



**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN  
(NATIONAL OCCUPATIONAL SKILLS STANDARD)**

**WATER-BASED ADVENTURE  
TOUR GUIDING  
LEVEL 3**

**JABATAN PEMBANGUNAN KEMAHIRAN  
KEMENTERIAN SUMBER MANUSIA  
MALAYSIA**

**MALAYSIAN ASSOCIATION OF HOTELS**

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Department of Skills Development (DSD)  
Federal Government Administrative Centre  
62530 PUTRAJAYA, MALAYSIA

**NATIONAL OCCUPATIONAL SKILLS STANDARD**

**WATER-BASED ADVENTURE TOUR GUIDING**

**LEVEL 3**

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i. Abbreviation

<b>DKM</b>	<i>Diploma Kemahiran Malaysia</i>
<b>DLKM</b>	<i>Diploma Lanjutan Kemahiran Malaysia</i>
<b>DOE</b>	Department of Environment
<b>DSD</b>	Department of Skills Development
<b>DWNP</b>	Department of Wildlife and National Parks
<b>GPS</b>	Global Positioning System
<b>LNT</b>	Leave No Trace
<b>MOTAC</b>	Ministry of Tourism and Culture Malaysia
<b>NOSS</b>	National Occupational Skills Standard
<b>OA</b>	Occupational Structure
<b>OAS</b>	Occupational Area Structure
<b>OJT</b>	On Job Training (OJT)
<b>PC</b>	<i>Penyata Pencapaian</i>
<b>PFDs</b>	Personal Floatation Device
<b>RAMS</b>	Risk Analysis Management System
<b>SKM</b>	<i>Sijil Kemahiran Malaysia</i>
<b>SOLAS</b>	Safety of Life at Sea
<b>SOP</b>	Standard Operating Procedure
<b>STEC</b>	Standard Technical Evaluation Committee
<b>TEM</b>	Tools, Equipment and Materials
<b>UPSI</b>	<i>Universiti Pendidikan Sultan Idris</i>



## **STANDARD PRACTICE**

### **NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;**

#### **WATER-BASED ADVENTURE TOUR GUIDING**

##### **LEVEL 3**

###### 1. Introduction

###### 1. Occupation overview

Adventure tourism is a type of tourism, involving exploration or travel with perceived (and possibly actual) risk, and potentially requiring specialized skills and physical exertion. Adventure tourism has grown in recent decades, as tourists seek different kinds of vacations, but measurement of market size and growth is hampered by the lack of a clear operational definition. Adventure tourism as an accumulation of several characteristics such as remote and exotic natural environment, challenging and adventurous activities, mental and physical toughness, risky endeavor's, specialised skills and equipment's, guided tours and product commercialisation.

Adventure tourism has emerged as one of the fastest growing nature-based tourism industry worldwide. This scenario, among others is mainly due to the paradigm shift in contemporary adventure-lovers' demand, expectation and psychological belief, whereby enjoyment through experiencing the natural environment or 'statically' involve in nature-based experiences within their own usual surroundings are no longer sufficient. In recent years, adventure tourism in Malaysia has stand out to be one of the most prevalent for nature-based tourism and increasingly dominates the industry.

An adventure tour guide with a general knowledge of a variety of skill competencies (i.e. interpretive, medical and sustainability) required to facilitate a group of clients through a range of terrains, environments and locales in a safe, manageable and respectable manner. Guides work for adventure tourism companies, resorts, parks, lodges or campgrounds, or they operate their own small businesses. They facilitate the opportunity to experience a diverse range of activities, depending on the season and on their skills. An adventure tour guide must have a tolerance for adversity and uncertainty. They should possess a strong sense of self-awareness and be able to exercise sound judgment and decision making. An adventure travel guide is highly flexible and has strong communication skills (sometimes involving multiple languages).

The demands for qualified and experienced Adventure Tour Guide are presently high and may increase in the near future. Thus, the development of this NOSS is essential for the industry to have certain guidelines and standards based on the level of competencies that has been set by the industrial experts in this field.

This NOSS is developed in response to the request made by the industry to produce Adventure Tour Guide. For those participant interested to join this training program is recommended physically and mentally fit.

## 2. Occupational pre-requisite

- i. Age 18 years and above
- ii. Open water safety and rescue certificate from recognized bodies for marine and flat-water or
- iii. Swift water safety and rescue certificate from recognized bodies for whitewater river





## 2. Occupational Structure (OS)

SECTOR	(N) ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES						
SUB SECTOR	(79) TRAVEL AGENCY, TOUR OPERATOR, RESERVATION SERVICE AND RELATED ACTIVITIES						
AREA	(791) TRAVEL AGENCY AND TOUR OPERATOR ACTIVITIES						
JOB AREA	CITY GUIDING	SPECIAL INTEREST GUIDING			ADVENTURE TOURISM GUIDING		
		LOCALISE	NATURE	REGION	LAND	WATER	AIR
LEVEL 5	No Level	No Level	No Level	No Level	No Level		
LEVEL 4	No Level	No Level	No Level	No Level	No Level		
LEVEL 3	Client Guide (City Guide)	No Level	Nature Tour Guide	Region Specific Client Guide	Land-Based Adventure Tour Guide	Water-Based Adventure Tour Guide	Air-Based Adventure Tour Guide
LEVEL 2	Nil	Localise Nature Guide	Nil	Nil	Nil		
LEVEL 1	Nil	Nil	Nil	Nil	Nil		

Figure 1.2 Occupational Structure for Administrative and Support Service Activities industry sub-sector Agency, Tour Operator, Reservation Service and Related Activities in Malaysia

## 3. Occupational Area Structure (OAS)

SECTOR	(N) ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES 79120						
SUB SECTOR	(79) TRAVEL AGENCY, TOUR OPERATOR, RESERVATION SERVICE AND RELATED ACTIVITIES						
AREA	(791) TRAVEL AGENCY AND TOUR OPERATOR ACTIVITIES						

JOB AREA	CITY GUIDING	SPECIAL INTEREST GUIDING			ADVENTURE TOURISM GUIDING		
		LOCALIS E	NATURE	REGION	LAND	WATER	AIR
LEVEL 5	No Level	No Level	No Level	No Level	No Level		
LEVEL 4	No Level	No Level	No Level	No Level	No Level		
LEVEL 3	Client Guiding (City Guiding)	No Level	Nature Tour Guiding	Region Specific Client Guiding	Land-Based Adventure Tour Guiding	Water-Based Adventure Tour Guiding	Air-Based Adventure Tour Guiding
LEVEL 2	Nil	Localise Nature Guiding	Nil	Nil	Nil		
LEVEL 1	Nil	Nil	Nil	Nil	Nil		

Figure 1.3 Occupational Area Structure (OAS) for Administrative and Support Service Activities industry sub-sector Agency, Tour Operator, Reservation Service and Related Activities in Malaysia

#### 4. Definition of Competency Levels

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- Level 1: Competent in performing a range of varied work activities, most of which are routine and predictable.
- Level 2: Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
- Level 3: Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
- Level 4: Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
- Level 5: Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.



## 5. Award Of Certificate

The Director General shall award, to any person upon completing successfully the NOSS program following skills level qualifications as stipulated under the National Skills Development Act, 652:

- Malaysia Skills Certificate / Sijil Kemahiran Malaysia (SKM) Level 1, 2 or 3
- Malaysia Skills Diploma / Diploma Kemahiran Malaysia (DKM) Level 4
- Malaysia Skills Advanced Diploma / Diploma Lanjutan Kemahiran Malaysia (DLKM) Level 5
- Statement of Achievement / Penyata Pencapaian (PC)

## 6. Job Competencies

The Water-Based Adventure Guiding Level 3 personnel are competent in performing the following core competencies:-

- a. Marine Based Adventure Guiding
- b. Flat-water River Based Adventure Guiding
- c. Grade 1 & 2 Whitewater River Based Adventure Guiding
- d. Grade 3 Whitewater River Based Adventure Guiding

### 1. Working Conditions

Water-Based Adventure Tour Guiding personnel are designated to handle water-based adventure tour and activities to ensure the tourists are handled professionally. As water-based adventure tour guiding job area is customer oriented industry, the personnel need to have effective communication skills, product knowledge and positive attitude to deal with various customers' behaviour and background. They must be prepared to work at odd hours, challenging and adventurous activity. Fluency in many languages is added value for water-based adventure tour guiding personnel that will ensure their sustainability in this job area.

### 2. Employment Prospects

Employment growth for competent personnel due to the requirement in the industry is promising. In view of the political stability and economic growth the demand for these skilled workers will be tremendous and also to overcome the current shortages. The sectors in the industry which required this expertise with respect to employment opportunities are:

#### a. **Employment Opportunity in Malaysia**

Occupation with respect to employment opportunities are:

- Consultation Instructor/Trainer
- Journalism

- Event / MICE coordinator
- Tour Operator

**b. List of Industry Employers**

Industries with respect to employment opportunities are:

- Education & Training
- Park and Recreation

3. Sources Of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

a. Ministry of Tourism and Culture Malaysia (MOTAC)  
(Industry Development Division)

Level 14, No. 2, Tower 1,  
Jalan P5/6, Presint 5  
62200 Putrajaya

Tel : 03- 88917000  
Fax : 03-88917473  
Website : [www.motour.gov.my](http://www.motour.gov.my)

b. Department of Wildlife and National Parks(DWNP) Peninsular Malaysia

Km 10 JalanCheras,  
56100 Kuala Lumpur

Tel : 03-90866800,  
Fax : 03-90752873  
Website : [www.wildlife.gov.my](http://www.wildlife.gov.my)

c. Forestry Department

Jalan Sultan Salahhudin,  
50480 Kuala Lumpur.

Te : 03-2616 4488  
Fax : 03-26925657  
Website : [www.forestry.gov.my](http://www.forestry.gov.my)

d. Department of Environment

Level 1 - 4, Podium 2 & 3,  
Wisma Sumber Asli No.25,  
Persiaran Perdana, Presint 4  
Pusat Pentadbiran Kerajaan Persekutuan  
62574 Putrajaya.

Tel : 03-88712000 / 2200  
Fax : 03-8888 9987  
Website : www.doe.gov.my

e. National Water Security Council  
Persiaran Perdana, Presint 4,  
Pusat Pentadbiran Kerajaan Persekutuan  
62100 Putrajaya.  
Tel : 03-8000 8000

f. Life Saving Society Malaysia  
139A - 1, Batu 3 ½, Jalan Klang Lama  
58000 Kuala Lumpur  
MALAYSIA  
Tel. : 03-79801549  
Fax : 03-79816084  
Website : www.lifesavingmalaysia.org.my

#### 4. Acknowledgement

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard; especially members of Standard Technical Evaluation Committee (STEC) for validated this document.

STANDARD TECHNICAL EVALUATION COMMITTEE (STEC)		
1.		
2.		
3.		



5. NOSS Development Committee Members

**WATER-BASED ADVENTURE TOUR GUIDING**

**LEVEL 3**

STANDARD TECHNICAL EVALUATION COMMITTEE (STEC)		
	En. Mohamad Khairi Bin Mohamad @ Alwi	Senior Lecturer University Utara Malaysia
	En. Abdullah Bin Mat Said	Training Director Aquaputra Academy
	En. Mohd Hanis Bin Bakeri	Operation Manager Aotearoa Venture
	En. Khairil Yusree Bin Yusof	Adventure Consultant ORL Green Nature
	En. Chee Hon Loong	Managing Director GAC Adventure Consultant Sdn Bhd
	Dr. Jaffry Bin Zakaria	Lecturer Universiti Pendidikan Sultan Idris (UPSI)
	En. Faizal Bin Kadir	Operation Manager Nomad Adventure
	En. Hanafi Bin Ghazali	Lecturer Institut Pendidikan Guru
<b>FACILITATOR</b>		
1.	En. Khairul Anuar Bin Yahya	Edusure Sdn Bhd



**STANDARD CONTENT**

**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;**

**WATER-BASED ADVENTURE TOUR GUIDING**

**LEVEL 3**

7. Competency Profile Chart (CPC)

SECTOR	(N) ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES		
S U B SECTOR	(79) TRAVEL AGENCY, TOUR OPERATOR, RESERVATION SERVICE AND RELATED ACTIVITIES		
JOB AREA	(791) TRAVEL AGENCY AND TOUR OPERATOR AND RELATED ACTIVITIES		
N O S S TITLE	WATER-BASED ADVENTURE TOUR GUIDING		
J O B LEVEL	THREE (3)	N O S S CODE	

COMPETENCY UNIT

CORE	MARINE BASED ADVENTURE GUIDING	FLAT-WATER BASED ADVENTURE GUIDING	GRADE 1 & 2 WHITEWATER R RIVER BASED ADVENTURE GUIDING	GRADE 3 WHITEWATER R RIVER BASED ADVENTURE GUIDING
	C01	C02	C03	C04

8. Competency Profile (CP)

<b>SECTOR</b>	<b>(N) ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES</b>		
<b>SUB SECTOR</b>	<b>(79) TRAVEL AGENCY, TOUR OPERATOR, RESERVATION SERVICE AND RELATED ACTIVITIES</b>		
<b>JOB AREA</b>	<b>(791) TRAVEL AGENCY AND TOUR OPERATOR ACTIVITIES</b>		
<b>NOSS TITLE</b>	<b>WATER-BASED ADVENTURE GUIDING</b>		
<b>LEVEL</b>	<b>THREE (3)</b>	<b>NOSS CODE</b>	

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
1. Marine Based Adventure Guiding	C01	<p>Marine based adventure is a non-motorised sea craft, stand up paddle, fishing trip, snorkeling activity. It requires an adventure tour guide who is experience, has athletic ability, and has technical knowledge to lead the activities.</p> <p>The person who is competent in sea adventure guiding shall be able to perform risk assessment, perform pre-activity arrangement, carry out sea adventure pre-departure briefing, conduct sea adventure activities and prepare adventure post trip report.</p> <p>The outcome of this competency is to guide tourist to discover and explore sea according to the tour package service</p>	1. Perform risk assessment	<ol style="list-style-type: none"> <li>1. Marine based adventure activity such as sea kayaking, stand up paddle and fishing trip identified based on trip itinerary</li> <li>2. Sea characteristics identified according to activity and location</li> <li>3. Hazard in terms of environment, human and equipment identified to determine risk factor</li> <li>4. Possible cause and strategy risk minimization identified according to risk management standard and policy</li> <li>5. Risk Analysis Management System (RAMS) form/ checklist filled up based on potential hazard assessment</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
		and to fulfill tourist expectation.	2. Perform pre-activity arrangement	<ol style="list-style-type: none"> <li>1. Marine based adventure activity, schedule and location determined based on trip itinerary</li> <li>2. Client profile identified based on job assignment to fulfill client need and requirement.</li> <li>3. Marine based adventure activity tools and equipment prepared based on activity and number of client to ensure sufficient supply</li> <li>4. Meal arrangement coordinated according to activity, location and serving requirement</li> <li>5. Accommodation requirement identified based on trip itinerary and accommodation arrangement coordinated.</li> <li>6. Clients health and fitness condition information reviewed and recorded for</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			3. Carry out pre-departure briefing	<ol style="list-style-type: none"> <li>1. Meet and greet performed to client according to Malaysia way of greeting to show friendliness and warmth welcome</li> <li>2. Marine based adventure activity and sea condition briefed to client according to trip itinerary</li> <li>3. Clients health and fitness condition information checked and mitigate for emergency assistance</li> <li>4. Marine based adventure activity tools and equipment utilisation briefed and demonstrated for client familiarization</li> <li>5. The do's and the don'ts Marine based adventure explained to client in accordance with local belief &amp; culture and Leave No Trace (LNT) principles</li> <li>6. Contingency plan during Marine</li> </ol>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			4. Conduct marine based adventure activities	<ol style="list-style-type: none"> <li>1. Interpretation related to area and activity delivered to client effectively to generate client interest</li> <li>2. Weather condition observed for safety precaution and emergency evacuation</li> <li>3. Client movement while marine based adventure coordinated and group togetherness and health condition monitored</li> <li>4. Marine based adventure route safety hazard identified, risk is assessed and control measure deployed according to safety procedure</li> <li>5. Emergency situation during marine based adventure assessed to identify the level of severity of the situation when applicable</li> <li>6. Medical First Response applied to casualty</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			5. Prepare adventure post trip report	<ol style="list-style-type: none"> <li>1. Checklist of marine based adventure tools and equipment recorded according to company inventory procedure</li> <li>2. Post trip report on marine based adventure prepared for current and future record</li> <li>3. Discrepancies and contingencies report on marine based adventure prepared for current and future record when applicable</li> <li>4. Client feedback form on marine based adventure evaluated and handed over to tour operator for future record and improvement</li> <li>5. Adventure tour guiding log book updated for future reference</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
2. Flat-water River Based Adventure Guiding	C02	<p>Flat-water river based adventure is a motorised and non-motorised craft, water tubing and fishing trip activity. It requires an adventure tour guide who is experience, has athletic ability, and has technical knowledge to lead the activities.</p> <p>The person who is competent in flat-water river and lake adventure guiding shall be able to perform risk assessment, perform pre-activity arrangement, carry out flat-water river and lake adventure pre-departure briefing, conduct flat-water river and lake adventure activities and prepare flat-water river and lake adventure post trip report.</p> <p>The outcome of this competency is to guide tourist to discover and explore flat-water river and</p>	1. Perform risk assessment	<p>1. Flat-water river based adventure activity such as flat-water kayaking, canoeing, water tubing and fishing trip identified based on trip itinerary</p> <p>2. Flat-water river characteristics identified according to activity and location</p> <p>3. Hazard in terms of environment, human and equipment identified to determine risk factor</p> <p>4. Possible cause and strategy risk minimization identified according to risk management standard and policy</p> <p>5. Risk Analysis Management System (RAMS) form/ checklist filled up based on potential hazard assessment</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
		lake according to the tour package service and to fulfill tourist expectation.	2. Perform pre-activity arrangement	<ol style="list-style-type: none"> <li>1. Flat-water river based adventure activity, schedule and location determined based on trip itinerary</li> <li>2. Client profile identified based on job assignment to fulfill client need and requirement.</li> <li>3. Flat-water river based adventure activity tools and equipment prepared based on activity and number of client to ensure sufficient supply</li> <li>4. Meal arrangement coordinated according to activity, location and serving requirement</li> <li>5. Accommodation requirement identified based on trip itinerary and accommodation arrangement coordinated.</li> <li>6. Clients health and fitness condition information reviewed and recorded for</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			3. Carry out pre-departure briefing	<ol style="list-style-type: none"> <li>1. Meet and greet performed to client according to Malaysia way of greeting to show friendliness and warmth welcome</li> <li>2. Flat-water river based adventure activity and condition briefed to client according to trip itinerary</li> <li>3. Clients health and fitness condition information checked and mitigate for emergency assistance</li> <li>4. Flat-water river based adventure activity tools and equipment utilisation briefed and demonstrated for client familiarization</li> <li>5. The do's and the don'ts flat-water river based adventure explained to client in accordance with local belief &amp; culture and Leave No Trace (LNT) principles</li> <li>6. Contingency plan</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			<p>4. Conduct flat-water river based adventure activities</p>	<ol style="list-style-type: none"> <li>1. Interpretation related to area and activity delivered to client effectively to generate client interest</li> <li>2. Weather condition observed for safety precaution and emergency evacuation</li> <li>3. Client movement while flat-water river based adventure coordinated and group togetherness and health condition monitored</li> <li>4. Flat-water river based adventure route safety hazard identified, risk is assessed and control measure deployed according to safety procedure</li> <li>5. Emergency situation during flat-water river based adventure assessed to identify the level of severity of the situation when applicable</li> <li>6. Medical First</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			5. Prepare post trip report	<ol style="list-style-type: none"> <li>1. Checklist of flat-water river based adventure tools and equipment recorded according to company inventory procedure</li> <li>2. Post trip report on flat-water river based adventure prepared for current and future record</li> <li>3. Discrepancies and contingencies report on flat-water river based adventure prepared for current and future record when applicable</li> <li>4. Client feedback form on flat-water river based adventure evaluated and handed over to tour operator for future record and improvement</li> <li>5. Adventure tour guiding log book updated for future reference</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
3. Grade 1 & 2 Whitewater River Based Adventure Guiding	C03	<p>Grade 1 &amp; 2 whitewater river adventure is any activities using any kind of craft, swimming and trekking within 15 feet of grade 1 &amp; 2 moving water according to International Grading System Whitewater River. It requires an adventure tour guide who is experience, has athletic ability, and has technical knowledge to lead the activities. The grade reflects the technical difficulty and skill level required associated with the section of river.</p> <p>The person who is competent in basic white water river adventure guiding shall be able to perform risk assessment, perform pre-activity arrangement, carry out basic white water river adventure pre-departure briefing, conduct basic white water river adventure</p>	1. Perform risk assessment	<ol style="list-style-type: none"> <li>1. Grade 1 &amp; 2 whitewater river based adventure activity such as water tubing, river boarding and river tracking identified based on trip itinerary</li> <li>2. Grade 1 &amp; 2 whitewater river characteristics identified according to activity and location</li> <li>3. Hazard in terms of environment, human and equipment identified to determine risk factor</li> <li>4. Possible cause and strategy risk minimization identified according to risk management standard and policy</li> <li>5. Risk Analysis Management System (RAMS) form/ checklist filled up based on potential hazard assessment</li> </ol>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
		<p>activities and prepare basic white water river adventure post trip report.</p> <p>The outcome of this competency is to guide tourist to discover and explore white water river according to the tour package service and to fulfill tourist expectation.</p>	<p>2. Perform pre-activity arrangement</p>	<ol style="list-style-type: none"> <li>1. Grade 1 &amp; 2 whitewater river based adventure activity and location determined based on trip itinerary</li> <li>2. Client profile identified based on job assignment to fulfill client need and requirement.</li> <li>3. Grade 1 &amp; 2 whitewater river based adventure activity tools and equipment prepared based on activity and number of client to ensure sufficient supply</li> <li>4. Meal arrangement coordinated according to activity, location and serving requirement</li> <li>5. Accommodation requirement identified based on trip itinerary and accommodation arrangement coordinated.</li> <li>6. Entrance permit arrangement coordinated</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			3. Carry out pre-departure briefing	<ol style="list-style-type: none"> <li>1. Meet and greet performed to client according to Malaysia way of greeting to show friendliness and warmth welcome</li> <li>2. Grade 1 &amp; 2 whitewater river based adventure activity and trail condition briefed to client according to trip itinerary</li> <li>3. Clients health and fitness condition information checked and mitigate for emergency assistance</li> <li>4. Grade 1 &amp; 2 whitewater river based adventure activity tools and equipment utilisation briefed and demonstrated for client familiarization</li> <li>5. The do's and the don'ts grade 1 &amp; 2 whitewater river based adventure explained to client in accordance with local belief &amp; culture and Leave No Trace (LNT)</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			<p>4. Conduct grade 1 &amp; 2 whitewater river based adventure activities</p>	<ol style="list-style-type: none"> <li>1. Interpretation related to area and activity delivered to client effectively to generate client interest</li> <li>2. Weather condition observed for safety precaution and emergency evacuation</li> <li>3. Client movement while grade 1 &amp; 2 whitewater river based adventure coordinated and group togetherness and health condition monitored</li> <li>4. Grade 1 &amp; 2 whitewater river based adventure route safety hazard identified, risk is assessed and control measure deployed according to safety procedure</li> <li>5. Emergency situation during grade 1 &amp; 2 whitewater river based adventure assessed to identify the level of severity of the situation when</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			5. Prepare post trip report	<ol style="list-style-type: none"> <li>1. Checklist of basic grade 1 &amp; 2 whitewater river based adventure tools and equipment recorded according to company inventory procedure</li> <li>2. Post trip report on grade 1 &amp; 2 whitewater river based adventure prepared for current and future record</li> <li>3. Discrepancies and contingencies report on grade 1 &amp; 2 whitewater river based adventure prepared for current and future record when applicable</li> <li>4. Client feedback form on basic grade 1 &amp; 2 whitewater river based adventure evaluated and handed over to tour operator for future record and improvement</li> <li>5. Adventure tour guiding log book</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
4. Grade 3 Whitewater River Based Adventure Guiding	C04	<p>Grade 3 whitewater river based adventure is any activities using any kind of craft, swimming and trekking within 15 feet of grade 3 to 5 moving water according to International Grading System Whitewater River. It requires an adventure tour guide who is experience, has athletic ability, and has technical knowledge to lead the activities. The grade reflects the technical difficulty and skill level required associated with the section of river</p> <p>The person who is competent in advanced white water river adventure guiding shall be able to perform risk assessment, perform pre-activity arrangement, carry out mountain based adventure pre-departure briefing, conduct mountain</p>	1. Perform risk assessment	<ol style="list-style-type: none"> <li>1. Grade 3 whitewater river based adventure activity such as whitewater kayaking and rafting activity identified based on trip itinerary</li> <li>2. Grade 3 whitewater river characteristics identified according to activity and location</li> <li>3. Hazard in terms of environment, human and equipment identified to determine risk factor</li> <li>4. Possible cause and strategy risk minimization identified according to risk management standard and policy</li> <li>5. Risk Analysis Management System (RAMS) form/ checklist filled up based on potential hazard assessment</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
		<p>based adventure activities and prepare advanced white water river adventure post trip report.</p> <p>The outcome of this competency is to guide tourist to discover and explore white water river according to the tour package service and to fulfill tourist expectation.</p>	<p>2. Perform pre-activity arrangement</p>	<ol style="list-style-type: none"> <li>1. Grade 3 whitewater river based adventure activity, schedule and location determined based on trip itinerary</li> <li>2. Client profile identified based on job assignment to fulfill client need and requirement.</li> <li>3. Grade 3 whitewater river based adventure activity tools and equipment prepared based on activity and number of client to ensure sufficient supply</li> <li>4. Meal arrangement coordinated according to activity, location and serving requirement</li> <li>5. Accommodation requirement identified based on trip itinerary and accommodation arrangement coordinated.</li> <li>6. Entrance permit arrangement coordinated</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			3. Carry out pre-departure briefing	<ol style="list-style-type: none"> <li>1. Meet and greet performed to client according to Malaysia way of greeting to show friendliness and warmth welcome</li> <li>2. Grade 3 whitewater river based adventure activity and route condition briefed to client according to trip itinerary</li> <li>3. Clients health and fitness condition information checked and mitigate for emergency assistance</li> <li>4. Grade 3 whitewater river based adventure activity tools and equipment utilisation briefed and demonstrated for client familiarization</li> <li>5. The do's and the don'ts grade 3 whitewater river based adventure explained to client in accordance with local belief &amp; culture and Leave No Trace (LNT)</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			<p>4. Conduct grade 3 whitewater river based adventure activities</p>	<ol style="list-style-type: none"> <li>1. Interpretation related to area and activity delivered to client effectively to generate client interest</li> <li>2. Weather condition observed for safety precaution and emergency evacuation</li> <li>3. Client movement while grade 3 whitewater river based adventure coordinated and group togetherness and health condition monitored</li> <li>4. Grade 3 whitewater river based adventure route safety hazard identified, risk is assessed and control measure deployed according to safety procedure</li> <li>5. Emergency situation during grade 3 whitewater river based adventure assessed to identify the level of severity of the situation when</li> </ol>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance criteria
			5. Prepare post trip report	<ol style="list-style-type: none"> <li>1. Checklist of grade 3 whitewater river based adventure tools and equipment recorded according to company inventory procedure</li> <li>2. Post trip report on grade 3 whitewater river based adventure prepared for current and future record</li> <li>3. Discrepancies and contingencies report on Grade 3 whitewater river based adventure prepared for current and future record when applicable</li> <li>4. Client feedback form on grade 3 whitewater river based adventure evaluated and handed over to tour operator for future record and improvement</li> <li>5. Adventure tour guiding log book updated for future reference</li> </ol>



**CURRICULUM**

**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;**

**WATER-BASED ADVENTURE TOUR GUIDING**

**LEVEL 3**

9. Curriculum of Competency Unit (CoCU)

<b>SECTOR</b>	<b>(N) ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES</b>						
<b>SUB SECTOR</b>	<b>(79) TRAVEL AGENCY, TOUR OPERATOR, RESERVATION SERVICE AND RELATED ACTIVITIES</b>						
<b>JOB AREA</b>	<b>(791) TRAVEL AGENCY AND TOUR OPERATOR ACTIVITIES</b>						
<b>NOSS TITLE</b>	<b>WATER-BASED ADVENTURE GUIDING</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>MARINE BASED ADVENTURE GUIDING</b>						
<b>LEARNING OUTCOMES</b>	<p>The person who is competent in this CU shall be able to guide tourist to discover and explore marine according to tour package service terms and condition and to fulfill tourist expectation. Upon completion of this competency unit, trainees will be able to:-</p> <ol style="list-style-type: none"> <li>1. Perform risk assessment</li> <li>2. Perform pre-activity arrangement</li> <li>3. Carry out sea adventure pre-departure briefing</li> <li>4. Conduct sea adventure activities</li> <li>5. Prepare post trip report</li> </ol>						
<b>PRE-REQUISITE (IF APPLICABLE)</b>	N/A						
<b>COMPETENCY UNIT CODE</b>	C01	<b>LEVEL</b>	3	<b>TRAINING DURATION</b>	320	<b>SKILL CREDIT</b>	40

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
1. Perform risk assessment	1. Introduction of marine based adventure activity <ul style="list-style-type: none"> <li>• Non-motorised sea craft               <ul style="list-style-type: none"> <li>- Kayaking</li> <li>- Stand up paddle</li> </ul> </li> <li>• Fishing trip</li> <li>• Snorkeling</li> </ul> 2. Types of marine zone <ul style="list-style-type: none"> <li>• Fishing zone</li> <li>• Diving zone</li> <li>• Marine traffic</li> <li>• Marine park area</li> <li>• International waters</li> <li>• Coastal area</li> </ul>	1. Identify marine based adventure activity and specific trail location 2. Identify type of hazard 3. Identify level of frequency and severity of incident occurrence 4. Identify possible cause 5. Identify strategy risk minimization 6. Identify emergency respond and rescue body for marine based adventure activity 7. Prepare emergency	<u>Attitude</u> <ul style="list-style-type: none"> <li>• Analytical mind in performing risk assessment</li> <li>• Resourceful in identifying emergency respond and rescue body</li> </ul> <u>Safety</u> <ul style="list-style-type: none"> <li>• Safety conscious during site visit</li> </ul> <u>Environmental</u> <ul style="list-style-type: none"> <li>• Knowledgeable on current condition of the site</li> </ul>	<u>Related Knowledge</u> 10  <u>Related Skills</u> 22	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills:</u> Demonstration Observation & Project / case study	1. Marine based adventure activity and specific location explained 2. Type of marine zone listed 3. Types of marine characteristics listed 4. Types of hazard listed and explained 5. Strategy risk minimization described 6. Emergency respond and rescue body for marine based

<b>WORK ACTIVITIES</b>	<b>RELATED KNOWLEDGE</b>	<b>RELATED SKILLS</b>	<b>ATTITUDE / SAFETY / ENVIRONMENT</b>	<b>TRAINING HOURS</b>	<b>DELIVERY MODE</b>	<b>ASSESSMENT CRITERIA</b>
2. Perform pre-activity arrangement	1. Tour itinerary information <ul style="list-style-type: none"> <li>• Duration</li> <li>• Activity</li> <li>• Route</li> <li>• Transport (land support, safety boat)</li> <li>• Fresh water sources</li> <li>• Drinking water</li> <li>• Accommodation</li> <li>• Rest area</li> <li>• Evacuation point</li> <li>• Bearing and Global Positioning System (GPS) reading</li> <li>• Topographic Grid</li> </ul>	1. Interpret marine based adventure tour itinerary 2. Analyse client profile 3. Interpret client health and fitness information 4. Prepare marine based adventure activities tools and equipment 5. Interpret authority requirement to enter marine based site 6. Coordinate meal, transport and accommodation requirement 7. Determine suitable	<u>Attitude</u> <ul style="list-style-type: none"> <li>• Precise in interpreting tour itinerary</li> <li>• Systematic in coordinating logistic requirements</li> <li>• Thorough in analysing client profile</li> <li>• Well organised in preparing tools and equipment</li> </ul> <u>Safety</u> <ul style="list-style-type: none"> <li>• Adhere to SOP in workplace</li> </ul> <u>Environmental</u> <ul style="list-style-type: none"> <li>• Adhere to housekeeping</li> </ul>	<u>Related Knowledge</u> 14  <u>Related Skills</u> 34	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills:</u> Demonstration Observation & Project / case study, Practical (presentation)	1. Marine based adventure tour itinerary listed 2. Client profile information listed 3. Clients health and fitness condition information listed 4. Marine based adventure activities tools and equipment listed and utilisation demonstrated 5. Authority requirement to enter marine site

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
3. Carry sea adventure pre-departure briefing	<ol style="list-style-type: none"> <li>1. Malaysia way of greeting</li> <li>2. Pre-departure briefing requirements <ul style="list-style-type: none"> <li>• Specific location</li> <li>• Trip duration</li> <li>• Client profile and background</li> </ul> </li> <li>i. Facilitation and communication technique</li> <li>ii. Trip objectives and expectation</li> <li>iii. Marine based adventure rules and regulations <ul style="list-style-type: none"> <li>• Fisheries Act 1985 - Establishment</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Perform meet and greet</li> <li>2. Brief marine based adventure activity objective, safety, rules and regulations</li> <li>3. Explain the do's and the don'ts marine based adventure</li> <li>4. Brief itinerary and sea condition to client</li> <li>5. Brief and demonstrate marine based adventure activity tools and equipment utilisation</li> <li>6. Brief contingency plan during</li> </ol>	<u>Attitude</u> <ul style="list-style-type: none"> <li>• Accountability entire program</li> <li>• Interpersonal communication in delivering information using learning method (by visual, by hearing and by kinetic)</li> <li>• Precise and accurate in delivering information to client</li> </ul> <u>Safety</u> <ul style="list-style-type: none"> <li>• Adhere to SOP in</li> </ul>	<u>Related Knowledge</u> 10  <u>Related Skills</u> 22	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills</u> Demonstration Observation & Practical	<ol style="list-style-type: none"> <li>1. Meet and greet demonstrated</li> <li>2. Duration for pre-departure briefing requirements explained</li> <li>3. Marine based adventure activity objective, safety, rules and regulations explained</li> <li>4. The do's and the don'ts marine based adventure described</li> <li>5. Itinerary and trail condition briefing</li> </ol>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
4. Conduct sea adventure activities	<ol style="list-style-type: none"> <li>Content of information tag such as:- <ul style="list-style-type: none"> <li>Safety, rules and regulations</li> <li>Do's and don'ts of marine based adventure</li> <li>Itinerary and sea condition to client</li> </ul> </li> <li>Movement coordination technique <ul style="list-style-type: none"> <li>Sea Kayaking - Line of sight (visual and hearing)</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Perform meet and greet</li> <li>Provide and explain information tag</li> <li>Remind client on marine based adventure activity tools and equipment utilisation</li> <li>Remind client on contingency plan during marine based adventure</li> <li>Guide marine based adventure activities</li> <li>Coordinate client movement</li> <li>Monitor group together and health</li> </ol>	<u>Attitude</u> <ul style="list-style-type: none"> <li>Hospitable and patience in handling client</li> <li>Confident when briefing to client</li> <li>Firm and accountable in conducting activities</li> <li>Systematic and time management in conducting activities</li> <li>Responsible in handling emergency situation</li> <li>Trustworthy in conducting</li> </ul>	<u>Related Knowledge</u> 58  <u>Related Skills</u> 134	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills:</u> Demonstration & Observation & Practical	<ol style="list-style-type: none"> <li>Content of information tag listed</li> <li>Movement coordination technique explained and demonstrated</li> <li>Sea kayaking techniques demonstrated</li> <li>Snorkeling techniques demonstrated</li> <li>Fishing techniques demonstrated</li> <li>Monitoring criteria during journey listed</li> </ol>



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
5. Prepare post trip report	<ol style="list-style-type: none"> <li>Tools and equipment inventory record <ul style="list-style-type: none"> <li>Quantity</li> <li>Functionality</li> <li>Cleanliness and maintenance</li> <li>Replenish</li> </ul> </li> <li>Post trip report content <ul style="list-style-type: none"> <li>Discrepancies and contingencies</li> <li>Client feedback <ul style="list-style-type: none"> <li>Service</li> <li>Meet expectation</li> </ul> </li> </ul> </li> <li>Marine based adventure tour</li> </ol>	<ol style="list-style-type: none"> <li>Check and record tools and equipment condition</li> <li>Prepare discrepancies and contingencies report</li> <li>Evaluate client feedback form</li> <li>Prepare post trip report on marine based adventure activity</li> <li>Update adventure tour guiding log book for future reference.</li> </ol>	<p><u>Attitude</u></p> <ul style="list-style-type: none"> <li>Meticulous in checking and recording tools and equipment</li> <li>Honest and detailed in preparing discrepancies contingencies report</li> <li>Precise when gather client feedback</li> <li>Detailed when preparing post trip report and updating adventure tour</li> </ul>	<p><u>Related Knowledge</u> 5</p> <p><u>Related Skills</u> 11</p>	<p><u>Related Knowledge</u> Lecture &amp; Discussion</p> <p><u>Related Skills:</u> Demonstration &amp; Case study, practical presentation</p>	<ol style="list-style-type: none"> <li>Tools and equipment inventory record explained</li> <li>Post trip report and tour guiding log book content explained</li> <li>Discrepancies and contingencies report produced</li> <li>Post trip report on marine based adventure activity produced</li> <li>Adventure tour guiding log book for future reference updated</li> </ol>

## **Employability Skills**

CORE ABILITIES

<p>01.01 Identify and gather information.</p> <p>01.02 Document information procedures or processes.</p> <p>02.01 Interpret and follow manuals, instructions and SOP's.</p> <p>02.02 Follow telephone/telecommunication procedures.</p> <p>02.03 Communicate clearly.</p> <p>02.04 Prepare brief reports and checklist using standard forms.</p> <p>02.05 Read/Interpret flowcharts and pictorial information.</p> <p>03.02 Demonstrate integrity and apply practical practices.</p> <p>03.03 Accept responsibility for own work and work area.</p> <p>03.04 Seek and act constructively upon feedback about work performance.</p> <p>03.06 Respond appropriately to people and situations.</p> <p>03.07 Resolve interpersonal conflicts.</p> <p>06.01 Understand systems.</p> <p>06.02 Comply with and follow chain of command.</p> <p>06.03 Identify and highlight problems.</p> <p>06.04 Adapt competencies to new situations/ systems.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.04 Apply problem solving strategies.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.13 Develop and maintain team harmony and mis resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/ customer needs.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/ work plans.</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Leadership skills</li> <li>8. Learning skills</li> </ol>
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## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Practical site (sea)	1:25
2. Sample of Risk Analysis Management System (RAMS) form format	1:1
3. Sample of tour itinerary	1:1
4. Sample of client profile	1:5
5. Navigation devices	1:25
6. Communication devices (satellite phone)	1:5
7. Communication devices (Amateur Radio)	1:5
8. First aid kit	1:5
9. Rescue kit	1:1
10. Personal gear for Sea kayaking (hat, sunglasses, rash guard, water shoes, hand gloves, dry bag)	1:5
11. Sea kayak set (sea kayak, spray deck, Personal Floatation Device (PFDs) Type III, paddle, towline, throw bag, whistle, paddle leash, water pump)	1:1
12. Personal gear for Stand Up Paddle (hat, sunglasses, rash guard, water shoes, hand gloves, dry bag)	1:1
13. Stand Up Paddle set (SUP board, SUP paddle, and paddle board leash, Personal Floatation Device (PFDs) Type III)	1:5
14. Personal gear for Fishing Trip (hat, sunglasses, rash guard, water shoes, hand gloves, dry bag, ropes, Personal Floatation Device (PFDs) Type III)	1:25
15. Fishing gear set (fish finder, fishing container, reel, rod, hooks, lures, clipper, swivel)	1:1
16. Fiber/ aluminum/ dingy boat with outboard	1:1
17. Personal gear for Snorkeling (rash guard)	1:1
18. Snorkeling set (mask, snorkel, fins, Personal Floatation Device (PFDs) Type III)	1:1
19. Sample of marine based adventure tour guiding log book	1:1
20. Sample of tools and equipment inventory record	1:1

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## References for Learning Material Development

1. Adventure Tour Guides: Life on Extreme Outdoor Adventures, By Cherie Turner, Rosen Publishing Group Inc. ( 1<sup>st</sup> Edition 2003), ISBN 0-8239-3793-3
2. Water-Based Tourism, Sport, Leisure, and Recreation Experiences, Gayle Jennings, Butterworth Heineman, 2011, ISBN 13:978-0-7506 - 6181-2
3. Tour Guide, Trevor Waller & Debbie Nafte, Awareness Publishing Group Ltd, 1<sup>st</sup> Edition 2007, ISBN 1-77008-188-7
4. The Stand Up Paddle Book: The Complete Stand Up Paddle Surf Guide from Window Shopping to Catching Your First Waves, Nate Burgoyne, Lava Rock Publishing, 2010, ISBN 0615429912, 9780615429915
5. Canoeing (Outdoor Adventure Series, Outdoor Pursuits Series), Laurie Gullion, Human Kinetics, 1994, ISBN 0873224434, 9780873224437
6. Paddle Sports, Beth Geiger, Discovery Communications, 2000, ISBN 1563319306, 9781563319303
7. Adventure Tourism, R. Buckley, CABI, 2006, ISBN 1845931238, 9781845931230
8. Fisheries Act 1985 - Establishment of Marine Parks Malaysia Order (Amendment) 2012
9. Akta 750 - Akta Laut Wilayah 2012 (Malay Version Only)
10. Safety of Life at Sea (SOLAS) Act, 1974

<b>SECTOR</b>	<b>(N) ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES</b>						
<b>SUB SECTOR</b>	<b>(79) TRAVEL AGENCY, TOUR OPERATOR, RESERVATION SERVICE AND RELATED ACTIVITIES</b>						
<b>JOB AREA</b>	<b>(791) TRAVEL AGENCY AND TOUR OPERATOR ACTIVITIES</b>						
<b>NOSS TITLE</b>	<b>WATER-BASED ADVENTURE GUIDING</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>FLAT-WATER BASED ADVENTURE GUIDING</b>						
<b>LEARNING OUTCOMES</b>	<p>The person who is competent in this CU shall be able to guide tourist to discover and explore mountain according to tour package service terms and condition and to fulfill tourist expectation. Upon completion of this competency unit, trainees will be able to:-</p> <ol style="list-style-type: none"> <li>1. Perform risk assessment</li> <li>2. Perform pre-activity arrangement</li> <li>3. Carry out pre-departure briefing</li> <li>4. Conduct flat water river based adventure activities</li> <li>5. Prepare post trip report</li> </ol>						
<b>PRE-REQUISITE (IF APPLICABLE)</b>	N/A						
<b>COMPETENCY UNIT CODE</b>	C02	<b>LEVEL</b>	3	<b>TRAINING DURATION</b>	320	<b>SKILL CREDIT</b>	40

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
1. Perform risk assessment	<p>1. Introduction of flat-water activity</p> <ul style="list-style-type: none"> <li>• Non-motorised craft <ul style="list-style-type: none"> <li>- Kayaking</li> <li>- Canoeing</li> <li>- Stand Up Paddling</li> </ul> </li> <li>• Fishing trip</li> </ul> <p>2. Types of flat-water area</p> <ul style="list-style-type: none"> <li>• Mangrove</li> <li>• Lake</li> <li>• River</li> </ul> <p>3. Types of flat-water characteristics such as:-</p> <ul style="list-style-type: none"> <li>• Swelling</li> <li>• Tides</li> <li>• Brackish</li> </ul>	<p>1. Identify flat-water based adventure activity and specific trail location</p> <p>2. Identify type of hazard</p> <p>3. Identify level of frequency and severity of incident occurrence</p> <p>4. Identify possible cause</p> <p>5. Identify strategy risk minimization</p> <p>6. Identify emergency respond and rescue body for flat-water based adventure activity</p> <p>7. Prepare emergency</p>	<p><u>Attitude</u></p> <ul style="list-style-type: none"> <li>• Safety conscious in identifying types of hazard</li> <li>• Analytical mind in identifying strategy of risk minimization</li> <li>• Resourceful in identifying emergency respond and rescue body</li> </ul> <p><u>Safety</u></p> <ul style="list-style-type: none"> <li>• Safety conscious during site visit</li> </ul> <p><u>Environmental</u></p> <ul style="list-style-type: none"> <li>• Knowledge</li> </ul>	<p><u>Related Knowledge</u> 10</p> <p><u>Related Skills</u> 22</p>	<p><u>Related Knowledge</u> Lecture &amp; Discussion</p> <p><u>Related Skills</u> Demonstration Observation &amp; Project / case study</p>	<p>1. Flat-water based adventure activity and specific trail location explained</p> <p>2. Type of hazard listed</p> <p>3. Types of flat-water characteristics listed</p> <p>4. Strategy risk minimization described</p> <p>5. Emergency respond and rescue body for flat-water based adventure activity listed</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
2. Perform pre-activity arrangement	1. Tour itinerary information <ul style="list-style-type: none"> <li>• Duration</li> <li>• Activity</li> <li>• Route</li> <li>• Transport (land support, safety boat)</li> <li>• Fresh water sources</li> <li>• Drinking water</li> <li>• Accommodation</li> <li>• Rest area</li> <li>• Evacuation point</li> <li>• Bearing and Global Positioning System (GPS) reading</li> <li>• Topographic Grid</li> </ul>	1. Interpret flat-water based adventure tour itinerary 2. Analyse client profile 3. Interpret client health and fitness information 4. Prepare flat-water based adventure activities tools and equipment 5. Interpret authority requirement to enter flat-water site 6. Coordinate meal, transport and accommodation requirement 7. Determine suitable	<u>Attitude</u> <ul style="list-style-type: none"> <li>• Precise in interpreting tour itinerary</li> <li>• Systematic in coordinating logistic requirements</li> <li>• Thorough in analysing client profile</li> <li>• Well organised in preparing tools and equipment</li> </ul> <u>Safety</u> <ul style="list-style-type: none"> <li>• Adhere to SOP in workplace</li> </ul> <u>Environmental</u> <ul style="list-style-type: none"> <li>• Adhere to housekeeping</li> </ul>	<u>Related Knowledge</u> 14  <u>Related Skills</u> 34	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills</u> Demonstration Observation & Project / case study, Practical (presentation)	1. Flat-water based adventure tour itinerary listed 2. Client profile information listed 3. Clients health and fitness condition information listed 4. Flat-water based adventure activities tools and equipment listed and utilisation demonstrated 5. Authority requirement to enter



<b>WORK ACTIVITIES</b>	<b>RELATED KNOWLEDGE</b>	<b>RELATED SKILLS</b>	<b>ATTITUDE / SAFETY / ENVIRONMENT</b>	<b>TRAINING HOURS</b>	<b>DELIVERY MODE</b>	<b>ASSESSMENT CRITERIA</b>
3. Carry out pre-departure briefing	<ol style="list-style-type: none"> <li>1. Malaysia way of greeting</li> <li>2. Pre-departure briefing requirements <ul style="list-style-type: none"> <li>• Specific location</li> <li>• Trip duration</li> <li>• Client profile and background</li> </ul> </li> <li>3. Facilitation and communication technique</li> <li>4. Trip objectives and expectation</li> <li>5. Flat-water based adventure rules and regulations <ul style="list-style-type: none"> <li>• National Forest Act 1984</li> <li>• Wildlif</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Perform meet and greet</li> <li>2. Brief flat-water based adventure activity objective, safety, rules and regulations</li> <li>3. Explain the do's and the don'ts flat-water based adventure</li> <li>4. Brief itinerary and trail condition to client</li> <li>5. Brief and demonstrate flat-water based adventure activity tools and equipment utilisation</li> <li>6. Brief contingency plan</li> </ol>	<p><u>Attitude</u></p> <ul style="list-style-type: none"> <li>• Accountability entire program</li> <li>• Interpersonal communication in delivering information using learning method (by visual, by hearing and by kinetic)</li> <li>• Precise and accurate in delivering information to client</li> </ul> <p><u>Safety</u></p>	<p><u>Related Knowledge</u> 10</p> <p><u>Related Skills</u> 22</p>	<p><u>Related Knowledge</u> Lecture &amp; Discussion</p> <p><u>Related Skills</u> Demonstration Observation &amp; Practical</p>	<ol style="list-style-type: none"> <li>1. Meet and greet demonstrated</li> <li>2. Duration for pre-departure briefing requirements explained</li> <li>3. Flat-water based adventure activity objective, safety, rules and regulations explained</li> <li>4. The do's and the don'ts flat-water based adventure described</li> <li>5. Itinerary and trail condition</li> </ol>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
4. Conduct flat-water river based adventure activities	<ol style="list-style-type: none"> <li>Content of information tag such as:- <ul style="list-style-type: none"> <li>Safety, rules and regulations</li> <li>Do's and don'ts of marine based adventure</li> <li>Itinerary and flat-water condition to client</li> </ul> </li> <li>Movement coordination technique <ul style="list-style-type: none"> <li>Flat-water Kayaking - Line of sight (visual</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Perform meet and greet</li> <li>Provide and explain information tag</li> <li>Remind client on flat-water based adventure activity tools and equipment utilisation</li> <li>Remind client on contingency plan during mountain based adventure</li> <li>Guide flat-water based adventure activities</li> <li>Coordinate client movement</li> <li>Monitor group together</li> </ol>	<p><u>Attitude</u></p> <ul style="list-style-type: none"> <li>Hospitable and patience in handling client</li> <li>Confident when briefing to client</li> <li>Firm and accountable in conducting activities</li> <li>Systematic and time management in conducting activities</li> <li>Responsible in handling emergency situation</li> <li>Trustworthy in conducting</li> </ul>	<p><u>Related Knowledge</u> 58</p> <p><u>Related Skills</u> 134</p>	<p><u>Related Knowledge</u> Lecture &amp; Discussion</p> <p><u>Related Skills</u> Demonstration Observation &amp; Practical</p>	<ol style="list-style-type: none"> <li>Content of information tag listed</li> <li>Movement coordination technique explained and demonstrated</li> <li>Kayaking techniques demonstrated</li> <li>Canoeing techniques demonstrated</li> <li>Fishing techniques demonstrated</li> <li>Monitoring criteria during</li> </ol>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
5. Prepare post trip report	<ol style="list-style-type: none"> <li>Tools and equipment inventory record content <ul style="list-style-type: none"> <li>Quantity</li> <li>Functionality</li> <li>Cleanliness and maintenance</li> <li>Replenish</li> </ul> </li> <li>Post trip report content <ul style="list-style-type: none"> <li>Discrepancies and contingencies</li> <li>Client feedback <ul style="list-style-type: none"> <li>Service</li> <li>Meet expectation</li> </ul> </li> </ul> </li> <li>Flat-water based adventure tour</li> </ol>	<ol style="list-style-type: none"> <li>Check and record tools and equipment condition</li> <li>Prepare discrepancies and contingencies report</li> <li>Evaluate client feedback form</li> <li>Prepare post trip report on flat-water based adventure activity</li> <li>Update adventure tour guiding log book for future reference.</li> </ol>	<u>Attitude</u> <ul style="list-style-type: none"> <li>Meticulous in checking and recording tools and equipment</li> <li>Honest and detailed in preparing discrepancies contingencies report</li> <li>Precise when gather client feedback</li> <li>Detailed when preparing post trip report and updating adventure tour</li> </ul>	<u>Related Knowledge</u> 5  <u>Related Skills</u> 11	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills</u> Demonstration & Case study, practical presentation	<ol style="list-style-type: none"> <li>Tools and equipment inventory record explained</li> <li>Post trip report and tour guiding log book content explained</li> <li>Discrepancies and contingencies report produced</li> <li>Post trip report flat-water based adventure guiding activity produced</li> <li>Flat-water</li> </ol>

**Employability Skills**

CORE ABILITIES

<p>01.01 Identify and gather information.</p> <p>01.02 Document information procedures or processes.</p> <p>02.01 Interpret and follow manuals, instructions and SOP's.</p> <p>02.02 Follow telephone/telecommunication procedures.</p> <p>02.03 Communicate clearly.</p> <p>02.04 Prepare brief reports and checklist using standard forms.</p> <p>02.05 Read/Interpret flowcharts and pictorial information.</p> <p>03.02 Demonstrate integrity and apply practical practices.</p> <p>03.03 Accept responsibility for own work and work area.</p> <p>03.04 Seek and act constructively upon feedback about work performance.</p> <p>03.06 Respond appropriately to people and situations.</p> <p>03.07 Resolve interpersonal conflicts.</p> <p>06.01 Understand systems.</p> <p>06.02 Comply with and follow chain of command.</p> <p>06.03 Identify and highlight problems.</p> <p>06.04 Adapt competencies to new situations/ systems.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.04 Apply problem solving strategies.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.13 Develop and maintain team harmony and mis resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/ customer needs.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/ work plans.</p>	<p>9. Communication skills</p> <p>10. Conceptual skills</p> <p>11. Interpersonal skills</p> <p>12. Multitasking and prioritizing</p> <p>13. Self-discipline</p> <p>14. Teamwork</p> <p>15. Leadership skills</p> <p>16. Learning skills</p>
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**Tools, Equipment and Materials (TEM)**

ITEMS	RATIO (TEM : Trainees)
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1. Practical site (river, mangrove and lake)	1:25
2. Sample of Risk Analysis Management System (RAMS) form format	1:1
3. Sample of tour itinerary	1:1
4. Sample of client profile	1:5
5. Navigation devices	1:25
6. Communication devices (satellite phone)	1:5
7. Communication devices (Amateur Radio)	1:5
8. First aid kit	1:5
9. Rescue kit	1:1
10. Personal gear for sea kayaking (hat, sunglasses, rash guard, water shoes, hand gloves, dry bag)	1:5
11. Flat-water kayak set (single seater kayak, spraydeck, Personal Floatation Device (PFDs) Type III, paddle, towline, throw bag, whistle, paddle leash, water pump)	1:1
12. Personal gear for Stand Up Paddle (hat, sunglasses, rash guard, water shoes, hand gloves, dry bag)	1:1
13. Stand Up Paddle set (SUP board, SUP paddle, and paddle board leash, Personal Floatation Device (PFDs) Type III)	1:5
14. Personal gear for Fishing Trip (hat, sunglasses, rash guard, water shoes, hand gloves, dry bag, ropes, Personal Floatation Device (PFDs) Type III)	1:1
15. Fishing gear set (fish finder, fishing container, reel, rod, hooks, lures, clipper, swivel)	1:5
16. Fibre/ aluminum/ dingy boat with outboard	1:1
17. Personal gear for canoeing (hat, sunglasses, rash guard, water shoes, hand gloves and dry bag)	1:1
18. Canoe set (canoe paddle, Personal Floatation Device (PFDs) Type III, towline, throw bag, whistle, paddle leash and water pump)	1:1
19. Sample of flat-water based adventure tour guiding log book	1:1
20. Sample of tools and equipment inventory record	1:1

## References for Learning Material Development

1. Adventure Tour Guides: Life on Extreme Outdoor Adventures, By Cherie Turner, Rosen Publishing Group Inc. ( 1<sup>st</sup> Edition 2003), ISBN 0-8239-3793-3
2. Water-Based Tourism, Sport, Leisure, and Recreation Experiences, Gayle Jennings, Butterworth Heineman, 2011, ISBN 13:978-0-7506 - 6181-2
3. Tour Guide, Trevor Waller & Debbie Nafte, Awareness Publishing Group Ltd, 1<sup>st</sup> Edition 2007, ISBN 1-77008-188-7
4. The Stand Up Paddle Book: The Complete Stand Up Paddle Surf Guide from Window Shopping to Catching Your First Waves, Nate Burgoyne, Lava Rock Publishing, 2010, ISBN 0615429912, 9780615429915
5. Canoeing (Outdoor Adventure Series, Outdoor Pursuits Series), Laurie Gullion, Human Kinetics, 1994, ISBN 0873224434, 9780873224437
6. Paddle Sports, Beth Geiger, Discovery Communications, 2000, ISBN 1563319306, 9781563319303
7. Adventure Tourism, R. Buckley, CABI, 2006, ISBN 1845931238, 9781845931230
8. Fisheries Act 1985 - Establishment of Marine Parks Malaysia Order (Amendment) 2012
9. Akta 750 - Akta Laut Wilayah 2012 (Malay Version Only)
10. Safety of Life at Sea (SOLAS) Act, 1974



<b>SECTOR</b>	<b>(N) ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES</b>						
<b>SUB SECTOR</b>	<b>(79) TRAVEL AGENCY, TOUR OPERATOR, RESERVATION SERVICE AND RELATED ACTIVITIES</b>						
<b>JOB AREA</b>	<b>(791) TRAVEL AGENCY AND TOUR OPERATOR ACTIVITIES</b>						
<b>NOSS TITLE</b>	<b>WATER-BASED ADVENTURE GUIDING</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>GRADE 1 &amp; 2 WHITEWATER RIVER BASED ADVENTURE GUIDING</b>						
<b>LEARNING OUTCOMES</b>	<p>The person who is competent in this CU shall be able to guide tourist to discover and explore white water river according to tour package service terms and condition and to fulfill tourist expectation. Upon completion of this competency unit, trainees will be able to:-</p> <ol style="list-style-type: none"> <li>1. Perform risk assessment</li> <li>2. Perform pre-activity arrangement</li> <li>3. Carry out pre-departure briefing</li> <li>4. Conduct grade 1 &amp; 2 whitewater river based adventure activities</li> <li>5. Prepare post trip report</li> </ol>						
<b>PRE-REQUISITE (IF APPLICABLE)</b>	N/A						
<b>COMPETENCY UNIT CODE</b>	C03	<b>LEVEL</b>	3	<b>TRAINING DURATION</b>	480	<b>SKILL CREDIT</b>	40

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
1. Perform risk assessment	1. Introduction of whitewater river based adventure activity <ul style="list-style-type: none"> <li>• Water tubing</li> <li>• River boarding</li> <li>• River trekking</li> <li>• Whitewater kayaking</li> <li>• Whitewater rafting</li> </ul> 2. Definition of Grade 1 & 2 whitewater river <ul style="list-style-type: none"> <li>• Grade 1               <ul style="list-style-type: none"> <li>- No rapids</li> <li>- Smooth flowing whitewater</li> </ul> </li> </ul>	1. Identify whitewater river based adventure activity and specific trail location           2. Identify type of hazard           3. Identify level of frequency and severity of incident occurrence           4. Identify possible cause           5. Identify strategy risk minimization           6. Identify emergency response and rescue body for whitewater	<u>Attitude</u> <ul style="list-style-type: none"> <li>• Safety conscious in identifying types of hazard</li> <li>• Analytical mind in identifying strategy of risk minimization</li> <li>• Resourceful in identifying emergency response and rescue body</li> </ul> <u>Safety</u> <ul style="list-style-type: none"> <li>• Safety conscious during site visit</li> </ul> <u>Environmental</u> <ul style="list-style-type: none"> <li>• Knowledge</li> </ul>	<u>Related Knowledge</u> 14  <u>Related Skills</u> 34	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills</u> Demonstration Observation & Project / case study	1. Whitewater river based adventure activity and specific trail location explained           2. Type of hazard listed           3. Types of whitewater river characteristics listed           4. Strategy risk minimization described           5. Emergency response and rescue body for whitewater river based



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
3. Carry out pre-departure briefing	<ol style="list-style-type: none"> <li>1. Malaysia way of greeting</li> <li>2. Pre-departure briefing requirements <ul style="list-style-type: none"> <li>• Specific location</li> <li>• Trip duration</li> <li>• Client profile and background</li> </ul> </li> <li>3. Facilitation and communication technique</li> <li>4. Trip objectives and expectation</li> <li>5. Whitewater adventure rules and regulations <ul style="list-style-type: none"> <li>• National Forestry</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Perform meet and greet</li> <li>2. Brief white water adventure activity objective, safety, rules and regulations</li> <li>3. Explain the do's and the don'ts white water adventure</li> <li>4. Brief itinerary and trail condition to client</li> <li>5. Brief and demonstrate white water adventure activity tools and equipment utilisation</li> <li>6. Brief contingency plan</li> </ol>	<p><u>Attitude</u></p> <ul style="list-style-type: none"> <li>• Accountability entire program</li> <li>• Interpersonal communication in delivering information using learning method (by visual, by hearing and by kinetic)</li> <li>• Precise and accurate in delivering information to client</li> </ul> <p><u>Safety</u></p> <ul style="list-style-type: none"> <li>• Adhere to SOP in</li> </ul>	<p><u>Related Knowledge</u> 14</p> <p><u>Related Skills</u> 34</p>	<p><u>Related Knowledge</u> Lecture &amp; Discussion</p> <p><u>Related Knowledge</u> Demonstration Observation &amp; Practical</p>	<ol style="list-style-type: none"> <li>1. Meet and greet demonstrated</li> <li>2. Duration for pre-departure briefing requirements explained</li> <li>3. Whitewater river based adventure activity objective, safety, rules and regulations explained</li> <li>4. The do's and the don'ts whitewater river based</li> </ol>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
4. Conduct grade 1&2 white water based adventure activities	<ol style="list-style-type: none"> <li>Content of information tag such as:- <ul style="list-style-type: none"> <li>Safety, rules and regulations</li> <li>Do's and don'ts of marine based adventure</li> <li>Itinerary and flat-water condition to client</li> </ul> </li> <li>Movement coordination technique <ul style="list-style-type: none"> <li>Whitewater kayaking, rafting and water tubing - Line of</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Perform meet and greet</li> <li>Provide and explain information tag</li> <li>Remind client on white water based adventure activity tools and equipment utilisation</li> <li>Remind client on contingency plan during white water based adventure</li> <li>Guide white water based adventure activities</li> <li>Coordinate client movement</li> </ol>	<p><u>Attitude</u></p> <ul style="list-style-type: none"> <li>Hospitable and patience in handling client</li> <li>Confident when briefing to client</li> <li>Firm and accountable in conducting activities</li> <li>Systematic and time management in conducting activities</li> <li>Responsible in handling emergency situation</li> <li>Trustworthy in conducting</li> </ul>	<p><u>Related Knowledge</u> 86</p> <p><u>Related Skills</u> 202</p>	<p><u>Related Knowledge</u> Lecture &amp; Discussion</p> <p><u>Related Skills</u> Demonstration Observation &amp; Practical</p>	<ol style="list-style-type: none"> <li>Content of information tag listed</li> <li>Movement coordination technique explained and demonstrated</li> <li>Grade 1&amp;2 white water based adventure techniques demonstrated</li> <li>Monitoring criteria during journey listed</li> <li>Interpretation content described</li> <li>Tilden's</li> </ol>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
5. Prepare post trip report	<ol style="list-style-type: none"> <li>Tools and equipment inventory record content <ul style="list-style-type: none"> <li>Quantity</li> <li>Functionality</li> <li>Cleanliness and maintenance</li> <li>Replenish</li> </ul> </li> <li>Post trip report content <ul style="list-style-type: none"> <li>Discrepancies and contingencies</li> <li>Client feedback <ul style="list-style-type: none"> <li>Service</li> <li>Meet expectation</li> </ul> </li> </ul> </li> <li>White water based adventure</li> </ol>	<ol style="list-style-type: none"> <li>Check and record tools and equipment condition</li> <li>Prepare discrepancies and contingencies report</li> <li>Evaluate client feedback form</li> <li>Prepare post trip report on white water based adventure activity</li> <li>Update adventure tour guiding log book for future reference.</li> </ol>	<u>Attitude</u> <ul style="list-style-type: none"> <li>Meticulous in checking and recording tools and equipment</li> <li>Honest and detailed in preparing discrepancies contingencies report</li> <li>Precise when gather client feedback</li> <li>Detailed when preparing post trip report and updating adventure tour</li> </ul>	<u>Related Knowledge</u> 7  <u>Related Skills</u> 17	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills</u> Demonstration & Case study, practical presentation	<ol style="list-style-type: none"> <li>Tools and equipment inventory record explained</li> <li>Post trip report and tour guiding log book content explained</li> <li>Discrepancies and contingencies report produced</li> <li>Post trip report on white water based adventure activity produced</li> <li>Adventure tour</li> </ol>

**Employability Skills**

CORE ABILITIES

<p>01.01 Identify and gather information.</p> <p>01.02 Document information procedures or processes.</p> <p>02.01 Interpret and follow manuals, instructions and SOP's.</p> <p>02.02 Follow telephone/telecommunication procedures.</p> <p>02.03 Communicate clearly.</p> <p>02.04 Prepare brief reports and checklist using standard forms.</p> <p>02.05 Read/Interpret flowcharts and pictorial information.</p> <p>03.02 Demonstrate integrity and apply practical practices.</p> <p>03.03 Accept responsibility for own work and work area.</p> <p>03.04 Seek and act constructively upon feedback about work performance.</p> <p>03.06 Respond appropriately to people and situations.</p> <p>03.07 Resolve interpersonal conflicts.</p> <p>06.01 Understand systems.</p> <p>06.02 Comply with and follow chain of command.</p> <p>06.03 Identify and highlight problems.</p> <p>06.04 Adapt competencies to new situations/ systems.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.04 Apply problem solving strategies.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.13 Develop and maintain team harmony and mis resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/ customer needs.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/ work plans.</p>	<p>17. Communication skills</p> <p>18. Conceptual skills</p> <p>19. Interpersonal skills</p> <p>20. Multitasking and prioritizing</p> <p>21. Self-discipline</p> <p>22. Teamwork</p> <p>23. Leadership skills</p> <p>24. Learning skills</p>
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**Tools, Equipment and Materials (TEM)**

ITEMS	RATIO (TEM : Trainees)
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1. Practical site (Grade 1 & 2 River)	1:25
2. Sample of Risk Analysis Management System (RAMS) form format	1:1
3. Sample of tour itinerary	1:1
4. Sample of client profile	1:5
5. Navigation devices	1:25
6. Communication devices (satellite phone)	1:5
7. Communication devices (Amateur Radio)	1:5
8. First aid kit	1:5
9. Rescue kit	1:1
10. Personal gear for whitewater kayaking (sunglasses, rash guard, water shoes, hand gloves, dry bag, white water helmet, Personal Floatation Device (PFDs), and whistle)	1:5
11. Whitewater kayak set (creek boat/ river running/ play boat/ inflatable kayak, paddle, spraydeck, towline, throw bag, paddle leash and water pump)	1:1
12. Personal gear for whitewater rafting (rash guard, water shoes, hand gloves, white water helmet, rescue knife, Personal Floatation Device (PFDs) Type V and whistle)	1:1
13. Whitewater rafting set (dinghy raft and throw bag)	1:5
14. Personal gear for water tubing (rash guard, water shoes, hand gloves, Personal Floatation Device (PFDs) Type V , whistle, rescue knife and whitewater helmet)	1:25
15. Water tubing set (river tube with paddle, throw bag and air pump)	1:1
16. Personal gear for riverboarding (wet suit, water shoes, hand gloves, riverboarding helmet, Personal Floatation Device (PFDs) Type V, rescue knife, whistle and fin)	1:1
17. Riverboarding set (river board,) and throw bag)	1:1
18. Personal gear for river trekking (rash guard, water shoes, hand gloves, water helmet, Personal Floatation Device (PFDs) Type V, rescue knife, trekking poles and whistle)	1:1
19. River trekking set (Throw bag)	1:1
20. Sample of flat-water based adventure tour guiding log book	1:1
21. Sample of tools and equipment inventory	1:1

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## References for Learning Material Development

1. Adventure Tour Guides: Life on Extreme Outdoor Adventures, By Cherie Turner, Rosen Publishing Group Inc. ( 1<sup>st</sup> Edition 2003), ISBN 0-8239-3793-3
2. Water-Based Tourism, Sport, Leisure, and Recreation Experiences, Gayle Jennings, Butterworth Heineman, 2011, ISBN 13:978-0-7506 - 6181-2
3. Tour Guide, Trevor Waller & Debbie Nafte, Awareness Publishing Group Ltd, 1<sup>st</sup> Edition 2007, ISBN 1-77008-188-7
4. The Stand Up Paddle Book: The Complete Stand Up Paddle Surf Guide from Window Shopping to Catching Your First Waves, Nate Burgoyne, Lava Rock Publishing, 2010, ISBN 0615429912, 9780615429915
5. Canoeing (Outdoor Adventure Series, Outdoor Pursuits Series), Laurie Gullion, Human Kinetics, 1994, ISBN 0873224434, 9780873224437
6. Paddle Sports, Beth Geiger, Discovery Communications, 2000, ISBN 1563319306, 9781563319303
7. Adventure Tourism, R. Buckley, CABI, 2006, ISBN 1845931238, 9781845931230
8. Fisheries Act 1985 - Establishment of Marine Parks Malaysia Order (Amendment) 2012
9. Akta 750 - Akta Laut Wilayah 2012 (Malay Version Only)
10. Safety of Life at Sea (SOLAS) Act, 1974

<b>SECTOR</b>	<b>(N) ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES</b>						
<b>SUB SECTOR</b>	<b>(79) TRAVEL AGENCY, TOUR OPERATOR, RESERVATION SERVICE AND RELATED ACTIVITIES</b>						
<b>JOB AREA</b>	<b>(791) TRAVEL AGENCY AND TOUR OPERATOR ACTIVITIES</b>						
<b>NOSS TITLE</b>	<b>WATER-BASED ADVENTURE GUIDING</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>GRADE 3 WHITE WATER RIVER BASED ADVENTURE GUIDING</b>						
<b>LEARNING OUTCOMES</b>	<p>The person who is competent in this CU shall be able to guide tourist to discover and explore mountain according to tour package service terms and condition and to fulfill tourist expectation. Upon completion of this competency unit, trainees will be able to:-</p> <ol style="list-style-type: none"> <li>1. Perform risk assessment</li> <li>2. Perform pre-activity arrangement</li> <li>3. Carry out pre-departure briefing</li> <li>4. Conduct grade 3 whitewater river based adventure activities</li> <li>5. Prepare post trip report</li> </ol>						
<b>PRE-REQUISITE (IF APPLICABLE)</b>	N/A						
<b>COMPETENCY UNIT CODE</b>	C04	<b>LEVEL</b>	3	<b>TRAINING DURATION</b>	480	<b>SKILL CREDIT</b>	40

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
1. Perform risk assessment	1. Introduction of grade 3 white water river based adventure activity <ul style="list-style-type: none"> <li>• River boarding</li> <li>• Whitewater kayaking</li> <li>• Whitewater rafting</li> </ul> 2. Definition of Grade 3 white water river <ul style="list-style-type: none"> <li>• Grade 3 - Rapids with moderate, irregular waves which may</li> </ul>	1. Identify grade 3 white water river based adventure activity and specific trail location           2. Identify type of hazard           3. Identify level of frequency and severity of incident occurrence           4. Identify possible cause           5. Identify strategy risk minimization           6. Identify emergency response and rescue body for	<u>Attitude</u> <ul style="list-style-type: none"> <li>• Safety conscious in identifying types of hazard</li> <li>• Analytical mind in identifying strategy of risk minimization</li> <li>• Resourceful in identifying emergency response and rescue body</li> </ul> <u>Safety</u> <ul style="list-style-type: none"> <li>• Safety conscious during site visit</li> </ul> <u>Environmental</u> <ul style="list-style-type: none"> <li>• Knowledge</li> </ul>	<u>Related Knowledge</u> 14  <u>Related Skills</u> 34	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills</u> Demonstration Observation & Project / case study	1. Grade 3 white water river based adventure activity and specific trail location explained           2. Type of hazard listed           3. Strategy risk minimization described           4. Emergency response and rescue body for grade 3 white water river based adventure activity listed

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
2. Perform pre-activity arrangement	1. Tour itinerary information <ul style="list-style-type: none"> <li>• Duration</li> <li>• Activity</li> <li>• Route</li> <li>• Transport (land support, safety boat)</li> <li>• Fresh water sources</li> <li>• Drinking water</li> <li>• Accommodation</li> <li>• Rest area</li> <li>• Evacuation point</li> <li>• Bearing and Global Positioning System (GPS) reading</li> <li>• Topographic Grid</li> </ul>	1. Interpret grade 3 white water river based adventure tour itinerary 2. Analyse client profile 3. Interpret client health and fitness information 4. Prepare grade 3 white water river based adventure activities tools and equipment 5. Interpret authority requirement to enter grade 3 white water river based site	<u>Attitude</u> <ul style="list-style-type: none"> <li>• Precise in interpreting tour itinerary</li> <li>• Systematic in coordinating logistic requirements</li> <li>• Thorough in analysing client profile</li> <li>• Well organised in preparing tools and equipment</li> </ul> <u>Safety</u> <ul style="list-style-type: none"> <li>• Adhere to SOP in workplace</li> </ul> <u>Environmental</u> <ul style="list-style-type: none"> <li>• Adhere to housekeeping</li> </ul>	<u>Related Knowledge</u> 22  <u>Related Skills</u> 50	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills</u> Demonstration Observation & Project / case study, Practical (presentation)	1. Grade 3 white water river based adventure tour itinerary listed 2. Client profile information listed 3. Clients health and fitness condition information listed 4. Grade 3 white water river based adventure activities tools and equipment listed and utilisation

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
6. Carry out pre-departure briefing	<ol style="list-style-type: none"> <li>1. Malaysia way of greeting</li> <li>2. Pre-departure briefing requirements <ul style="list-style-type: none"> <li>• Specific location</li> <li>• Trip duration</li> <li>• Client profile and background</li> </ul> </li> <li>3. Facilitation and communication technique</li> <li>4. Trip objectives and expectation</li> <li>5. Grade 3 white water river based adventure rules and regulations</li> </ol>	<ol style="list-style-type: none"> <li>1. Perform meet and greet</li> <li>2. Brief grade 3 white water river based adventure activity objective, safety, rules and regulations</li> <li>3. Explain the do's and the don'ts grade 3 white water river based adventure</li> <li>4. Brief itinerary and trail condition to client</li> <li>5. Brief and demonstrate grade 3 white water river based</li> </ol>	<p><u>Attitude</u></p> <ul style="list-style-type: none"> <li>• Accountability entire program</li> <li>• Interpersonal communication in delivering information using learning method (by visual, by hearing and by kinetic)</li> <li>• Precise and accurate in delivering information to client</li> </ul> <p><u>Safety</u></p> <ul style="list-style-type: none"> <li>• Adhere to SOP in</li> </ul>	<p><u>Related Knowledge</u> 14</p> <p><u>Related Skills</u> 34</p>	<p><u>Related Knowledge</u> Lecture &amp; Discussion</p> <p><u>Related Skills</u> Demonstration Observation &amp; Practical</p>	<ol style="list-style-type: none"> <li>1. Meet and greet demonstrated</li> <li>2. Duration for pre-departure briefing requirements explained</li> <li>3. The do's and the don'ts grade 3 white water river based adventure described</li> <li>4. Itinerary and trail condition briefing to client demonstrated</li> <li>5. Grade 3 white</li> </ol>

<b>WORK ACTIVITIES</b>	<b>RELATED KNOWLEDGE</b>	<b>RELATED SKILLS</b>	<b>ATTITUDE / SAFETY / ENVIRONMENT</b>	<b>TRAINING HOURS</b>	<b>DELIVERY MODE</b>	<b>ASSESSMENT CRITERIA</b>
4. Conduct grade 3 whitewater river based adventure activities	<p>1. Content of information tag such as:-</p> <ul style="list-style-type: none"> <li>• Safety, rules and regulations</li> <li>• Do's and don'ts of marine based adventure</li> <li>• Itinerary and flat-water condition to client</li> </ul> <p>2. Scouting function</p> <ul style="list-style-type: none"> <li>• Survey area</li> <li>• Identify potential hazard and risk</li> <li>• Evaluate and provide solution</li> </ul> <p>3. Movement coordination</p>	<p>1. Perform meet and greet</p> <p>2. Provide and explain information tag</p> <p>3. Remind client on grade 3 white water river based adventure activity tools and equipment utilisation</p> <p>4. Remind client on contingency plan during grade 3 white water river based adventure</p> <p>5. Scouting for potential hazard and risk</p> <p>6. Guide</p>	<p><u>Attitude</u></p> <ul style="list-style-type: none"> <li>• Hospitable and patience in handling client</li> <li>• Confident when briefing to client</li> <li>• Firm and accountable in conducting activities</li> <li>• Systematic and time management in conducting activities</li> <li>• Responsible in handling emergency situation</li> <li>• Trustworthy in conducting</li> </ul>	<p><u>Related Knowledge</u> 86</p> <p><u>Related Skills</u> 202</p>	<p><u>Related Knowledge</u> Lecture &amp; Discussion</p> <p><u>Related Skills</u> Demonstration Observation &amp; Practical</p>	<p>1. Content of information tag listed</p> <p>2. Movement coordination technique explained and demonstrated</p> <p>3. Scouting function explained</p> <p>4. Monitoring criteria during journey listed</p> <p>5. Interpretation content described</p> <p>6. Tilden's and Ham's interpretation principle</p>



WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE / SAFETY / ENVIRONMENT	TRAINING HOURS	DELIVERY MODE	ASSESSMENT CRITERIA
5. Prepare post trip report	<ol style="list-style-type: none"> <li>Tools and equipment inventory record content <ul style="list-style-type: none"> <li>Quantity</li> <li>Functionality</li> <li>Cleanliness and maintenance</li> <li>Replenish</li> </ul> </li> <li>Post trip report content <ul style="list-style-type: none"> <li>Discrepancies and contingencies</li> <li>Client feedback <ul style="list-style-type: none"> <li>Service</li> <li>Meet expectation</li> </ul> </li> </ul> </li> <li>Grade 3 white water river based</li> </ol>	<ol style="list-style-type: none"> <li>Check and record tools and equipment condition</li> <li>Prepare discrepancies and contingencies report</li> <li>Evaluate client feedback form</li> <li>Prepare post trip report on grade 3 white water river based adventure activity</li> <li>Update adventure tour guiding log book for future reference.</li> </ol>	<u>Attitude</u> <ul style="list-style-type: none"> <li>Meticulous in checking and recording tools and equipment</li> <li>Honest and detailed in preparing discrepancies contingencies report</li> <li>Precise when gather client feedback</li> <li>Detailed when preparing post trip report and updating adventure tour</li> </ul>	<u>Related Knowledge</u> 7  <u>Related Skills</u> 17	<u>Related Knowledge</u> Lecture & Discussion  <u>Related Skills</u> Demonstration & Case study, practical presentation	<ol style="list-style-type: none"> <li>Tools and equipment inventory record explained</li> <li>Post trip report and tour guiding log book content explained</li> <li>Discrepancies and contingencies report produced</li> <li>Post trip report based adventure activity produced</li> <li>Adventure tour guiding log book for</li> </ol>

**Employability Skills**

CORE ABILITIES

<p>01.01 Identify and gather information.</p> <p>01.02 Document information procedures or processes.</p> <p>02.01 Interpret and follow manuals, instructions and SOP's.</p> <p>02.02 Follow telephone/telecommunication procedures.</p> <p>02.03 Communicate clearly.</p> <p>02.04 Prepare brief reports and checklist using standard forms.</p> <p>02.05 Read/Interpret flowcharts and pictorial information.</p> <p>03.02 Demonstrate integrity and apply practical practices.</p> <p>03.03 Accept responsibility for own work and work area.</p> <p>03.04 Seek and act constructively upon feedback about work performance.</p> <p>03.06 Respond appropriately to people and situations.</p> <p>03.07 Resolve interpersonal conflicts.</p> <p>06.01 Understand systems.</p> <p>06.02 Comply with and follow chain of command.</p> <p>06.03 Identify and highlight problems.</p> <p>06.04 Adapt competencies to new situations/ systems.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.04 Apply problem solving strategies.</p> <p>02.11 Convey information and ideas to people.</p> <p>03.09 Manage and improve performance of individuals.</p> <p>03.13 Develop and maintain team harmony and mis resolve conflicts.</p> <p>03.14 Facilitate and coordinate teams and ideas.</p> <p>03.15 Liase to achieve identified outcomes.</p> <p>03.16 Identify and assess client/ customer needs.</p> <p>04.06 Allocate work.</p> <p>04.07 Negotiate acceptance and support for objectives and strategies.</p> <p>05.01 Implement project/ work plans.</p>	<ol style="list-style-type: none"> <li>1. Communication skills</li> <li>2. Conceptual skills</li> <li>3. Interpersonal skills</li> <li>4. Multitasking and prioritizing</li> <li>5. Self-discipline</li> <li>6. Teamwork</li> <li>7. Leadership skills</li> <li>8. Learning skills</li> </ol>
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## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Practical site (river, mangrove and lake)	1:25
2. Sample of Risk Analysis Management System (RAMS) form format	1:1
3. Sample of tour itinerary	1:1
4. Sample of client profile	1:5
5. Navigation devices	1:25
6. Communication devices (satellite phone)	1:5
7. Communication devices (Amateur Radio)	1:5
8. First aid kit	1:5
9. Rescue kit	1:1
10. Personal gear for whitewater kayaking (sunglasses, rash guard, water shoes, hand gloves, dry bag, white water helmet, Personal Floatation Device (PFDs), and whistle)	1:5
11. Whitewater kayak set (creek boat/ river running/ play boat/ inflatable kayak, paddle, spraydeck, towline, throw bag, paddle leash and water pump)	1:1
12. Personal gear for whitewater rafting (rash guard, water shoes, hand gloves, white water helmet, rescue knife, Personal Floatation Device (PFDs) Type V and whistle)	1:5
13. Whitewater rafting set (dinghy raft and throw bag)	1:1
14. Personal gear for riverboarding (wet suit, water shoes, hand gloves, riverboarding helmet, Personal Floatation Device (PFDs), rescue knife, whistle and fin)	1:1
15. Riverboarding set (river board,) and throw bag)	1:1
16. Sample of flat-water based adventure tour guiding log book	
17. Sample of tools and equipment inventory record	

## References for Learning Material Development

1. Adventure Tour Guides: Life on Extreme Outdoor Adventures, By Cherie Turner, Rosen Publishing Group Inc. ( 1<sup>st</sup> Edition 2003), ISBN 0-8239-3793-3
2. Water-Based Tourism, Sport, Leisure, and Recreation Experiences, Gayle Jennings, Butterworth Heineman, 2011, ISBN 13:978-0-7506 - 6181-2
3. Tour Guide, Trevor Waller & Debbie Nafte, Awareness Publishing Group Ltd, 1<sup>st</sup> Edition 2007, ISBN 1-77008-188-7
4. The Stand Up Paddle Book: The Complete Stand Up Paddle Surf Guide from Window Shopping to Catching Your First Waves, Nate Burgoyne, Lava Rock Publishing, 2010, ISBN 0615429912, 9780615429915
5. Canoeing (Outdoor Adventure Series, Outdoor Pursuits Series), Laurie Gullion, Human Kinetics, 1994, ISBN 0873224434, 9780873224437
6. Paddle Sports, Beth Geiger, Discovery Communications, 2000, ISBN 1563319306, 9781563319303
7. Adventure Tourism, R. Buckley, CABI, 2006, ISBN 1845931238, 9781845931230
8. Fisheries Act 1985 - Establishment of Marine Parks Malaysia Order (Amendment) 2012
9. Akta 750 - Akta Laut Wilayah 2012 (Malay Version Only)
10. Safety of Life at Sea (SOLAS) Act, 1974

### 10. Training Hour Summary

<b>CU CO DE</b>	<b>COMPETE NCY UNIT TITLE</b>	<b>WORK ACTIVITIES</b>	<b>RELATE D KNOWL EDGE (A)</b>	<b>RELAT ED SKILL (B)</b>	<b>HOUR S (C) = (A)+(B)</b>	<b>TOTAL (HOUR S) Σ(C)</b>
		Perform risk assessment	10	22	32	

C01	<b>MARINE BASED ADVENTURE GUIDING</b>	Perform pre-activity arrangement	14	34	48	320
		Carry out marine adventure pre-departure briefing	10	22	32	
		Conduct marine based adventure activities	58	134	192	
		Prepare marine based adventure post trip report	5	11	16	
C02	<b>FLAT- WATER BASED ADVENTURE GUIDING</b>	Perform risk assessment	10	22	32	320
		Perform pre-activity arrangement	14	34	48	
		Carry out flat-water based adventure pre-departure briefing	10	22	32	
		Conduct flat-water based adventure activities	58	134	192	
		Prepare flat-water based adventure post trip report	5	11	16	
C03	<b>GRADE 1 &amp; 2 WHITE WATER RIVER BASED ADVENTURE GUIDING COORDINATION</b>	Perform risk assessment	14	34	48	480
		Perform pre-activity arrangement	22	50	72	
		Carry out pre-departure briefing	14	34	48	
		Conduct grade 1 & 2 white water river based adventure activities	86	202	288	
		Prepare grade 1 & 2 white water river based adventure post trip report	7	17	24	
C04	<b>GRADE 3 WHITE WATER RIVER BASED ADVENTURE</b>	Perform risk assessment	14	34	48	480
		Perform pre-activity arrangement	22	50	72	
		Carry out advanced white water river adventure pre-departure briefing	14	34	48	

<b>ADVENTURE GUIDING</b>	Conduct advanced white water river adventure activities	86	202	288	
	Prepare advanced white water river adventure post trip report	7	17	24	
<b>TOTAL HOURS (CORE COMPETENCY)</b>		<b>480</b>	<b>1120</b>	<b>1600</b>	<b>1600</b>