



**NATIONAL COMPETENCY STANDARDS  
FOR  
RIVER GUIDE  
(NC2)**

**Department of Occupational Standards  
Ministry of Labour and Human Resources  
Thimphu, Bhutan.  
(November 2019)**





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## FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources is pleased to present the National Competency Standards (NCSs) for River Guide. The standards represent the fruits of hard work and invaluable experiences gained by the department since its establishment in the latter half of 2003. The main aim of developing NCS is to set up a well-defined nationally recognized Vocational Qualification System that will help set a benchmark for the Technical Vocational Education and Training (TVET) System in our country aligned to international best practices.

NCS is one of the base pillars in the Bhutan Vocational Qualification Framework (BVQF) and is the first step in its implementation. The NCS are developed and revised to ensure that employees or vocational graduates possess and acquire the desired competencies required by industries and employers. In order to ensure this close match in supply and demand of competencies, NCS have been developed and revised in close consultation and partnership with industry experts and validated by the Technical Advisory Committees of the concerned economic sectors.

A vocational education and training system based on NCS shall ensure that delivered training is of a high quality and relevant to the needs of the labour market. As a result, future TVET graduates will be better equipped to meet the need and expectations of industries and employers. This positive impact on the employability of TVET graduates will enhance the reputation of vocational education and training and make it attractive to school leavers.

I gratefully acknowledge collaboration and the valuable contributions made by experts from industries during the consultation and validation processes of the standards. I look forward for continued engagement and participation of the industry and employers in the development of a quality assured demand driven TVET system and to build competent and productive national workforce that will contribute to the continued socio-economic progress of our country.

Director  
Department of Occupational Standards  
Ministry of Labour and Human Resources

## PACKAGING OF QUALIFICATIONS

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National Certificate Level 2

Carryout Rafting (8350-U2-L2)

Carryout basic rescue operations (8350-U1-L2)

**ENTRY**

## Acknowledgement

**Validation date** : 05/12/2019

**Endorsement date** : 10/12/2019

**Date of Review** : 05/12/2022

### **Technical Advisory Committee (TAC) members involved in the validation of NCS:**

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2. Karma Loday (**Member Secretary**), Chief Program Officer, DOS, MoLHR
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4. Namgyel Wangchuk, River Guides of Panbang, Zhemgang
5. Thinley Tobden, Xplore Bhutan
6. Phurba Wangchuk, Kingdom Bhutan
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## OVERVIEW OF COMPETENCY STANDARDS

UNIT TITLE	ELEMENTS OF COMPETENCE
Carryout basic rescue operations	<ol style="list-style-type: none"><li data-bbox="400 304 650 331">1. Rescue swimmer</li><li data-bbox="400 352 583 379">2. Rescue raft</li><li data-bbox="400 400 781 427">3. Perform basic First Aid/CPR</li></ol>
Carryout Rafting	<ol style="list-style-type: none"><li data-bbox="400 464 680 491">1. Prepare for Rafting</li><li data-bbox="400 512 636 539">2. Perform rafting</li><li data-bbox="400 560 781 587">3. Perform post rafting activity</li></ol>

**UNIT TITLE : Carryout basic rescue operations**

**DESCRIPTOR :** This unit covers the competencies required to rescue swimmer, raft and perform basic first aid/CPR following standard procedures

**CODE : 8350-U1-L2**

<b>ELEMENTS OF COMPETENCE</b>	<b>PERFORMANCE CRITERIA</b>
1. Rescue swimmer	1.1 Select and use <b>equipment</b> following standard procedures 1.2 Rescue using paddle as per the job requirement following standard procedures 1.3 Rescue using throw bag as per job requirement following standard procedures 1.4 Rescue using kayak as per job requirement following standard procedures
2. Rescue raft	2.1 Regroup the clients as per the job requirement following standard procedures 2.2 Rescue the pinned raft as per the job requirement following standard procedures 2.3 Rescue the flipped raft as per the job requirement following standard procedures 2.4 Perform <b>minor maintenance</b> of raft as per the job requirement following standard procedures
3. Perform basic First Aid/CPR	3.1 Assess the conditions of clients and take <b>necessary action</b> following standard procedures. 3.2 Provide <b>first aid</b> to the clients as per the job requirement following standard procedures. 3.3 Conduct CPR to the clients as per the job requirement following standard procedure

## RANGE STATEMENT

### Equipment may include but not limited to:

- Paddle rescue
- Kayak
- Throw bag

### Minor Maintenance may include but not limited to:

- Patching of raft
- Minor maintenance of safety equipment

### Necessary action may include but not limited to:

- Treatment
- Immediate evacuation

### First Aid may include but not limited to

- Minor injury
- Strokes
- Fractured bones
- Fits
- Bleeding

### Critical Aspects:

- Following occupational health and safety regulations
- Rescue the swimmer following standard procedures
- Provide first aid and CPR to the clients as per the job requirement following standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> <li>• Ethics and integrity</li> <li>• First Aid</li> <li>• CPR</li> <li>• Occupational Health and Safety regulations</li> <li>• River grading/features</li> <li>• Guide's code of conduct</li> <li>• Relevant rafting rules and regulations</li> <li>• Basic rescue operation procedures</li> <li>• Emergency numbers</li> <li>• Signs and signals</li> <li>• Rope Knot making techniques</li> <li>• Swimming technique</li> </ul>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Team work</li> <li>• Problem solving</li> <li>• Planning</li> <li>• Negotiation skills</li> <li>• Time management</li> <li>• Swimming skills</li> </ul>

**UNIT TITLE : Carryout Rafting**

**DESCRIPTOR :** This unit covers the competencies required to prepare for rafting, perform rafting and perform post rafting activities following standard procedures

**CODE : 8350-U2-L2**

<b>ELEMENTS OF COMPETENCE</b>	<b>PERFORMANCE CRITERIA</b>
1. Prepare for rafting	1.1 Select and use <b>Personal Protective Equipment (PPE)</b> following standard procedures 1.2 Collect client's personal belongings and store safely following standard procedures 1.3 Prepare <b>equipment</b> for rafting following standard procedures 1.4 Fit <b>Personal Protective Equipment (PPE)</b> to the clients following standard procedures 1.5 Perform pre-trip safety talk to the clients following standard procedures 1.6 Perform paddle talk to the clients following standard procedures
2. Perform rafting	2.1 Perform river reading as per the job requirement following standard procedures 2.2 Maneuver the raft using <b>rafting techniques</b> following standard procedures 2.3 Communicate using river <b>signals</b> following standard procedures 2.4 Provide commentary on eco system, history and culture following standard procedures

<p>3. Perform post rafting activity</p>	<p>3.1 Collect and inspect the equipment following standard procedures</p> <p>3.2 Pack the equipment following standard procedures</p> <p>3.3 Handover the personal belongings of the clients following standard procedures</p> <p>3.4 Collect feedback from clients following standard procedures</p>
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RANGE STATEMENT	
<p><b>Personal protective equipment may include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Helmet</li> <li>• Throw bag</li> <li>• River knife</li> <li>• Whistle</li> <li>• Flip line</li> <li>• Personal Floating Device (PFD)</li> </ul>	
<p><b>Equipment may include but not limited to:</b></p>	
<ul style="list-style-type: none"> <li>• Raft</li> <li>• Paddle</li> <li>• Helmet</li> <li>• PFD</li> <li>• Throw bags</li> <li>• Safety kits</li> <li>• Dry bag</li> </ul> <p><b>Personal Protective Equipment for clients may include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Helmet</li> <li>• PFD</li> <li>• River shoes</li> <li>• Proper clothing</li> </ul> <p><b>Rafting Techniques may include but not limited to</b></p> <ul style="list-style-type: none"> <li>• Ferrying</li> <li>• Eddy catching</li> <li>• Proper angle</li> </ul> <p><b>Signals may include but not limited to</b></p> <ul style="list-style-type: none"> <li>• Hand signal</li> <li>• Paddle signal</li> <li>• Whistle signal</li> </ul> <p><b>Critical Aspects:</b></p>	

- Following occupational health and safety regulations
- Perform pre-trip safety talk to the clients following standard procedures
- Fit Personal Protective Equipment to the clients following standard procedures

<b>UNDERPINNING KNOWLEDGE</b>	<b>UNDERPINNING SKILLS</b>
<ul style="list-style-type: none"> <li>• Ethics and integrity</li> <li>• First Aid</li> <li>• Occupational Health and Safety regulations</li> <li>• River grading/features</li> <li>• History</li> <li>• Eco system of locality</li> <li>• Local culture</li> <li>• Guide's code of conduct</li> <li>• Basic physical and mental health of clients</li> <li>• Signs and signals</li> <li>• Types, size and carrying capacity of raft</li> <li>• Age limits for Clients</li> <li>• Waste Management</li> <li>• Relevant rafting rules and regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Team work</li> <li>• Problem solving</li> <li>• Planning</li> <li>• Negotiation skills</li> <li>• Time management</li> </ul>

## **Annexure**

### **National Competency Standards (NCS)**

National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

### **Purpose of National Competency Standards**

Competency Standards serve a number of purposes including:

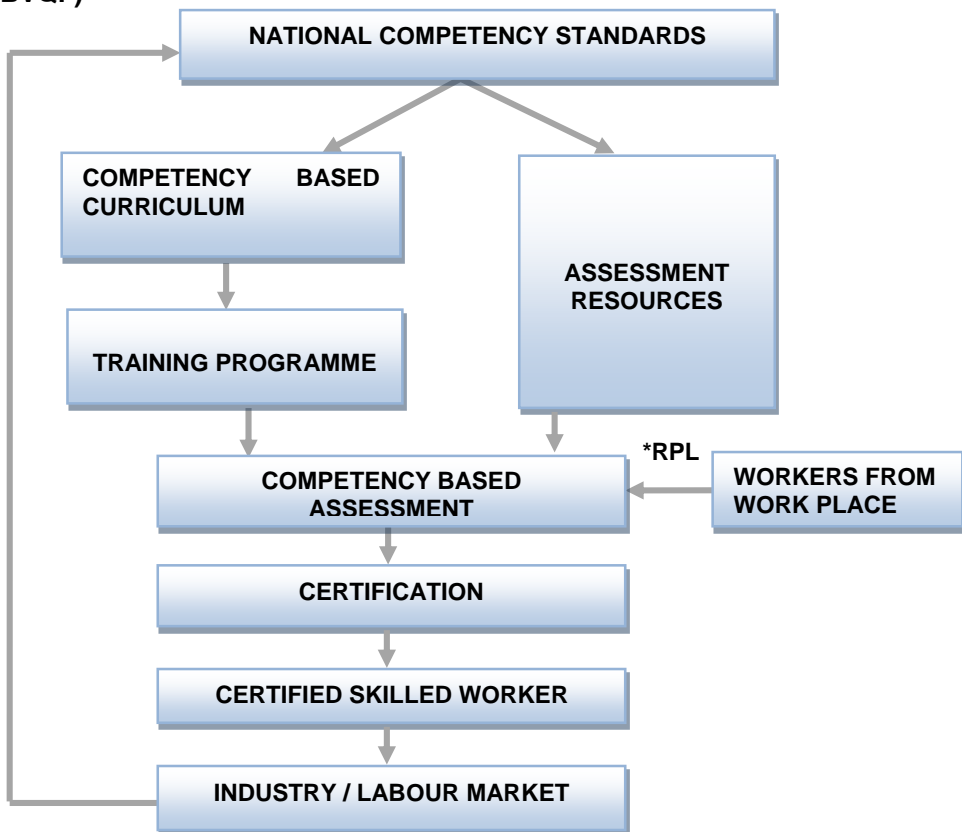
- Providing advice to curriculum developers about the skill and knowledge to be included in curriculum.
- Providing specifications to assessment resource developers about the skill, knowledge and attitudes within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.



## Bhutan Vocational Qualifications Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the VET sector against national standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

### Components of the Bhutan Vocational Qualification Framework (BVQF)



\* RPL = Recognition of Prior Learning

## BVQF Levels

The Bhutan Vocational Qualifications Framework has three levels classified based on the competency of the skilled workers. The three levels are:

- National Certificate Level 3 (NC 3) -Master Craftsman
- National Certificate Level 2 (NC 2) -Craftsman
- National Certificate Level 1 (NC 1) -Semi Skilled Worker

## BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

### National Certificate Level 1 (Semi skilled)

<b>Carry out processes that:</b>	<b>Learning demand:</b>	<b>Responsibilities :</b>
<ul style="list-style-type: none"><li>• Are narrow in range.</li><li>• Are established and familiar.</li><li>• Offer a clear choice of routine responses.</li><li>• Involve some prioritizing of tasks from known solutions.</li></ul>	<ul style="list-style-type: none"><li>• Basic operational knowledge and skill.</li><li>• Utilization of basic available information.</li><li>• Known solutions to familiar problems.</li><li>• Little generation of new ideas.</li></ul>	<ul style="list-style-type: none"><li>• In directed activity.</li><li>• Under general supervision and quality control.</li><li>• With some responsibility for quantity and quality.</li><li>• With no responsibility for guiding others.</li></ul>

## National Certificate Level 2 (Craftsman)

Carry out processes that:	Learning demand:	Responsibilities :
<ul style="list-style-type: none"> <li>• Require a range of skills.</li> <li>• Offer a significant choice of procedures requiring prioritization.</li> <li>• Are employed within a range of familiar context.</li> </ul>	<ul style="list-style-type: none"> <li>• Some relevant theoretical knowledge.</li> <li>• Interpretation of available information.</li> <li>• Discretion and judgment.</li> <li>• A range of known responses to familiar problems</li> </ul>	<ul style="list-style-type: none"> <li>• In directed activity with some autonomy.</li> <li>• Under general supervision and quality checking.</li> <li>• With significant responsibility for the quantity and quality of output.</li> <li>• With some possible responsibility for the output of others.</li> </ul>

## National Certificate Level 3 (Master Craftsman)

Carry out processes that:	Learning demand:	Responsibilities :
<ul style="list-style-type: none"> <li>• Requires a wide range of technical or scholastic skills.</li> <li>• Offer a considerable choice of procedures requiring prioritization to achieve optimum outcomes.</li> <li>• Are employed in a variety of familiar and unfamiliar contexts.</li> </ul>	<ul style="list-style-type: none"> <li>• A broad knowledge base which incorporates some theoretical concepts.</li> <li>• Analytical interpretation of information.</li> <li>• Informed judgment.</li> <li>• A range of sometimes innovative responses to concrete but often unfamiliar problems.</li> </ul>	<ul style="list-style-type: none"> <li>• In self-directed activity.</li> <li>• Under broad guidance and evaluation.</li> <li>• With complete responsibility for quantity and quality of output.</li> <li>• With possible responsibility for the output of others.</li> </ul>

## **CODING USED FOR NATIONAL COMPETENCY STANDARDS**

The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

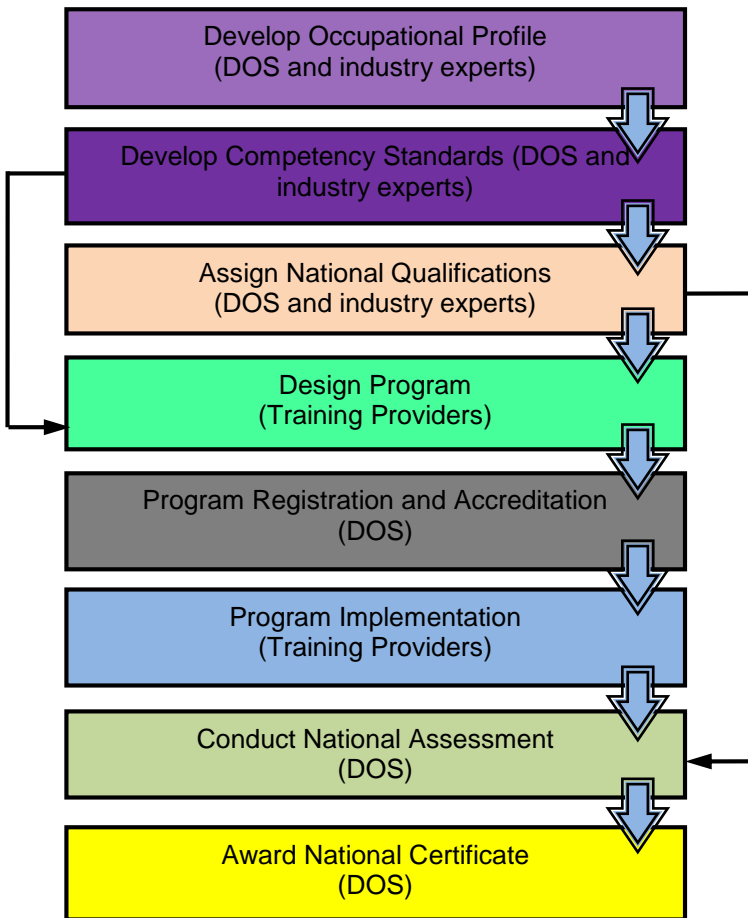
The coding of the National Competency Standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

Coding the individual unit competency standard is to identify the level in qualification package to which it belongs.

While packaging, in order to follow a logical order, only competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex, are clustered into a qualification packages.

The ILO assigns the code 8350 to the occupation of River Guide and related trades. Therefore, in the Bhutan context, the occupation River Guide has been assigned the code 8350 in the National Coding System. The first unit is assigned the code U1, the first Unit of Competency Standard clustered into the first qualification is designated the code 8350-U1. Levels are assigned the code L and follow a logical progression from the National Certificate Level 1 (NC I) to the National Certificate Level 3 (NC III). Therefore the National Certificate Level 2 is assigned the code L2. The complete unit code will be 8350-U1-L2.

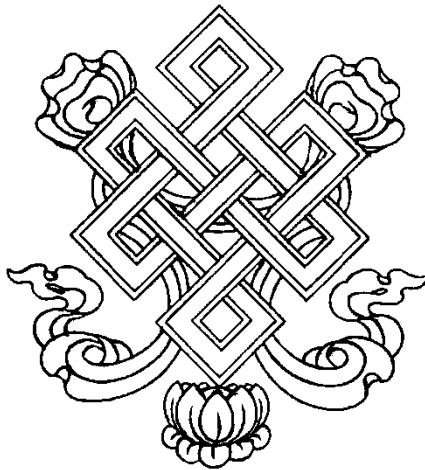
# Implementation and operational procedures for National Competency Standard (NCS)



**Key:**

MoLHR – Ministry of Labour and Human Resources

DOS – Department of Occupational Standards



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