



How are registered tourist guides identified?

Successfully registered tourist guides will receive a badge and identification card (ID). The ID cards will indicate the category of guiding, the site(s) region(s) in which the tourist guide was found competent to guide as well as any specialities that the guide may possess. Visibility or possession of an ID card is very important because various policing authorities may request these during tourist guide spot checks or upon entry to various attractions.

Badge:



ID Card:

TOURIST GUIDE IDENTIFICATION CARD

NAME: CHAD MZANSI
REG NUMBER: GP0000
ID NUMBER: 000000 0000 000
VALIDITY PERIOD: NOV 2013 – NOV 2015

PHOTO



SOUTH AFRICAN TOURIST GUIDE

This certifies that the bearer is registered to act as a Tourist Guide in the following competence of the Tourism Second Amendment Act 70 of 2000.

Type: Culture
Level: 4
Category: Provincial
Region/s: Gauteng, Western Cape, KZN
Specialities:



Registrar of Tourist Guides
National Department of Tourism



Important contact information

To find out about registered tourist guides, or to lodge complaints and compliments relating to tourist guides, the following provincial offices may be contacted:

Limpopo Department of Economic Development, Environment and Tourism	Tel: +27 (0)15 293 8510 Email: ngobenim@ledet.gov.za
Mpumalanga Mpumalanga Tourism and Parks Agency	Tel: +27 (0)13 759 5487 Email: musa.mahlangu@mtpa.co.za
Gauteng Department of Economic Development	Tel: +27 (0)11 085 2500 Email: mbuyiselo@gauteng.net
KwaZulu-Natal Department of Economic Development, Tourism and Environmental Affairs	Tel: +27 (0)33 264 9314 Email: siphomkhwazi@kznedtea.gov.za
North West Department of Economic Development, Environment, Conservation and Tourism	Tel: +27 (0)18 387 7801 Email: gdichabe@nwpg.gov.za
Eastern Cape Eastern Cape Parks and Tourism Agency	Tel: +27 (0)41 492 1150 Email: mbulelo.siyo@ectpa.co.za
Western Cape Department of Economic Development and Tourism	Tel: +27 (0)21 483 9442 Email: Hantie.Nelson@westerncape.gov.za
Northern Cape Department of Economic Development and Tourism	Tel: +27 (0)53 830 4875 Email: amokgele@ncpg.gov.za
Free State Department of Economic, Small Business Development, Tourism and Environmental Affairs	Tel: +27 (0)51 400 9598 Email: Leeuwa@destea.gov.za

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For information on accredited training providers and programmes, contact CATHSSETA on 011 217 0600 or visit www.cathsseta.org.za. To verify qualifications recognised by SAQA, please contact 086 010 3188 or visit www.saqa.org.za

For enquiries or to lodge appeals to the National Registrar of Tourist Guide, please contact: The Department of Tourism on 0860-TOURISM or 0860 868 747 or via email at TouristGuideEnquiries@tourism.gov.za or visit www.tourism.gov.za

ARE YOU A REGISTERED TOURIST GUIDE?



HOW TO BECOME A REGISTERED TOURIST GUIDE



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA





How did registration come about?

The Tourism Act, no.3 of 2014 (Act) defines the scope of tourist guiding and provides a framework for the conduct and governance of the tourist guiding profession.

The Act therefore makes provision for the establishment of the office of the National Registrar and Provincial Registrars of Tourist Guides with clearly defined roles and responsibilities; the development a Code of Conduct and Ethics for tourist guides; and a framework and procedures for complaints, discipline, appeals, reviews, prohibitions and disputes.



Considering a career as a tourist guide?

Individuals considering pursuing a career in tourist guiding must first complete the required training and assessment with accredited institutions before proceeding to register with the relevant Provincial Registrar.



What are the qualification requirements for tourist guides?

CATHSSETA is the Sector Education and Training Authority responsible for training and education in the fields of Culture, Arts, Tourism, Hospitality and Sport.

Amongst other portfolios, they perform the function of an Education, Training and Quality Assurance (ETQA) body which accredits training providers, quality assures the programmes that are offered by such providers and ensures that learners are certified once they have been deemed competent against a particular qualification.

Once a person has completed an assessment as a tourist guide, the person will receive a formal, recognized qualification in tourist guiding that can be measured as a profession against the National Qualifications Framework (NQF) for tourist guiding.

The Act reinforces the need for tourist guides to be in



possession of a South African Qualification Authority (SAQA) recognised/registered competency. This can be achieved through a CATHSSETA-accredited training provider, or with institutions of higher education whose programmes are accredited by SAQA.



What will the assessors be assessing?

The current guiding qualifications are made up of a collection of unit standards or building blocks. Each unit standard represents knowledge that a person must have, specific to his/her profession. These unit standards were devised in close consultation with tourist guides and other stakeholders. Each tourist guide will be assessed against these standards.



What is recognition of prior learning (RPL)?

This is a type of assessment which takes into account all the qualifications (formal or informal), work experience, life skills etc. of a particular guide and measures these against specific learning outcomes for a specific qualification. Credits are then awarded to learners who meet the requirements of the qualification.



There are (3) categories of tourist guides namely: nature, culture and adventure

Nature guides are knowledgeable about the natural environment including in-depth knowledge about the flora and fauna of a particular area. A nature guide may specialise in certain fields i.e. conservation area, national parks, nature trails etc.

Culture guides conduct tours with emphasis on cultural heritage. A culture guide may specialise in certain fields i.e art, township history, cultural experiences in rural villages, museums, historic buildings etc.



Adventure guides conduct guided outdoor recreation leisure activities with an element of risk involved eg. Abseiling, hiking, mountain climbing etc.

Tourist guides are further categorised according to the areas in which they operate e.g. site or provincial guides.

A **site guide** is a person who usually guides within a site e.g. at Cango Caves, Shakaland etc.

A **provincial guide** is a person who guides in one or more provinces e.g. Gauteng and/or Western Cape, KwaZulu-Natal etc.

A provincial tourist guide who is competent to guide in all nine provinces is typically referred to as a national guide.



Requirements to be a registered tourist guide

Provincial Registrars are appointed in each of the nine provinces to register tourist guides. Applicants must satisfy the following requirements before they are considered for registration.

- Proof of competence recognised by SAQA.
- A valid first aid certificate issued by an institution recognised by the Department of Labour.
- A completed and signed application form accompanied by the prescribed fee.
- A signed copy of the code of conduct and ethics for tourist guides.
- Proof of South African citizenship or in the case of a non-South African citizen, a valid working visa granting permission to work as a tourist guide.
- Four (4) passport size photos.

