



Maldives National Skills Development Authority



National Competency Standard for Tour Guide

Standard Code: TOU06S12V2

**Qualification Name: National Certificate III in Tour Guiding
Qualification Code: TOU06SQ1L312**

PREFACE

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs. The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for five key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction and the Social sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards. NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture Sector (FNA) Transport sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in a industry Sector	Two digits 01-99
Unit	U
Common Competency	1
Core Competency	2
Optional/ Elective Competency	3
Assessment Resources Materials	A
Learning Resources Materials	L
Curricula	C
Qualification	Q1, Q2 etc
MNQF level of Qualification	L1, L2 etc
Version Number	V1, V2 etc
Year of endorsement of standard, qualification	By two digits Example- 07

1. Endorsement Application for Qualification 01		
2. NATIONAL CERTIFICATE III IN TOUR GUIDING		
3. Qualification code: TOU06SQ1L312	Total Number of Credits :42	
4. Purpose of the qualification		
The holders of this qualification are expected to work as Tour Guide.		
5. Regulations for the qualification	National Certificate III in the Tour Guiding will be awarded to those who are competent in unit 1+2+3+4+5+6+7+8+9+10+11+12+13	
6. Schedule of Units		
Unit No.	Unit Title	Code
1.	Observe personal and work place hygiene practices	TOU06S1U01V1
2.	Practice health, safety and security Practices	TOU06S1U02V1
3.	Provide effective customer care	TOU06S1U03V1
4.	Practice effective workplace communication	TOU06S1U04V1
5.	Perform computer operations	TOU06S1U05V1
6.	Develop and update tourism industry knowledge	TOU06S1U06V1
7.	Provide first aid	TOU06S1U07V1
8.	Offer arrival and departure assistance	TOU06S1U08V1
9.	Coordinate and operate a tour	TOU06S1U09V1
10.	Develop and maintain the general knowledge required by guides	TOU06S1U10V1
11.	Lead tour groups	TOU06S1U11V1
12.	Prepare and present tour commentaries or activities	TOU06S1U12V1
13.	Work as a guide	TOU06S1U13V1
7. Accreditation requirements	The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.	
8. Recommended sequencing of units	As appearing under the section 06	

1. Endorsement Application for Qualification 02**2. NATIONAL CERTIFICATE IV IN TOUR GUIDING**

3. Qualification code: TOU06SQ2L417	Total Number of Credits :159
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4. Purpose of the qualification

The holders of the level four qualifications are expected to work as a guide in many tourism industries sectors. Guides at this level usually conduct tours that involve multiple products, services and sites involving the management of tour logistics. They are employed or contracted by inbound tour operators, outbound tour wholesalers, local tour operators, or they may be owner-operators of small tourism or travel businesses.

5. Regulations for the qualification	National Certificate IV in the Tour Guiding will be awarded to those who are competent in unit 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22
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6. Schedule of Units

Unit Title	Unit Title	Code
1.	Observe personal and work place hygiene practices	TOU06S1U01V1
2.	Practice health, safety and security Practices	TOU06S1U02V1
3.	Provide effective customer care	TOU06S1U03V1
4.	Practice effective workplace communication	TOU06S1U04V1
5.	Perform computer operations	TOU06S1U05V1
6.	Develop and update tourism industry knowledge	TOU06S1U06V1
7.	Provide first aid	TOU06S1U07V1
8.	Offer arrival and departure assistance	TOU06S1U08V1
9.	Coordinate and operate a tour	TOU06S1U09V1
10.	Develop and maintain the general knowledge required by guides	TOU06S1U10V1
11.	Lead tour groups	TOU06S1U11V1
12.	Prepare and present tour commentaries or activities	TOU06S1U12V1
13.	Work as a guide	TOU06S1U13V1
14.	Work in Team Environment	TOU06S1U14V1
15.	Practice career professionalism	TOU06S1U15V1
16.	Coach others in job skills	TOU06S2U01V2

17.	Manage extended touring programs	TOU06S2U02V2
18.	Build client relationships and business network	TOU06S2U03V2
19.	Manage conflicts	TOU06S2U04V2
20.	Sell tourism products and services	TOU06S2U05V2
21.	Read and write information in a language other than Dhivehi and English	TOU06S2U06V2
22.	Conduct complex oral communication in a language other than Dhivehi and English	TOU06S2U07V2
7. Accreditation requirements	The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.	
8. Recommended sequencing of units	As appearing under the section 06	

UNITS DETAILS

Unit Title	Unit Title	Code	Level	No of credits
1.	Observe personal and work place hygiene practices	TOUo6S1Uo1V1	3	3
2.	Practice health, safety and security Practices	TOUo6S1Uo2V1	3	3
3.	Provide effective customer care	TOUo6S1Uo3V1	3	3
4.	Practice effective workplace communication	TOUo6S1Uo4V1	3	3
5.	Perform computer operations	TOUo6S1Uo5V1	3	3
6.	Develop and update tourism industry knowledge	TOUo6S1Uo6V1	3	3
7.	Provide first aid	TOUo6S1Uo7V1	3	3
8.	Offer arrival and departure assistance	TOUo6S1Uo8V1	3	3
9	Coordinate and operate a tour	TOUo6S1Uo9V1	3	3
10.	Develop and maintain the general knowledge required by guides	TOUo6S1U10V1	3	3
11.	Lead tour groups	TOUo6S1U11V1	3	3
12.	Prepare and present tour commentaries or activities	TOUo6S1U12V1	3	3
13.	Work as a guide	TOUo6S1U13V1	3	6
14	Work in Team Environment	TOUo6S1U14V1	4	3
15	Practice career professionalism	TOUo6S1U15V1	4	3
16	Coach others in job skills	TOUo6S2U14V1	4	15
17	Manage extended touring programs	TOUo6S2U15V1	4	18
18	Build client relationships and business network	TOUo6S2U16V1	4	15
19	Manage conflicts	TOUo6S2U17V1	4	18
20	Sell tourism products and services	TOUo6S2U18V1	4	18

21	Read and write information in a language other than Dhivehi and English	TOUo6S2U19V1	4	15
22	Conduct complex oral communication in a language other than Dhivehi and English	TOUo6S2U20V1	4	15

Packaging of National Qualifications:

National Certificate III in Tour Guiding will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13

Qualification Code: TOUo6SQ1L312

National Certificate IV in Tour Guiding will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22

Qualification Code: TOUo6SQ2L417

Competency Standard for

TOUR GUIDE

Unit No	Unit Title
1.	Observe personal and work place hygiene practices
2.	Practice health, safety and security Practices
3.	Provide effective customer care
4.	Practice effective workplace communication
5.	Perform computer operations
6.	Develop and update tourism industry knowledge
7.	Provide first aid
8.	Offer arrival and departure assistance
9	Coordinate and operate a tour
10.	Develop and maintain the general knowledge required by guides
11.	Lead tour groups
12.	Prepare and present tour commentaries or activities
13.	Work as a guide
14	Coach others in job skills
15	Manage extended touring programs
16	Build client relationships and business network
17	Manage conflicts
18	Sell tourism products and services
19	Read and write information in a language other than Dhivehi and English
20	Conduct complex oral communication in a language other than Dhivehi and English

Description of a Tour Guiding

Tour guides work for tour and travel guide companies, cruise lines and hotels as seasonal workers, independent contractors or full-time employees. They may lead walking tours, driving tours or cruises through popular sites, national parks, historic neighborhoods, museums or other regional points of interest. Tour guides must be able to retain historical facts, dates and anecdotes, and then relay that information to visitors in an entertaining, informative way.

Tour Guides are cultural ambassadors for the country, in this capacity, they play a vital role in creating memorable experiences for tourist, due to their direct relationship with these tourists. In general, a successful marketing of a tourist destination, image creation and the associated word of mouth depend particularly on the performances of tour guides. In 2003, the world Federation of Tourist Guide Associations (QFTGA) defines the tourist guide as “a person who guides visitors in the language of their choice and interprets the cultural and natural heritage of an area which person normally possesses an area-specific qualification usually issued and/ or recognized by the appropriate authority.”

Professional tour guides need to possess effective communication skills, among many other qualities to perform their jobs. As a result of their daily face to face interactions with tourist from different cultural, ethnic, social and religious backgrounds, their communication competency needs constant honing.

Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to be performed by the Tour Guide in the Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Tour Guide training in Maldives. Competency standards used for similar type of training in other countries were also examined

This Course will provide theoretical knowledge to persons with specified practical skill to gain employment in tourism/water sports and recreation related fields. Moreover, they will be able to govern and provide water sports and recreational activities within the industry or related field.

On completion of the course, the graduates will have developed the skill and knowledge to work as a tour guide.