



Maldives National Skills Development Authority



National Competency Standard for Tour Guiding

Standard Code: TOU-07L4-V3-24

Qualification Name: National Certificate IV in Tour Guiding

FOREWORD

The pivotal role of the Maldives National Skills Development Authority (MNSDA) in meticulously implementing and expanding Technical and Vocational Education & Training (TVET) exemplifies the steadfast commitment of the Maldives to build a skilled and resilient workforce. This commitment is evident from the strategic formulation of National Standards and the establishment of a comprehensive framework for training and certification.

Under the Higher Education and Training Act 7/2021, the MNSDA assumes an instrumental role, reflecting the government's unwavering dedication to streamlining TVET policies and procedures. This includes the establishment of a robust system for accrediting and registering both Institution Based Training (IBT) and Employer Based Training (EBT) providers. The MNSDA's active involvement in conducting the National Apprenticeship Program (NAP), National Trade Testing and Certification (NTTC), and the issuance of National Certificates reflects a comprehensive approach to ensure elevated quality standards and competency within the workforce.

The National Competency Standards (NCS) revised through the Maldives Enhancing Employability and Resilience of Youth (MEERY) project accentuates the commitment to updating and sustaining contemporary skill sets aligned precisely with industry demands. Deliberate efforts to revise existing NCS, coupled with the development of curriculum, teaching materials, resource books, and logbooks, attest to our dedication to ensuring the ongoing relevance and currency of the TVET system in the Maldives.

The active engagement of Technical Panels and Employment Sector Councils in the NCS development and approval process, coupled with alignment to the Maldives National Qualification Framework (MNQF) and accreditation by the Maldives Qualifications Authority (MQA), certifies that the TVET system not only remains highly responsive but also ensures the quality standards demanded by industries. This approach enables the system to effectively meet the diverse needs of industries and adapt to the evolving economic landscape.

The collaborative development of the National Certificate IV in Tour Guiding by the MNSDA, MEERY, and the Maldives Institute of Technology exemplifies the practical implementation of TVET initiatives. This training package represents a critical stride towards addressing the requisite skills while fostering opportunities to integrate sustainable economic development within the TVET framework.



Dr. Zahra Mohamed

Chief Executive Officer

Maldives National Skills Development Authority

EMPLOYMENT SECTOR COUNCILS

#	Name	Designation	Organisation
01	Ali Adam	HR Consultant	Maldives Association of Tourism Industry
02	Yazeedh Mohamed Fulhu	Apprenticeship and Talent Acquisition Manager	Four Seasons Resort Maldives
03	Zeenath Solih	Dean	Faculty of Hospitality and Tourism Studies
04	Nafiz Mohamed	Tourism Expert	Nafiz Mohamed
05	Zoona Naseem	Managing Director	Moodhu Bulhaa Dive Center
06	Aishath Ali	Director General	Maldives Integrated Tourism Development Corporation
07	Fathimath Haula	Programme Officer	Maldives National Skills development Authority
08			
09			

National Occupational Standard has been endorsed by:



Zeenath Solih
Chairperson
Tourism Sector Council

Maldives National Skills Development Authority
Umar Zahir Office Building, 5th Floor,
Orchidmaa Hingun, HulhuMale', Republic of Maldives.

Date of Endorsement: 21.08.2024

TECHNICAL SUPPORT

#	Name	Designation	Organisation
01			
02			

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organisation
01	Mohamed Fauzy	Operations Manager	Reveries Diving Village
02	Ahmed Nasir	Director	Maldives Getaway
03	Fathimath Umar	Senior lecturer	Villa college
04	Dr. Zakiyya Moosa	Industry Expert	
05	Abdulla Iyaz	Director	Ministry of Tourism

VERSION	DEVELOPER	DATE	STANDARD CODE
V3	Maldives Institute of Technology	21/08/2024	TOU-07L4-V3-24

Standard Review Process

To begin with Tour Guide occupation competencies were profiled through study of the occupations across the Maldivian workplaces aligned to the principles of "Functional Analysis", a methodology used for reviewing Competency Standards. Referred occupational profiling process compared existing competency units incorporated within the National Competency Standard of Level IV in Tour Guide program.

Draft Review of the occupational standard is then compiled and submitted to the Technical Panel (TP) organised by the Maldives National Skills Development Authority (MNSDA). The Draft Standard is then edited based on comments from TP members under the direct observation of MNSDA. With series of reviewing and editings, TP approved standard is then tabled at Employment Sector Council (ESC) meeting for endorsement.

All the Standards of MNSDA are endorsed from the ESC before being published on its website.

Description of “Tour Guiding”

The course is designed to provide individuals with the fundamental skills and knowledge necessary to excel in the art of tour guiding. Through a structured curriculum, participants will learn essential competencies and techniques essential for guiding tourists effectively.

The course emphasises practical training, hands-on experience, and real-world scenarios to ensure learners develop the skills needed to excel in the dynamic field of tour guiding.

Recommended changes to the existing National Certificate IV in Tour Guiding

The changes proposed by the Technical Panel (TP) for the National Certificate IV in Tour Guide Standard aim to synchronise the curriculum with contemporary industry benchmarks. These revisions are intended to ensure that the program aligns seamlessly with current standards and practices prevalent within the cake decoration industry.

Job opportunities upon completion of “National Certificate IV in Tour Guiding”

Upon successful completion of the National certificate IV in Tour Guiding students can work in the following jobs.

1. *Guide*

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 (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector(TOU) Social Sector (SOC) Foundation (FOU)
Standard Number - Occupation with in an industry sector	Two digits 01-99
Common Competency	CM
Core Competency	CC
Unit Number - Occupation with in an Standard	Three digits 01-99
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Separator	-
Year of Last Review of standard, qualification	Two digits responding to the year of last review, example 23 for the year 2023
Qualification Code	Refers to Standard code in cover page

1. Endorsement Application for Qualification 01		
2. NATIONAL CERTIFICATE IV IN TOUR GUIDING		
3. Qualification code: TOU-07L4-V3-24		Total Number of Credits: 142
4. Purpose of the qualification The purpose of the National Certificate-4 in Tour Guiding is to provide individuals with advanced knowledge and skills in tour guiding. This qualification aims to equip learners with specialised expertise and techniques required to excel in the field of guiding at a professional level.		
5. Regulations for the qualification		National Certificate IV in the occupation of 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
6. Schedule of Units		
Unit No.	Unit Title	Code
Common Competencies		
01	Apply writing and ICT skills	TOU-01-CM01-V1-24
02	Develop tourism industry knowledge	TOU-02-CM01-V4-24
03	Enhance customer service experience	TOU-04-CM02-V3-24
04	Lead and manage people	TOU-04-CM03-V3-24
05	Apply work ethics and manage diversity in the workplace	TOU-02-CM08-V4-24
06	Respond to emergency situations	TOU-01-CM05-V1-24
Core Competencies		
07	Develop knowledge on Maldivian culture and heritage	TOU-07-CC01-V3-24
08	Gain fluency in a foreign language	TOU-07-CC02-V3-24
09	Plan a tour	TOU-07-CC03-V3-24
10	Manage and coordinate a tour	TOU-07-CC04-V3-24
11	Conduct a tour	TOU-07-CC05-V3-24
12	Lead tour groups	TOU-07-CC06-V3-24
13	Prepare and present tour commentaries or activities	TOU-07-CC07-V3-24
14	Promote tourism products and services	TOU-07-CC08-V3-24
15	Understand Maldivian rules and regulations	TOU-07-CC09-V3-24
7. Accreditation requirements		The training provider should have made arrangements to ensure students are provided with adequate theory and

	practicals for them to develop all the required knowledge and skills stipulated in the National Competency Standard.
8. Recommended sequencing of units	As appearing under the section 06

Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
01	Apply writing and ICT skills	TOU-01-CM01-V1-24	IV	10	100	50
02	Develop tourism industry knowledge	TOU-02-CM01-V4-24	III	03	30	15
03	Enhance customer service experience	TOU-04-CM02-V3-24	IV	10	100	50
04	Lead and manage people	TOU-04-CM03-V3-24	IV	10	100	50
05	Apply work ethics and manage diversity in the workplace	TOU-02-CM08-V4-24	IV	15	150	75
06	Respond to emergency situations	TOU-01-CM05-V1-24	III	05	50	25
07	Develop knowledge on Maldivian culture and heritage	TOU-07-CC01-V3-24	IV	15	150	75
08	Gain fluency in a foreign language	TOU-07-CC02-V3-24	IV	20	200	100
09	Plan a tour	TOU-07-CC03-V3-24	IV	15	150	75
10	Manage and coordinate a tour	TOU-07-CC04-V3-24	IV	10	100	50
11	Conduct a tour	TOU-07-CC05-V3-24	IV	10	100	50
12	Lead tour groups	TOU-07-CC06-V3-24	IV	06	60	30
13	Prepare and present tour commentaries or activities	TOU-07-CC07-V3-24	III	03	30	15
14	Promote tourism products and services	TOU-07-CC08-V3-24	IV	05	50	25
15	Understand Maldivian rules and regulations	TOU-07-CC09-V3-24	IV	05	50	25
Total				142	1420	710

Packaging of National Qualifications:

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

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COMPETENCY BASED ASSESSMENT

The final assessment of the National Competency-Based Programmes conducted by the Maldives National Skills Development Authority (MNSDA) is a competency-based assessment.

The Competency-Based Assessment ensures that the students' performance meets the requirements specified in the National Competency Standards (NCS). This assessment approach is designed to verify that graduates are job-ready and meet established occupational competency requirements within their respective fields.

Eligibility for Final Assessment

To be eligible for the final Competency-Based Assessment, students must fulfil the following conditions:

- achieve a **minimum of 80%** attendance
- deemed competent in each of the units of the programme in the pre-assessment

Competency-Based Assessment Process

Upon submission of the Pre-assessment report by the training provider, MNSDA will check for all the necessary supporting documents and conduct Competency-Based Assessment through a National Assessor registered with MNSDA. It is important to note that any trainer involved in the training process is **not permitted** to conduct the assessment to maintain impartiality and integrity of the process.

The final Competency-Based Assessment conducted by MNSDA includes both:

- **Theory:** Evaluating students' knowledge and understanding of key theoretical aspects of the competency.
- **Practical:** Assessing hands-on skills and application of knowledge in real-world or simulated environments.

Once the assessment is completed, the National Assessor will send the Competency-Based Assessment Report to MNSDA.

Competency Status Requirement

For certification to be granted, the student must be officially declared "**Competent**" in each of the units of the programme by the National Assessor.

Conclusion

Competency-Based Assessment is a critical component in ensuring the quality and credibility of technical and vocational skills-based training. By adhering to the outlined procedure, MNSDA upholds the standards required to certify students who are fully prepared to meet industry demands.