

## FGASA CULTURE GUIDE (NQF4) CERTIFICATE



The **FGASA (NQF4) Culture Guide** can design and conduct a guided culture experience based on local resources. She or he will as a competent guide, present a well-informed interpretation of general aspects of the South African cultural environment with a specific focus on the culture of the site(s) in question in such a manner that entertains and informs visitors/clients.

**The FGASA Culture Guide (NQF4) Certificate consists of the following:**

### Compulsory components

- Conduct a guided cultural experience
- Care for customers
- Conduct a tourist guiding activity
- Minimise and manage safety and emergency incidents
- Research and design a guided experience at a prominent tourism site
- South African general knowledge



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## FGASA CULTURE GUIDE (NQF4)

### At this level the Culture Guide:

- Is operating as a Culture site guide in an advanced capacity but is in the process of further development.
- May be operating as a competent guide in several different cultural sites or a region. A **Culture site** can be a Community Cultural Centre, Cultural Village, City or a Specific Historical Area in the city, Battlefield, Any Monument, Museum, Village, Historical Walks, A Township, Or even a Municipality or an area of the Municipality, or a Tourism Region.
- Has the knowledge considered essential to register and legally conduct guided cultural experiences as a FGASA Culture Guide (NQF4).
- Has been declared competent against the requirements of the FGASA Culture Guide (NQF4) theoretical and practical assessment.
- Has a valid, up-to-date recognised First Aid certificate.

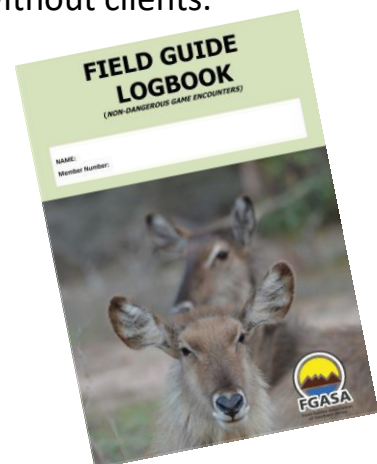
### How do I get a FGASA Culture Guide qualification?

You will need to become a member of FGASA by completing the membership application form. You will receive relevant learning materials, including learner manuals, workbooks, and a logbook. Once you have successfully completed the required Culture Guide Workbooks (this prepares you for the theory examination), you will be eligible to apply to write the FGASA Culture Guide (NQF4) theory examination. Once you have been declared theoretically competent by means of the theory examination you will be eligible to be practically assessed for the FGASA Culture Guide (NQF4) Certificate in a guiding area of your choice.

The **practical assessment** for the Culture Guide (NQF4) Certificate is carried out by a registered FGASA assessor in a cultural guiding area of your choice. You will need to take the assessor on a guided culture experience with or without clients.

The practical assessment will be explained to you in detail by your assessor in the pre-assessment brief. The assessor will make sure that you know what you will be assessed on so that you may prepare yourself for this assessment. (*Refer to the FGASA Culture Guide (NQF4) Learner workbook for details.*)

Payment for your practical assessment is made directly to the assessor and does not come via the FGASA office.



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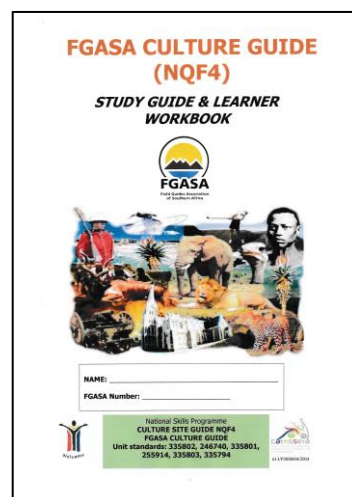
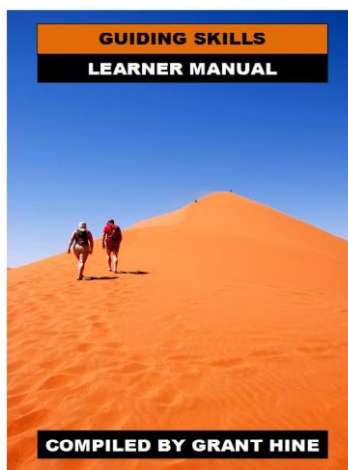
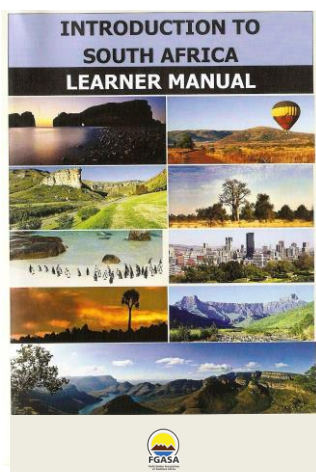


Once you have been declared competent for the Culture Guide (NQF4) practical assessment you will have attained the FGASA Culture Guide (NQF4) Qualification for the specific site/region in which you have been assessed competent to guide in.

## What learning materials do I need for the Culture Guide (NQF4) Certificate?

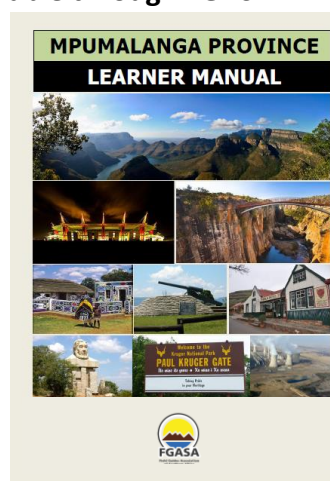
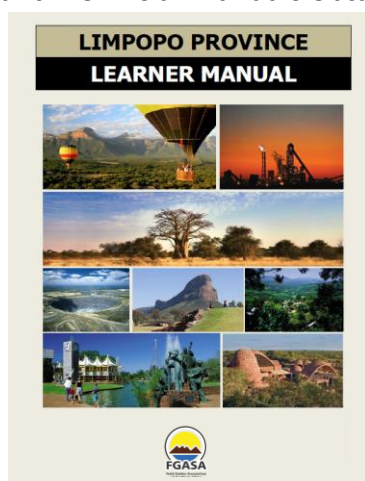
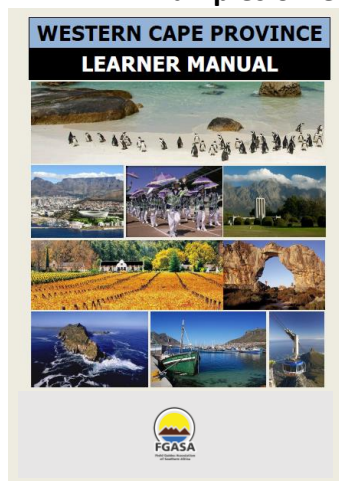
The following learning materials are **compulsory**:

- The Culture Guide Learner Manual (*When available*)
- The Guiding Skills Manual – Grant Hine
- Introduction to South Africa – J. Pearce
- Provincial Training Manual – J. Pearce (*Relevant for sites of choice*)
- The FGASA Culture Guide Study Guide & Learner Workbook



## Recommended Provincial Manuals covering your chosen cultural Sites

Examples of relevant Provincial Manuals obtainable through FGASA





## THE COMPULSORY MODULES FOR THE CULTURE GUIDE CERTIFICATE

To complete the module requirements for the FGASA Culture Guide (NQF4) Certificate, all the following compulsory Modules must be successfully completed.

### Compulsory components

- Conduct a guided cultural experience
- Care for customers
- Conduct a tourist guiding activity
- Minimise and manage safety and emergency incidents
- Research and design a guided experience at a prominent tourism site
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### 1. CONDUCT A GUIDED CULTURE EXPERIENCE

**This Module is assessed by means of:**

- Workbook
- Theory examination
- Practical Assessment

**The following aspects are included in the assessment of this module:**

- Design a guided cultural experience
- Conduct a guided cultural experience
- Review own guiding performance

**The following modules are included in this section:**

- South African diverse cultural heritage
- Plan a tour itinerary
- Site Inventories
- Conduct a guided cultural experience

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## 2. CARE FOR CUSTOMERS

This Module is assessed by means of:

- Workbook
- Theory examination
- Practical Assessment



The following aspects are included in the assessment of this module:

- Identify customer needs and expectations
- Recognise customer dissatisfaction and act to resolve the situation
- Identify and use opportunities to enhance the quality of customer service
- Communicate with all customers in a friendly and courteous manner

## 3. CONDUCT A TOURIST GUIDING ACTIVITY

This Module is assessed by means of:

- Workbook
- Theory examination
- Practical Assessment



The following aspects are included in the assessment of this module:

- Demonstrate knowledge of the guiding activity category
- Plan and prepare for a specific tourist guiding activity
- Prepare participants for a guiding activity
- Supervise a tourist guiding activity
- Conclude a tourist guiding activity

## 4. MINIMISE AND MANAGE SAFETY AND EMERGENCY INCIDENTS

The assessment for this Module as part of the FGASA Culture Guide (NQF4) Certificate is by means of a workbook constituting a Portfolio of Evidence (POE).

The following aspects are included in the workbook assessment:

- Implement policy to promote the prevention of safety and emergency incidents



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- Manage emergency incidents, which affect the safety of an individual, group or crowd
- Manage the reaction of an individual, group or crowd to a safety or emergency incident

### 5. RESEARCH AND DESIGN A GUIDED EXPERIENCE AT A PROMINENT TOURISM SITE

The assessment for the Research and Design Module as part of the FGASA Culture Guide (NQF4) Certificate is by means of a **workbook** constituting a Portfolio of Evidence (POE).

**The following aspects are included in the workbook assessment:**

- Conduct and research a tour in preparation of a guided experience in a designated tourism site
- Develop an inventory for a selected site in support of the design of a guided experience
- Design a guided nature, culture or adventure experience for a designated tourism site



### 6. FGASA SOUTH AFRICAN GENERAL KNOWLEDGE CERTIFICATE

The assessment for the South African General Knowledge Module for the FGASA Culture Guide (NQF4) Certificate is by means of a **workbook** constituting a Portfolio of Evidence (POE).

**The following aspects are included in the workbook assessment:**

1. The Geography and Geology of South Africa
2. South Africa's Climate

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3. Biomes and related species of South Africa
4. National Botanical Gardens
5. Flagship Species
6. Major Parks and Wilderness areas
7. South Africa Demographics
8. Health Care
9. Education
10. The Economy
11. South Africa's Transport
12. Tourism Attractions and SA's World Heritage Sites
13. Regional names in South Africa
14. The Constitution and Governance
15. Arts and Culture
16. South Africa's National Symbols and Public Holidays
17. Laws and the administration of justice
18. History: SA – From Cave-age to the Nineteenth Century
19. History: The South African wars and Union
20. The Government of National Unity
21. South Africa's Cultural Heritage: Languages
22. Religious practices in South Africa
23. The Diversity of South African Cultures
24. The Travel and Tourism Industry
25. Lighthouses and Shipwrecks



## THE CULTURE GUIDE (NQF4) THEORY EXAMINATION

There is **one theory examination** that evaluates the following three compulsory modules:

- Conduct a guided cultural experience
- Care for customers
- Conduct a tourist guiding activity

This theory examination is a 2½ hour examination out of 150 marks and the pass mark is 75%.

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