



## 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](http://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:                 | <b>STANDARD BANK</b>  |
| ACCOUNT NAME:         | <b>KZN EC0 - Tourist Guides</b>   |
| ACCOUNT NO.:          | <b>000 5210 6780</b>  |
| BRANCH CODE:          | <b>057525</b>   |
| SWIFT CODE:           | <b>SBZAJJ</b>   |
| REFERENCE TO BE USED: | <b>Surname and name (for tourist guides, and for those renewing please include your KZN number as well)<br/>Business Name (for Service Providers)</b> |

**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, **if possess a CATHSSETA certificate please provide this office with electronic photos**
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 to the below addresses 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 9312  
Cell: 060 531 2747  
E-mail: [Silindo.Mhlongo@kznedtea.gov.za](mailto: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](mailto:Gcina.Mbatha@kznedtea.gov.za)

**Ms Nosipho Zondi**

Tourism Registration Officer  
Tel: 033 264 9321  
Cell: 066 142 4825  
E-mail: [nosipho.zondi@kznedtea.gov.za](mailto:nosipho.zondi@kznedtea.gov.za)

**Ms Nompumelelo Dlamini**

Tourism Registration Officer  
Tel: 033 2649318  
Cell: 066 054 1873  
E-mail: [nompumelelo.dlamini@kznedtea.gov.za](mailto:nompumelelo.dlamini@kznedtea.gov.za)

**Mr. Handsome Ngcamu**

Assistant Director: Tourism Growth & Development  
Tel: 033 264 9317  
Cell: 081 514 9666  
E-mail: [handsome.ngcamu@kznedtea.gov.za](mailto:handsome.ngcamu@kznedtea.gov.za)

**Ms Peggy Dlamini**

Deputy Director: Tourism Growth & Development  
Tel: 033 264 9324  
Cell: 079 525 6232  
E-Mail: [peggy.dlamini@kznedtea.gov.za](mailto:peggy.dlamini@kznedtea.gov.za)

**For complaints and other issues related to registration kindly contact the Provincial Registrar or the Department of Tourism on the details below:**

**Mr S.S Mkhwanazi**

KZN Provincial Registrar: Tourism Services  
Tel: 033 264 9314  
Cell: 083 274 9353  
E-mail: [sipho.mkhwanazi@kznedtea.gov.za](mailto:sipho.mkhwanazi@kznedtea.gov.za)

**Mr D. Mbungele**

Assistant Director: Tourist Guides  
Department of Tourism  
Tel : (012) 444 6420  
E-mail: [dmbungele@tourism.gov.za](mailto:dmbungele@tourism.gov.za)

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

**For website queries, please contact:**

Ms. Slindile Khanyile  
Information System Coordinator  
Tel: 031 366 7543  
[Slindile@zulu.org.za](mailto:Slindile@zulu.org.za)

**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 ( <b><u>NB REGISTRATION FORMS MUST BE FULLY COMPLETED, INCOMPLETE FORMS WILL NOT BE ACCEPTED/ PROCESSED, WHETHER RENEWING OR NOT</u></b> ) |  |
| 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, <b>if emailing please provide electronic photos</b>  |  |
| 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**



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**DEPARTMENT OF TOURISM**

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<br>(proof to be attached) |       |

| <b>APPROPRIATE TRAINING COURSES SUCCESSFULLY COMPLETED</b> |                          |                             |
|--|--------------------------|-----------------------------|
| <b>MODULE</b>  | <b>DATE AND DURATION</b> | <b>TRAINING INSTITUTION</b> |
| 1.   |                          |                             |
| 2.   |                          |                             |
| 3.   |                          |                             |
| 4.   |                          |                             |
| 5.   |                          |                             |
| 6.   |                          |                             |

| <b>PRACTICAL GUIDING EXPERIENCE</b> |                             |             |           |                       |
|-------------------------------------|-----------------------------|-------------|-----------|-----------------------|
| <b>EMPLOYER</b>                     | <b>NATURE OF EXPERIENCE</b> | <b>FROM</b> | <b>TO</b> | <b>CONTACT PERSON</b> |
| 1.                                  |                             |             |           |                       |
| 2.                                  |                             |             |           |                       |
| 3.                                  |                             |             |           |                       |
| 4.                                  |                             |             |           |                       |
| 5.                                  |                             |             |           |                       |
| 6.                                  |                             |             |           |                       |

| <b>QUALIFICATIONS</b>                  |                              |                      |
|--|------------------------------|----------------------|
| <b>NAME OF EDUCATIONAL INSTITUTION</b> | <b>HIGHEST QUALIFICATION</b> | <b>YEAR OBTAINED</b> |
| 1.                                     |                              |                      |
| 2.                                     |                              |                      |
| 3.                                     |                              |                      |
| 4.                                     |                              |                      |
| 5.                                     |                              |                      |





DEPARTMENT OF TOURISM



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**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:** .....