

# National Certificate Level 3 in Tour Operation

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level of qualification: 3

credit total: 115

## 1 purpose

This qualification recognises the skills and knowledge required for employment as a tour guide either during an excursion or within an attraction.

People awarded this qualification are able to provide a range of services such as interpretation while on the excursion or within the attraction, attend to administrative tasks, and manage the health and safety of the group.

This qualification is designed to be delivered in conjunction with the National Certificate in Tourism and Travel (Core Skills) (Level 3), which provides the core skills to support the technical skills contained in this qualification. However, that qualification must be awarded prior to this qualification.

## 2 regulations for the qualification

### 2.1 entry information for programmes of education and training assessed against the unit standards in the qualification

Open.

### 2.2 summary of qualification requirements

This qualification will be awarded to people who meet the requirements of the core compulsory and core elective sections, and one of the strands, of this qualification.

## National Certificate Level 3 in Tour Operation

*All the unit standards listed are required.*

<b>ID</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>
th/11/0001/03	Conduct arrival and departure transfers for visitors	3	4
th/11/0002/03	Assist visitors to meet driving requirements	3	3
th/11/0003/03	Guide visitors through a high rise tourist attraction	3	6
th/11/0004/03	Complete pre and post trip duties for guiding visitors through an adventure tourism activity	3	8
th/11/0005/03	Guide visitors through an adventure tourism activity of less than a day	3	2
th/11/0006/03	Demonstrate cross-cultural communication for the tourism and travel industry	3	3
th/11/0007/03	Demonstrate knowledge of support mechanisms for visitors with special needs	3	3
th/11/0008/03	Provide information about Mauritius as tourist destination	3	8
th/11/0009/03	Demonstrate knowledge of world travel geography	3	2
th/11/0010/03	Demonstrate knowledge of tourist destinations	3	2
th/11/0011/03	Prepare and deliver guided interpretation during an extended tour, an excursion and gather feedback	3	10
th/11/0013/03	Prepare and deliver guided interpretation within an attraction, and gather feedback	3	5
th/11/0014/03	Demonstrate leadership skills in a tour context and when guiding adventure tourism activities	3	6
th/11/0015/03	Manage health and safety in a tourism context	3	4
th/11/0017/03	Demonstrate knowledge of water related activities in Mauritius	3	3
th/11/0018/03	Book reservations and issue tour documentation	3	3
th/11/0019/03	Read and write in a third language in the context of tours operation	3	4
th/11/0020/03	Participate in sustainable tourism in Mauritius	3	4
th/11/0021/03	Demonstrate verbal communication skills in a wide range of tourism contexts	3	8
th/11/0022/03	Demonstrate knowledge of the sales function within a tourism workplace	3	2
th/11/0023/03	Demonstrate knowledge of and use the Internet in a tourism workplace	2	2
th/11/0024/03	Demonstrate knowledge of the tourism industry	3	2
hs/01/0006/02	Provide First Aid	2	2
hs/01/0013/02	Identify the implications of oral communication techniques	2	5
th/03/0021/03	Participate in groups and/or teams to gather ideas and information	3	4
th/03/0022/03	Read texts for practical purposes	3	4
hs/02/0049/04	Apply ethics pledge within his/her workplace	3	3
th/10/0015/04	Read and write in English and French for the tourism and travel industry	4	3
	<b>TOTAL</b>		<b>115</b>