

**08:30 – 11:30 AM**

**Names:**

**Index number**

**TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021**

# QUESTIONS and ANSWERS BOOKLET

OPTION/TRADE: TOURISM

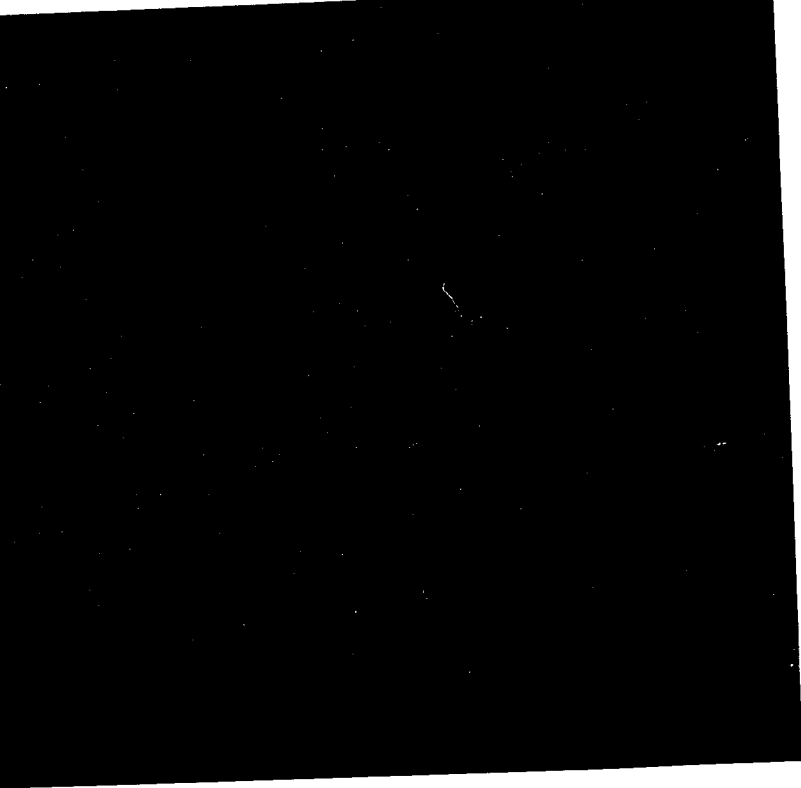
SUBJECT: **Working as a Guide**

ACADEMIC YEAR: **2020-2021**

Read carefully the instructions on page (i) & (ii).

**FOR EXAMINER'S USE ONLY**

[illegible]



# TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

## **INSTRUCTIONS TO CANDIDATES: PART I (Answer Booklet)**

1. A candidate should fill in the actual names and the index number on the cover of this questions and answer booklet on the provided place (Black Box).
2. It is illegal for a candidate to write any of his/her names, index number or a school name inside the answer booklet.
3. A candidate should check if all pages of the answer booklet are complete. No candidate should remove or tear any pages or part of it from the answer booklet.
4. A candidate should answer in the language in which the examination is set. (See page **(ii)**)
5. A candidate should sign on the sitting plan when submitting the answer booklet. He/she has also to check if the answer booklet is well sealed.
6. No extra paper is allowed in the examinations room. If a candidate is caught with it his/her results will be nullified.
7. No candidate is allowed to write answers not related to the subject being sat for, otherwise it will be considered as a cheating case.
8. Write your answers on the 12 lined pages (From page 1 of 12 to page 12 of 12).
9. Use the last non-lined pages as draft.
10. Results for any candidate who is caught in examination malpractices are nullified. The cheating can be recognized during examinations administration, marking exercise or even thereafter.

# **TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021**

**OPTION/TRADE: TOURISM**

**SUBJECT: Working as a Guide**

**DURATION: 3 hours**

## **INSTRUCTIONS TO CANDIDATES: PART II (Question Paper)**

The paper is composed of two (2) Sections as follows:

**Section I: Attempt all the Twelve (12) questions (60 marks)**

**Section II: Attempt any Four (4) questions out of Six (6) (40 marks)**

### **Allowed materials:**

- Ruler or square
- Calculator

### **Note:**

***Every candidate is required to carefully comply with the provided assessment instructions.***

**Section I : Attempt all the Twelve (12) questions (60 marks)**

- 01.** Explain the following terms:  
a) Tourist guide  
b) Tour guiding. **(5 marks)**
- 02.** a) Highlight any two (2) quality of a good guide  
b) Identify any three (3) steps of tour guiding. **(5 marks)**
- 03.** Identify five (5) standard requirements a Tour Guide needs to observe when greeting tour group members on their arrival for a tour. **(5 marks)**
- 04.** a) List out any three (3) 'tour guiding principles' which Tour Guides must comply with. **(5 marks)**  
b) Identify any two (2) modes which you can use to deliver a tour report to your Supervisor. **(5 marks)**
- 05.** Describe what is meant by an 'On-site attractions guide' and identify the tasks they undertake. **(5 marks)**
- 06.** Describe briefly the meaning of an 'escorted tour'. **(5 marks)**
- 07.** Identify any five (5) sources/contacts Tour Guides can use to obtain guiding information. **(5 marks)**

- 08.** List out any five (5) equipment to be carried out by a tour guide along of the tour. **(5 marks)**
- 09.** List down any five (5) Rwanda National Museum of Rwanda. **(5 marks)**
- 10.** Describe the meaning of 'GIT'. **(5 marks)**
- 11. a)** Name any two (2) items commonly found in a 'Guide kit; which a Tour Guide should ensure they have when leading a tour.
- b)** Outline any three (3) qualities of a tour guide. **(5 marks)**
- 12.** Enumerate at least five (5) techniques of guiding. **(5 marks)**

**Section II: Attempt any Four (4) questions out of Six (6)**

**(40 marks)**

- 13.** Discuss the methods Tour Guides might use to communicate with colleagues. **(10 marks)**
- 14.** List down and explain any five (5) elements of the interpretive approach to guiding. **(10 marks)**
- 15.** a) Identify any five (5) items commonly found in a 'Guide kit; which a Tour Guide should ensure they have when leading a tour.  
b) Illustrate the Unique skills and knowledge relevant to the type of tour being guided **(10 marks)**
- 16.** a) Explain what you can do to participate in risk assessments  
b) How can you minimize the negative impact on the social or natural environment? **(10 marks)**
- 17.** List and explain any five (5) types of guides. **(10 marks)**
- 18.** a) List any five (5) roles, functions and responsibilities of a Tour Guide.  
b) What are five (5) functions of travel agency? **(10 marks)**

***Do not write anything on this page !***





