**NATIONAL ASSEMBLY:**

**QUESTION FOR WRITTEN REPLY:**

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**Mr M S F de Freitas (DA) to ask the Minister of Tourism:**

With reference to the SA National Parks and the training of tour guides (a) in the past three financial years and (b) since 1 April 2021, what (i) mechanisms and/or processes are used to measure the success of (aa) the training and (bb) tour guides and (ii)(aa) successes and (bb) failures have been identified and (cc) steps are being taken by her department in this regard going forward?

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**REPLY:**

|  | (a) 2018-2019 |
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| 1. (aa) What mechanisms and/or processes are used to measure the success of the training. | The completion rate based on the passing of the assignment that tests for guides’ success regarding the training competencies. |
| 1. (bb) What mechanisms and/or processes are used to measure the success of tour guides. | After attending the Kruger National Park Orientation, guides submitted an assignment and had to attain a pass mark of 65%. |
| 1. (aa) What successes have been identified. | At the time, SANParks reported that the implementation of the KNP Orientation received a lot of positive feedback and they were already seeing an increase in bookings from tourist guides. |
| (ii) (bb) What failures have been identified. | For this specific training, the challenge that the Department experienced was drop-outs from at least five (5) tourist guides who had confirmed participation in the training but then did not attend. The challenge when implementing up-skilling initiatives in general for existing tourist guides is that work opportunities usually take preference especially for those operating on a freelance basis who rely on work opportunities to earn a living. |
| (ii) (cc) What steps are being taken by her department in this regard going forward. | To mitigate the risk of drop-outs, for the training programmes that the Department subsequently implemented, guides who committed to attend a training programme were also expected to enter into contracts with the Department which allows the Department to recover any costs incurred should a learner/guide drop off the programme. The Department has noted that this has minimised drop-outs significantly. |

No training of tourist guides was done in partnerships with SANParks in the Financial Years of (a) 2019- 2020, 2020- 2021 and (b) since 1 January 2022 to date.