Levels, number of credits and duration of the courses also vary.

- The names of the qualifications differ; in South Africa, there is National Certificate in Tourism: Guiding NQF Level 4 with 134 credits, duration is not stated. <https://allqs.saqa.org.za/showQualification.php?id=71549>

For Kenya Utalii College, the qualification is Certificate in Tour Guiding and Administration, NQF Level and the credits are not stated. The duration is 1½ years.

Bridge College, Nairobi Kenya, is Certificate in Nature Interpretation and Tour Operations. NQF and credits are not stated and the duration is 6 terms.

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National Careers Institute, Australian, Certificate III in Guiding NQF Level 3 Credits not stated and the duration: 9 months.

For the proposed qualification, it is Certificate V in Nature and Heritage Tour Guiding, NCQF level 5, 130 credits with a duration of 1 year.

Though the content for all the qualifications is almost similar, they do differ in naming of the qualifications. The proposed qualification sought to capture the heritage aspect that is not pronounced with other qualifications though covered to some extent. All the qualifications, however, allude to tour guiding and nature interpretation.


- Assessment strategies and weightings are not stated except for National Certificate in Tourism: Guiding which is Formative, Summative, and integrated assessment while the proposed qualification is Formative and Summative. The qualification does not provide weightings for different assessment strategies.
- Exit level outcomes for Certificate in Tour Guiding and Administration for Kenya Utalii College, Certificate in Nature Interpretation and Tour Operations from Bridge College, Nairobi Kenya and Certificate III in Guiding from National Careers Institute are not stated. www.utalii.ac.ke/index.php/19-sample-data-article/demo/courses/72-tour-guiding-administration
- Exit level outcomes for National Certificate in Tourism: Guiding and for the proposed qualification also differ slightly in terms of wording but provide essentially the same experience for learners. Both provide for guided experience, communication, cultural or heritage experience of host communities The National Certificate in Tourism: Guiding does not provide for Entrepreneurship.

Exit level outcomes for National Certificate in Tourism: Guiding are as follows:

- Conduct a guided experience within a specific area that entertains and educates tourists by interpreting cultural and natural environments.
- Research, use and plan an itinerary themselves.
- Present authentic, balanced interpretation of general aspects of South African society as well as specific sites and resources.
- Apply procedures to protect the social and cultural integrity of the host communities.
- Supply appropriate alternatives to problems and constraints, taking into account issues such as the constraints of the facilities, tourist expectations, and the requirements of the host community.
- Apply a range of presentation techniques appropriate to the audience, context and client profile.
- Monitor, reflect on and improve the content of the guided experience, their own performance and what they have learned about themselves..

Exit level outcomes for the proposed qualification are as follows:

- Conduct tours as governed by laws and regulations of protected areas and heritage sites.
- Apply appropriate communication protocols in a hospitality and tourism environment.

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- Display etiquette in hospitality and tourism practices.
- Operationalise a tourism business concept in the tourism environment.

The proposed qualification was compared with Certificate in Guiding from National Careers Institute of Australia.

Summary of similarities

Both qualifications have similar modules such as:

- Industrial attachment
- Finance/Accounting
- Customer Service
- Lead Tour Groups
- Field Communication and Survival Skills.
- Interpretation


Summary of differences

Exit outcomes from Certificate in Guiding are not explicit but implied in the learning outcomes. Even though these appear to be slightly different from the proposed qualification especially in naming of modules, they are closely related and communicate the same thing. The proposed qualification has some components on First Aid, Customer Service and issues of safety in work practices.

- Provide first aid.
- Work as a guide.
- Prepare and present tour commentaries or activities.
- Develop and maintain the general and regional knowledge required by guides.
- Provide service to customers.
- Show social and cultural sensitivity.
- Participate in safe work practices.
- Identify hazards, assess and control safety risks

The Certificate in Guiding from Carriers Institute does not have modules such as Rescue Swimming, Vehicle Maintenance, Natural Resources Interpretation and Boat Handling, Protected Natural, Cultural and Heritage Sites, ICT in Tourism and Hospitality, Law Governing Safaris, and Weapon Handling but have Tourism Sales and Operations, Merchandising and Sales, Human Resource Management and Languages other than English which are not in the proposed qualification. The credits for Certificate in Guiding are not stated. The duration for the two qualifications is almost the same. Certificate V in Nature and Heritage Tour Guide is slightly longer because it has industrial attachment which has not been included under the Certificate in Guiding.

Horizontal articulation

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This qualification will allow for admission into other related vocational fields in tourism, hospitality and recreation such as;

- Certificate V in Tourism Guiding.
- Certificate V in Tour Guiding and Administration.
- Certificate V in Nature Interpretation and Tour Operations.

Vertical articulation

- Diploma in Tourism Management.
- Diploma in Tour Guiding Management.
- Diploma in Ecotourism

The above qualifications were found to be closely related to the proposed qualification and provide the learner with an opportunity to progress vertically after completing Certificate V in Nature and Heritage Tour Guiding. Similarly, proposed qualification protects learner by providing them with an opportunity to divert horizontally and do similar qualifications in the event the proposed qualification becomes invalid for whatever circumstances.

Employment pathways.

Even though the above stated qualifications have some differences, graduates of these qualifications including the proposed one do have similar opportunities in the work environment. They can work as; Tour guides, travel agents, travel consultants, tour leaders or even in car hire companies and in the hospitality industries. These are common to all the qualifications. Furthermore, the proposed qualification will equip graduates with requisite skills to run their own tourism enterprises.

REVIEW PERIOD

This qualification shall be reviewed after five years from the date of registration.