



Qualification Specification for:

OCN NI Level 3 Certificate in Tour Guiding

➤ **Qualification No: 603/1349/3**

Qualification Regulation Information

Qualification Title:	OCN NI Level 3 Certificate in Tour Guiding
Qualification Number:	603/1349/3
Operational start date:	15 April 2017
Operational end date:	31 March 2027
Certification end date:	31 March 2030

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification. Learners have up to 3 years after this date to complete the qualification and claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

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Foreword

This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualification:

→ **OCN NI Level 3 Certificate in Tour Guiding**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at www.ocni.org.uk

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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About Regulation

OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

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The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1st October 2015: the RQF provides a single framework for all regulated qualifications.

Qualification Level

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

For further information about the RQF see:

<https://www.ocnni.org.uk/blog/regulated-qualifications-framework-rqf/>

Qualification Summary

Sector Subject Area

8.2 Travel and tourism

Qualification Aim

The OCN NI Level 3 Certificate in Tour Guiding qualification is to develop and enhance tour guiding skills for learners. It will build on the OCN NI Level 2 Award in Tour Guiding which focusses on walking tours. It will introduce learners to the skills required to deliver tours on a moving vehicle.

Qualification Objectives

The objectives of the qualification are to enable learners to:

- research and develop tour narratives
- deliver and lead tour groups for walking and moving vehicle tours
- enhance business enterprise skills

Grading

Grading for this qualification is pass/fail.

Qualification Target Group

This qualification is for learners who are currently working or volunteering as Tour Guides within the travel and tourism industry.

Progression Opportunities

The OCN NI Level 3 Certificate in Tour Guiding qualification enables progression to further learning in this area and will provide a part of the entry criteria to the Level 4 Tour Guiding Certificate in Higher Education, currently under construction with Ulster University and available from September 2017.

Entry Requirements

Learners must be currently working or volunteering as Tour Guides within the travel and tourism industry. Learners should be at least 18 years of age.

Qualification Support

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

Delivery Languages

This qualification is available in English only at this time. If you wish to offer the qualification in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

Centre Requirements for Delivering the Qualification

Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

*Note: A person cannot be an internal verifier for their own assessments.

Tutors

Tutors delivering this qualification must:

- hold a minimum of a Level 3 qualification in tour guiding (currently the highest qualification available in Northern Ireland)
- have at least three years' experience of delivering programmes in the area of travel and tourism.

It would also be desirable for tutors to have experience in tour guiding and/or delivering tour guiding programmes.

Assessors

OCN NI qualifications are assessed within the centre and are subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence. The centre must agree an assessment plan with OCN NI to be given approval to deliver the qualification.

Assessors must:

- hold a minimum of a Level 3 qualification in tour guiding (currently the highest qualification available in Northern Ireland)
- have at least three years' experience of delivering programmes in the area of travel and tourism

Assessors are required to:

- assess all assessment tasks and activities

It would also be desirable for tutors to have experience in tour guiding and/or delivering tour guiding programmes.

Internal Verification

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualification.

Internal Verifiers must:

- hold a minimum of a Level 3 qualification in tour guiding (currently the highest qualification available in Northern Ireland)
- have at least three years' experience of delivering programmes in the area of travel and tourism
- have direct or related relevant experience in assessment and verification
- attend OCN NI's internal verifier training

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

Structure and Content

OCN NI Level 3 Certificate in Tour Guiding

Learners must successfully complete all four units to achieve the qualification - 13 credits.

Total Qualification Time (TQT) for this qualification: 130 hours
Guided Learning Hours (GLH) for this qualification: 72 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	TQT	Credit Value	Level
T/615/5951	CBD739	Business Enterprise within the Tour Guiding Industry	20	2	Three
L/615/5955	CBD740	Customer Service for Tour Groups	30	3	Three
R/615/5956	CBD741	Develop, Deliver and Lead Guided Tours	50	5	Three
Y/615/5957	CBD742	The Role of the Tour Guide	30	3	Three

Unit Details

Title	Business Enterprise within the Tour Guiding Industry	
Level	Three	
Credit Value	2	
Guided Learning Hours (GLH)	14	
OCN NI Unit Code	CBD739	
Unit Reference No	T/615/5951	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the elements of business planning for the tourism industry.		
Learning Outcomes		Assessment Criteria
1. Understand business planning for the tourism industry.	1.1. Illustrate business planning elements for a small tour guiding enterprise including: <ul style="list-style-type: none"> a) marketing b) resources and operational requirements c) legal and professional issues d) finance requirements 	
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

Title	Customer Service for Tour Groups	
Level	Three	
Credit Value	3	
Guided Learning Hours (GLH)	15	
OCN NI Unit Code	CBD740	
Unit Reference No	L/615/5955	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to gain a knowledge of effective customer service and the importance of communication in the travel and tourism industry.		
Learning Outcomes	Assessment Criteria	
1. Understand the role of the individual in delivering customer service in the travel and tourism industry.	1.1 Explain the role of the individual in providing excellent customer service within the travel and tourism industry. 1.2 Illustrate the benefits of providing excellent customer service. 1.3 Evaluate customer feedback techniques and how to deal with complaints appropriately.	
2. Understand the visitor markets that may be encountered within tour groups and their individual requirements.	2.1 Summarise the visitor markets that may be encountered, their individual needs and preferences and how these may be met.	
3. Understand the importance of effective communication with visitors from a variety of cultures.	3.1 Explain the importance of effective communication with visitors from a range of different cultures. 3.2 Analyse appropriate methods of communicating with a range of visitors from different cultures.	
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

Title	Develop, Deliver and Lead Guided Tours	
Level	Three	
Credit Value	5	
Guided Learning Hours (GLH)	28	
OCN NI Unit Code	CBD741	
Unit Reference No	R/615/5956	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to develop, deliver and lead guided tours.		
Learning Outcomes	Assessment Criteria	
1. Be able to develop, deliver and lead a guided walking tour.	1.1. Develop a comprehensive one-hour guided walking tour to include: a) risk assessment b) commentary c) evaluation tools 1.2. Deliver and lead a one-hour extempore guided walking tour taking account of required safety measures.	
2. Be able to develop, deliver and lead a tour on a moving vehicle.	2.1 Develop a comprehensive one-hour moving vehicle tour to include: a) risk assessment b) commentary c) evaluation tools 2.2 Deliver and lead a one-hour extempore tour commentary on a moving vehicle taking account of required safety measures.	
3. Be able to evaluate guided tours.	3.1 Analyse own guided tours using evaluation tools.	
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

<p>Practical examination</p>	<p>Practical demonstration of a learner's knowledge, skills and understanding</p>	<p>Learner notes/printouts Record of observation Tutor notes / record Audio/video/photographic record Learner log / diary Learner written work / notes</p>
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Title	The Role of the Tour Guide	
Level	Three	
Credit Value	3	
Guided Learning Hours (GLH)	15	
OCN NI Unit Code	CBD742	
Unit Reference No	Y/615/5957	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the role of a tour guide within the travel and tourism industry.		
Learning Outcomes		Assessment Criteria
1. Understand the role of a tour guide within the travel and tourism industry.	1.1. Summarise the role and responsibilities of a tour guide within the travel and tourism industry. 1.2. Illustrate the structure of the Northern Ireland tourism industry and associated quality standards.	
2. Understand how to research guided tours.	2.1. Use information sources to research tour commentaries, routes and itineraries for both a one-hour guided walking and a one-hour guided moving vehicle tour.	
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

Quality Assurance of Centre Performance

External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualification and to assure OCN NI of the maintenance of the integrity of the qualification.

The External Verifier will review the delivery and assessment of this qualification. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

Administration

Registration

A centre must register learners within 20 working days of commencement of this qualification.

Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for this qualification.

For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

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