



National Certificate in Tourism (Tour Guiding) – Level 4

What is it about?

The National Certificate in Tourism (Tour Guiding) – Level 4 gives tourism businesses and museums involved in tour hosting the tools to upskill their staff, and for businesses to increase their professionalism thus building a consistently high quality guided experience.

Who is it for?

People awarded this qualification are able to provide a range of services such as visitor interpretation, group management and tour leadership. They will be able to provide services such as interpretation while on a tour, attend to administrative tasks both before and after a tour, and manage the health and safety of a tour group.

Work at your own pace

ATTTO's Tour Hosting qualifications are available online. Trainees can work at their own pace, making it easier for those who are required to travel with their work or who are frequently hosting tours.

**Award in Tour Guiding
Level 4**

**National Certificate
in Tourism –
Tour Guiding Level 4**

**Extended
Tour Guiding –
Optional Strand**

National Certificate in Tourism (Tour Guiding) – Level 4 (Version 1) [Ref: 1518]

For more information or to register, please contact your Business Development Advisor (BDA) or The Hub on **04 499 6570** or **thehub@attto.org.nz**. Check out: **www.attto.org.nz**

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The Award

The National Award in Tour Guiding covers the skills and knowledge required to bring those hosting up to a level sufficient for them to deliver a guided tour in New Zealand.

The unit standards in the Award include:

US ID	Title	Level	Credits
5562	Present the characteristics of Aotearoa New Zealand as a visitor destination	4	12
18311	Prepare an interpretation plan	4	4
18317	Demonstrate knowledge of visitor interpretation	3	3
18365	Manage health and safety in a tourism workplace	4	4
25350	Plan and deliver prepared guided interpretation for a tour, and gather feedback	4	15
			Total credits 38

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Core Compulsory Units:

US ID	Title	Level	Credits
18311	Prepare an interpretation plan	4	4
18317	Demonstrate knowledge of visitor interpretation	3	3
25350	Plan and deliver prepared guided interpretation for a tour, and gather feedback	4	15
18226	Demonstrate cross-cultural communication for the tourism and travel industry	3	3
18227	Demonstrate knowledge of support mechanisms for customers with specific needs	3	2
18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	8
18365	Manage health and safety in a tourism workplace	4	4
23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	3	4
25352	Demonstrate and apply knowledge of environmental responsibility in a tourism workplace	3	4

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Core Elective

A minimum of 23 credits from below:

The elective options are intended to provide candidates with choices appropriate to their workplace and personal interests, but which also support the objectives of tour guiding.

US ID	Title	Level	Credits
20546	Demonstrate knowledge and skills of hosting museum visitors	4	6
24873	Demonstrate knowledge of teamwork and its importance within a workplace	3	3
17602	Apply hazard identification and risk assessment procedures in the workplace	3	4
12407	Guide clients through an adventure tourism activity of less than a day	4	10
18212	Demonstrate knowledge of New Zealand as a tourist destination	3	8
18315	Develop and deliver interpretive presentations, and gather feedback	4	10
18316	Evaluate and analyse interpretive activities	5	5
5562	Present the characteristics of Aotearoa New Zealand as a visitor destination	4	12
9807	Demonstrate knowledge of the significance of the tourism industry to New Zealand	4	6
23766	Demonstrate knowledge of the tourism industry	3	5
23767	Demonstrate knowledge of and use the Internet in a tourism workplace	2	2
23769	Demonstrate knowledge of the sales function within a tourism workplace	3	3

The electives may also include certain standards in Business, Outdoor Recreation, Communication, Languages and Māori culture.

Duration

This Programme takes 15 months to complete.

Credits

70 credits

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Extended Tour Guiding Optional Strand

An optional strand in Extended Tour Guiding is available for those wishing to specialise in hosting tourists on trips lasting more than one day.

The following standards are required:

US ID	Title	Level	Credits
5563	Conduct arrival and departure transfers for visitors	3	4
25349	Demonstrate knowledge of leadership skills in a tourism context	4	4
25351	Apply tour group leadership skills	5	6
24873	Demonstrate knowledge of teamwork and its importance within a workplace	3	3

Duration

The National Certificate in Tourism (Tour Guiding) – Level 4 with extended Tour Guiding optional strand takes 18 months to complete.

Credits

87 credits

Costs

Registration costs for the National Certificate in Tourism (Tour Guiding) – Level 4 including assessment costs \$614 + GST.

Registration for National Certificate in Tourism (Tour Guiding) – Level 4 with an Extended Tour Guiding optional strand including assessment is \$791 + GST.

For each trainee who completes their programme, employers receive an \$80 reimbursement.

Career pathway options

This Qualification flows on from the National Certificate in Tourism (Core Skills) – Level 3, pathways into the National Diploma in Tourism – Level 5.

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