

MINISTRY OF CULTURE, SPORTS AND TOURISM
VIETNAM NATIONAL ADMINISTRATION OF TOURISM

VIETNAM TOURISM OCCUPATIONAL STANDARDS

ON-SITE TOUR GUIDING



Hanoi, 2015

CONTENTS

ACKNOWLEDGEMENTS	5
GLOSSARY	6
CONTENTS	7

I. INTRODUCTION 9

VTOS DEVELOPMENT METHODOLOGY	9
VTOS LEVELS AND QUALIFICATIONS	10
VTOS COMPETENCY UNITS	11
UNIT STRUCTURE	12

II. ON-SITE TOUR GUIDING OCCUPATIONS 14

LIST OF UNITS OF COMPETENCE	15
ON-SITE TOUR GUIDING QUALIFICATIONS.....	16

III. DETAILED STANDARDS..... 19

TGS1.2. UNIT TITLE: PREPARE SELF FOR TOUR GUIDING.....	19
TGS2.1. UNIT TITLE: CONDUCT ORIENTATION ABOUT TOUR PROGRAMMES	21
TGS2.2. UNIT TITLE: APPLY KNOWLEDGE OF VIETNAM TO TOUR GUIDE PREPARATION	23
TGS2.3. UNIT TITLE: ACCOMPANY AND GUIDE VISITORS IN ACCORDANCE WITH THE TOUR ITINERARY	25
TGS2.4. UNIT TITLE: PREPARE RESPONSIBLE AND SUSTAINABLE TOURISM ACTIVITIES.....	27
TGS2.5. UNIT TITLE: PRESENT SPECIALIZED TOUR COMMENTARY TO CUSTOMERS.....	29
TGS2.6. UNIT TITLE: PLAN AND DELIVER ON-SITE ENTERTAINMENT AND GUIDANCE	31
TGS2.7. UNIT TITLE: PROVIDE PRACTICAL ASSISTANCE TO CUSTOMERS	33
TGS2.8. UNIT TITLE: PRESENT CULTURAL AND HERITAGE ENVIRONMENT EXPERIENCE.....	35
TGS3.3. UNIT TITLE: PREPARE AND ORGANISE RESPONSIBLE AND SUSTAINABLE TOURISM ACTIVITIES	37
TGS3.7. UNIT TITLE: PLAN AND IMPROVE SPECIALIZED TOUR COMMENTARY TO CUSTOMERS.....	39
TGS3.8. UNIT TITLE: PLAN AND EVALUATE ON-SITE ENTERTAINMENT AND GUIDANCE	41
TGS3.11. UNIT TITLE: BUILD, MAINTAIN AND DEVELOP RELATIONSHIPS WITH TOUR PROGRAMME STAKEHOLDERS.....	43
TGS3.15. UNIT TITLE: PREPARE CULTURAL AND HERITAGE ENVIRONMENT EXPERIENCE.....	45
TGS4.2. UNIT TITLE: ASSESS AND IMPROVE RESPONSIBLE AND SUSTAINABLE TOURISM ACTIVITIES	48
COS4. UNIT TITLE: USE ENGLISH AT A BASIC OPERATIONAL LEVEL	50
COS5. UNIT TITLE: MAINTAIN INDUSTRY KNOWLEDGE	52
COS6. UNIT TITLE: PROVIDE BASIC FIRST AID.....	54
COS7. UNIT TITLE: PROVIDE SAFETY AND SECURITY	57
COS8. UNIT TITLE: RESPOND TO EMERGENCIES.....	60
GES2. UNIT TITLE: RECEIVE AND RESOLVE COMPLAINTS	63

GES9. UNIT TITLE: DEVELOP GUEST RELATIONSHIPS.....	65
GES10. UNIT TITLE: PREPARE AND PRESENT REPORTS.....	67
GES12. UNIT TITLE: APPLY RESPONSIBLE TOURISM PRINCIPLES.....	70