



KWAZULU-NATAL PROVINCE

ECONOMIC DEVELOPMENT, TOURISM
AND ENVIRONMENTAL AFFAIRS
REPUBLIC OF SOUTH AFRICA



Zulu Kingdom. Exceptional

GUIDELINES FOR KZN TOURIST GUIDE NEW & RENEWAL REGISTRATION

According to the **Tourism Act no. 3, of 2014**, which was promulgated in April 2014, the following refers.

'A **tourist guide** is any person who for **reward**, whether monetary or otherwise accompanies any person who travels within or visits any place within the Republic and who furnishes such person with information or comments with regard to any matter.' According to the Act, tourist guides must register with the Department of Tourism by contacting the Provincial Registrar of that particular province in which they live in order to be recognised as a **legal guide**.

Any person who wishes to be registered as a tourist guide must:

1. Submit valid and certified copy of CATHSSETA assessment (certificate). To verify the accreditation status of your training provider, please contact CATHSSETA on 011 803 6010 or visit their website www.cathsseta.org.za
2. Submit a copy of your Declaration of Competence/Learner Achievement Form from your assessor indicating clearly the category for which you have been assessed e.g. KZN Site Guide- Durban Natural Science Museum.
3. Pay R240 (registration renewable every 3 years). Cash and cheque payments will not be accepted at our offices. Please deposit the money into our account and attach proof of your deposit to your registration forms.

BANKING DETAILS ARE AS FOLLOWS:

NB: Tourist Guides are encouraged not to make deposits while there are outstanding documents for the registration; deposits should only be made after all documents have been confirmed to be in order as per the checklist.

BANKING DETAILS FOR TOURIST GUIDES & TOURISM BUSINESS REGISTRATION

BANK:	ABSA
ACCOUNT NAME:	KZN ECO - Tourist Guides
ACCOUNT NO.:	4121932796
ACCOUNT TYPE:	Cheque Account
BRANCH CODE:	632005
BRANCH NAME:	Public Sector
REFERENCE TO BE USED:	Surname and name (for tourist guides, and for those renewing please include your KZN number as well) Business Name (for Service Providers)

NB: The Bank will not allow deposits without references so deposit slips to reflect reference at all times

4. Include 2 passport size, colour photos with their registration. **(Electronic photos accepted)**
5. Include proof of South African citizenship i.e. certified copy of a South African ID or a valid residential/work permit.
6. Include a signed copy of the Tourist Guide Code of Conduct and Ethics.
7. Submit a valid and certified copy of your first aid certificate, from an institution recognized by the Department of Labour (e.g. Red Cross, St John's etc.).
8. Submit a letter of verification from a consulate should you speak a foreign language.
9. **Completed registration forms** can either be emailed couriered or hand delivered to **(Do not post):**

The Provincial Registrar
217 Burger Street
Calder House
Pietermaritzburg
3201

Important contact details:

For more information regarding registration, please contact:

Ms Silindo Mhlongo

Tourism Registration Officer

Tel: 033 264 9318

Cell: 060 531 2747

E-mail: Silindo.Mhlongo@kznedtea.gov.za

Ms Gcina Mbatha

Tourism Registration Officer

Tel: 033 246 9349

Cell: 071 888 0981

Email: Gcina.Mbatha@kznedtea.gov.za

For any complaints, please contact:**Mr. Handsome Ngcamu**

Assistant Director: Tourism Registration Compliance & Enforcement

Tel: 033 264 9317

Cell: 081 514 9666

E-mail: Handsome.Ngcamu@kznedtea.gov.za

For other issues related to registration kindly contact the Department of Economic Development Tourism & Environmental Affairs, or the Department of Tourism on the details below:

Mr Sthembiso Zungu

Assistant Director: Tourism Registration

Compliance & Enforcement

Cell: 066 172 5160

E-mail: Sthembiso.Zungu@kznedtea.gov.za

Ms Nompumelelo Dlamini

Assistant Director: Tourism Registration

Compliance & Enforcement

Cell: 066 054 1873

E-mail: Nompumelelo.Dlamini@kznedtea.gov.za

Ms Peggy Dlamini

Deputy Director: Tourism Registration

Compliance & Enforcement

Tel: 033 264 9324

Cell: 079 525 6232

E-Mail: Peggy.Dlamini@kznedtea.gov.za

Mr D. Mbungele

Assistant Director: Tourist Guides

Department of Tourism

Tel: (012) 444 6420

E-mail: dmbungele@tourism.gov.za

Ms A.A Zondi

Director: Tourism Planning

EDTEA

Cell: 082 468 8883

E-mail: ayanda.zondi@kznedtea.gov.za

CATHSSETA (for details of accredited trainers and assessors) 011-217-0600/ info@cathsseta.org.za or visit www.cathsseta.org.za

For website queries, please contact:

Ms. Slindile Khanyile

Knowledge Management Technical Administrator

KwaZulu-Natal Tourism and Film Authority

Tel: 031 366 7540

slindile@visitkznsa.com

www.visitkzn-sa.com

CHECKLIST TO REGISTER AS A TOURIST GUIDE

“Please make sure that requirements from 1 – 8 (compulsory) are ticked and supporting documents are attached before you submit this form for registration”

1	Completed and signed registration forms (<u>NB</u> REGISTRATION FORMS MUST BE FULLY COMPLETED, INCOMPLETE FORMS WILL NOT BE ACCEPTED/ PROCESSED, WHETHER RENEWING OR NOT)	
2	Signed copy of the Tourist Guide Code of Conduct and Ethics.	
3	Valid and certified copy of CATHSSETA certificate	
4	Letter of Competence/Learner Achievement from CATHSSETA accredited Training Provider	
5	Proof of payment of R240	
6	2 passport size, colour photos, if emailing please provide electronic photos	
7	Proof of South African citizenship i.e. certified copy of a South African ID or a valid residential and <u>tourist guiding</u> work permit.	
8	Valid and certified copy of your first aid certificate	
9	Letter of verification from a consulate should you speak a foreign language	
10	Other	

This serves to confirm that all required documents as ticked on the checklist are attached

Applicant' Signature

Date

.....
For office use only

Received & confirmed by

Signature

Date



DEPARTMENT OF TOURISM



KWAZULU-NATAL PROVINCE

ECONOMIC DEVELOPMENT, TOURISM
AND ENVIRONMENTAL AFFAIRS
REPUBLIC OF SOUTH AFRICA

Tourism Act no. 3 of 2014

TOURIST GUIDE REGISTRATION FORM FOR THE YEAR 20__/20__

Please tick appropriate box.

☐ NEW REGISTRATION

☐ RENEWAL OF TOURIST GUIDE REGISTRATION

PERSONAL PARTICULARS

TITLE	
SURNAME	
NAMES	
PHOTOGRAPH/S OF GUIDE	
TELEPHONE NUMBERS	Cell:
	(W):
	(H):
	(F):
EMAIL ADDRESS	
DATE OF BIRTH	
IDENTITY NUMBER	
POSTAL ADDRESS	
RESIDENTIAL ADDRESS	
BUSINESS ADDRESS	
NATIONALITY	
COUNTRY OF NATIONALITY IF NOT SOUTH AFRICAN	
PASSPORT DETAILS	
WORK PERMIT DETAILS	
PERMANENT RESIDENCY DETAILS	
HAVE YOU BEEN REGISTERED IN THE PRECEDING YEAR	
PREVIOUS TOURIST GUIDE NO.	
LANGUAGE COMPETENCIES (proof to be attached)	

APPROPRIATE TRAINING COURSES SUCCESSFULLY COMPLETED		
MODULE	DATE AND DURATION	TRAINING INSTITUTION
1.		
2.		
3.		
4.		
5.		
6.		

PRACTICAL GUIDING EXPERIENCE				
EMPLOYER	NATURE OF EXPERIENCE	FROM	TO	CONTACT PERSON
1.				
2.				
3.				
4.				
5.				
6.				

QUALIFICATIONS		
NAME OF EDUCATIONAL INSTITUTION	HIGHEST QUALIFICATION	YEAR OBTAINED
1.		
2.		
3.		
4.		
5.		

DRIVER'S LICENCE	
PUBLIC DRIVING PERMIT	

REGISTRATION	
PROVINCE OF REGISTRATION	
National Qualification Framework Qualification/s (CATHSSETA, TECHNIKON, UNIVERSITY)	
Other specialist qualifications	

STATISTICAL INFORMATION (Please circle)		
RACE		
WHITE	BLACK	COLOURED
INDIAN	ASIAN	OTHERS
GENDER		
MALE	FEMALE	
EMPLOYEMENT		
Employed	Full-time	Part-time
Un-employed		

APPLICATION FEE	
PAID AS FOLLOWS	
DATE	
AMOUNT	

<i>I DECLARE THAT THE ABOVE PARTICULARS ARE COMPLETE AND CORRECT</i>	
_____ Signature	_____ Date



DEPARTMENT OF TOURISM



KWAZULU-NATAL PROVINCE

ECONOMIC DEVELOPMENT, TOURISM
AND ENVIRONMENTAL AFFAIRS
REPUBLIC OF SOUTH AFRICA

THE TOURIST GUIDE CODE OF CONDUCT AND ETHICS

A Professional Tourist Guide:

- Shall be welcoming and demonstrate an enthusiasm for South Africa.
- Shall at all times show willingness to provide optimum support and quality service to all tourists, and will give tourists an opportunity to enjoy or visit a desired destination.
- Shall in no way discriminate in rendering service to any tourist on any basis, e.g. colour, gender, ethnicity, nationality, physical challenge, age, etc.
- Shall be impartial, unbiased and positive, and represent South Africa objectively.
- Shall be suitably dressed and presentable at all times.
- Shall be punctual, reliable, honest, conscientious and tactful at all times.
- Shall be a responsible driver, when driving as a guide.
- Shall carry out the programme/itinerary of a tour to his/her best abilities and be loyal to the company/organization that he/she is representing.
- Shall deal with conflict in a sensitive and responsible manner.
- Shall report any incident of injury or death to a nearby tourist authority or police station.
- Shall be knowledgeable and shall assist tourists and not provide them with misleading information.
- Shall in the event of not being familiar with, or being unable to provide information requested by a tourist, consult with the appropriate authorities for assistance.
- Shall at no time be under the influence of alcohol or a narcotic substance while on duty and shall refrain from administering any medication to a client without proper medical consultation.
- Shall never solicit for clients or gratuities.
- Shall be concerned at all times for the safety of the tourist.
- Shall wear the appropriate tourist guide badge and will carry his/her registration card.
- Shall treat all people, cultures and the environment with respect.

TOURIST GUIDE NAME:

SIGNATURE:

DATE: