



**NATIONAL COMPETENCY STANDARDS
FOR
TREKKING GUIDE
(NC3)**

**Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu, Bhutan: November 2022**

First Publication 2014
Second Revision 2022
© Department of Occupational Standards (DOS), MoLHR

FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources proudly presents the National Competency Standards (NCS) for Trekking Guide (NC3) as part of Technical Vocational Education and Training TVET reform initiative for improving the quality of Vocational Education and Training System in Bhutan. 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 National Competency Standards is to set up a well-defined nationally recognized Vocational Qualification and Certification system that will help set a benchmark for the TVET System in our country aligned to international best practices.

National Competency Standards is one of the base pillars in the Bhutan Vocational Qualification Framework (BVQF) and is the first step in its implementation. The standards are developed to ensure that employees or vocational graduates possess and acquire the desired skills, knowledge and attitude required by industries and employers. In order to ensure this close match in supply and demand of skills, knowledge and attitude, standards have been developed in close consultation and partnership with industry experts and trainers from training institutes.

A vocational education and training system based on National Competency Standards shall ensure that 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.

While acknowledging the existing level of cooperation and collaboration, the ministry earnestly requests employers and training providers to extend the fullest support and cooperation in developing or implementing the National Competency Standards. The ultimate objective is to build a competent and productive national workforce that will contribute to the socio-economic development of our country.

We gratefully acknowledge the valuable contributions made by experts from industries during the consultation and validation processes of the standards. I look forward to improved engagement and active participation of the industry and employers in the development of a quality assured demand driven TVET system in the near future.

Department of Occupational Standards
Ministry of Labour and Human Resources

ACKNOWLEDGEMENT

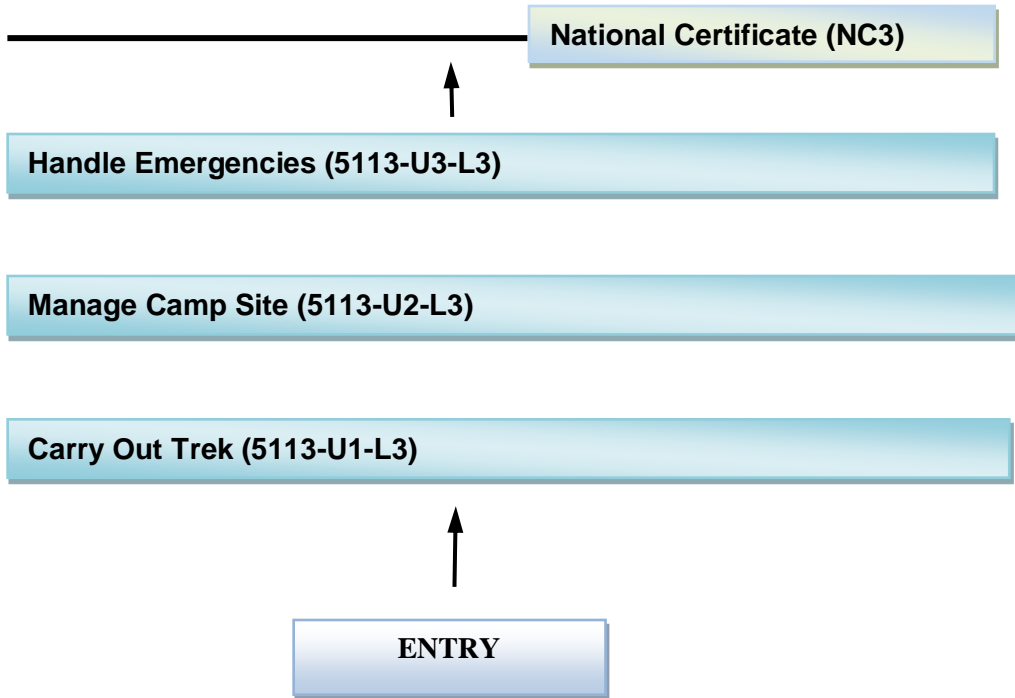
Revision Date:9th November 2022

Next Date of Review: 9th November 2025(Maximum Three years)

Subject Experts Involved During the Revision of NCS for TREKKING GUIDE			
SN	Name	Designation	Working Agency
1	Garab Dorji	Chairman	Guide Association of Bhutan
2	Tashi Choedup	Tour Guide	Freelance
3	Jigme	Tour Guide	Freelance
4	Sangay Dorji	Tour Guide	Freelance
5	Dawa Wangchuk	Instructor	Institute of Professional Studies
6	Sonam Dorji	Tour Guide	Freelance

Development Group (Facilitator) from the Department of occupational Standards, MoLHR			
SN	Name	Designation	Working Agency
1	Karma Loday	Offtg. Director/ES III	Department of Occupational Standards, MoLHR
2	Prem Kumar Bhattarai	Program Officer	Department of Occupational Standards, MoLHR

PACKAGING OF QUALIFICATIONS



OVERVIEW OF NATIONAL COMPETENCY STANDARDS

SN	UNIT TITLE	ELEMENTS OF COMPETENCE
1	Carry out Trek	1.1. Prepare for Trek 1.2. Lead Trek 1.3. End the Trek
2	Manage Camp Site	2.1. Set up Camps 2.2. Co-ordinate Camp Activities
	Handle Emergencies	3.1. Identify Emergency 3.2. Handle Emergencies

UNIT TITLE	Carry out Trek
DESCRIPTOR	This unit covers the competencies required to carry out trek as per the standard practices following safety rules and regulations
CODE	5113-U1-L3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare for Trek	<p>1.1 Check and ensure personal health and grooming following standard procedures</p> <p>1.2 Prepare trekking gears as per the job requirement</p> <p>1.3 Obtain required documents as per the job requirement</p> <p>1.4 Check and ensure trekking equipment are in working order as per the job requirement and standard procedures</p> <p>1.5 Obtain information on trekking routes as per the job requirement</p> <p>1.6 Brief trekking crew as per the standard procedures</p> <p>1.7 Ensure adequacy of supplies as per the job requirement</p> <p>1.8 Brief the guest following standard procedures</p> <p>1.9 Prepare for waste management as per the job requirement</p>
2. Lead Trek	<p>2.1 Prepare daily plan as per the job requirement</p> <p>2.2 Set up walking pace as per the guest conditions</p> <p>2.3 Observe the conditions of guest and trekking crew and take necessary actions following standard procedures</p> <p>2.4 Prepare and provide necessary information/commentaries and points of interest to the guest as per the guest requirement following standard procedures</p> <p>2.5 Attend to guest requirements following standard procedures</p> <p>2.6 Carry out head count as per the standard procedures</p> <p>2.7 Coordinate and communicate with relevant camp staff and local agencies as per the job requirement</p> <p>2.8 Provide daily briefing and debriefing to the guest and trekking crew following standard procedures</p> <p>2.9 Maintain daily report following standard procedures</p> <p>2.10 Manage waste following standard procedures</p>
3. End the Trek	<p>3.1 Dispose the waste following standard procedures</p> <p>3.2 Obtain feedbacks following standard procedures</p> <p>3.3 Compile tour reports as per the job requirement</p> <p>3.4 De-brief the guest following standard procedures</p>

	3.5 Ensure all the equipment are accounted for as per the standard procedures
	3.6 Settle bills and advances following standard procedures

RANGE STATEMENT	
Documents may include but not limited to:	
<ul style="list-style-type: none"> • Itinerary • Impress Money • Route Permit • Park Permit • Insurance (local/clients) • Check List 	<ul style="list-style-type: none"> • Special Permit • Visa and Passport Copy • Medical History • Shopping List • Client's Profile
Trekking Equipment may include but not limited to:	
<ul style="list-style-type: none"> • Tents • Sleeping Bags • Trek Accessories • Toilet Equipments • Trekking Gears • Oxygen Cylinder • Stretchers 	<ul style="list-style-type: none"> • Sleeping Mats • First Aid Kits • Lamps • Trekking Furniture • Gamow Bag • Splint
Trekking Crew may include but not limited to:	
<ul style="list-style-type: none"> • Cook • Horse Contractors • Helper 	<ul style="list-style-type: none"> • Asst. Guide • Porter • Drivers
Supplies may include but not limited to:	
<ul style="list-style-type: none"> • Food • Toiletries 	<ul style="list-style-type: none"> • Beverages
Conditions of guest may include but not limited to:	
<ul style="list-style-type: none"> • Physical 	<ul style="list-style-type: none"> • Mental
Critical Aspects	
<ul style="list-style-type: none"> • Prepare and provide necessary information/commentaries and points of interest to the guest as per the guest requirement following standard procedures • Manage waste as per the standard practices 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethic and Integrity • Occupational Health and Safety Regulations • First Aid • Trekking Routes • Flora and Fauna • Related Environment Rules and Regulations • Restricted Places • Local Communities • Guest History • Waste Management • Navigation 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Creativity • Time Management

UNIT TITLE	Manage Camp Sites
DESCRIPTOR	This unit covers the competencies required to manage camp sites following standard procedures and ensuring safety at all times.
CODE	5113-U2-L3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Set up Camps	1.1 Select and use PPE following standard procedures 1.2 Brief the trekking crew on camping details following standard procedures 1.3 Inspect camp and take necessary actions following standard procedures 1.4 Check and ensure all necessary camp facilities are provided as per the job requirement following standard procedures 1.5 Allocate tents to the guest as per the job requirement following standard procedures 1.6 Check and ensure luggage are accounted for and placed in right tent as per the standard procedures
2. Co-ordinate Camp Activities	2.1 Provide necessary information to the trekking staff as per job requirement 2.2 Check and ensure food hygiene and timing as per the standard procedures 2.3 Organize entertainment /events at camp site as per the job requirement 2.4 Ensure safety, hygiene and comfort at camp site as per the job requirement following standard procedures 2.5 Manage waste at all times as per the standard procedures

RANGE STATEMENT	
PPE may include but not limited to:	
<ul style="list-style-type: none"> Safety shoes Trekking Gears 	<ul style="list-style-type: none"> Hand gloves
Camp facilities may include but not limited:	
<ul style="list-style-type: none"> Lighting Table Setting 	<ul style="list-style-type: none"> Bathroom Toilets
Information may include but not limited:	
<ul style="list-style-type: none"> Dietary Timing 	<ul style="list-style-type: none"> Menu
Critical Aspects	
<ul style="list-style-type: none"> Check and ensure all necessary camp facilities are provided as per the job requirement following standard procedures Ensure safety, hygiene and comfort at camp site as per the job requirement following standard procedures Manage waste following standard procedures 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
-------------------------------	----------------------------

<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health and Safety Regulations • First Aid • Flora and Fauna • Food hygiene and Sanitations • Campsite Locations • Community Information • Weather and Climatic conditions 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Creativity • Time Management
--	--

UNIT TITLE	Handle Emergencies
DESCRIPTOR	This unit covers the competencies required to handle emergency situations following standard procedures and ensuring safety at all times

CODE	5113-U3-L3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Identify Hazards and risk	1.1 Identify possible hazards and situations following standard procedures 1.2 Ensure emergency equipment are carried following standard procedures
2. Handle Emergencies	2.1 Brief the guest and trekking staff on safety measures following standard procedures 2.2 Attend to emergencies/situations and take necessary actions as per the job requirement following standard procedures 2.3 Attend to guest complaints where necessary as per job requirement 2.4 Maintain reports as per the job requirement

RANGE STATEMENT	
Hazards and Situations may include but not limited to:	
<ul style="list-style-type: none"> • Altitude sickness • Allergy • Choke • Natural hazards 	<ul style="list-style-type: none"> • Frost bite • Burns • Accidents
Emergency Equipment may include but not limited to:	
<ul style="list-style-type: none"> • Oxygen Cylinder • First Aid Kits • Communication Devices 	<ul style="list-style-type: none"> • Gamow Bag (Portable Altitude Chamber-PAC) • Stretcher
Critical Aspects	
<ul style="list-style-type: none"> • Ensure emergency equipment are carried following standard procedures • Attend to emergency situations and take necessary actions as per the standard practices 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Occupational Health & Safety Regulation • Wilderness First Aid • Possible Hazards Related to Trekking • Altitude Sickness • Harmful Plants • Basic Life Saving • Emergency Numbers • Emergency Equipment • Local Communities 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Creativity • Time Management

ANNEXURE

1.1. National Competency Standards (NCS)

The 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.

1.2 Purpose of National Competency Standards

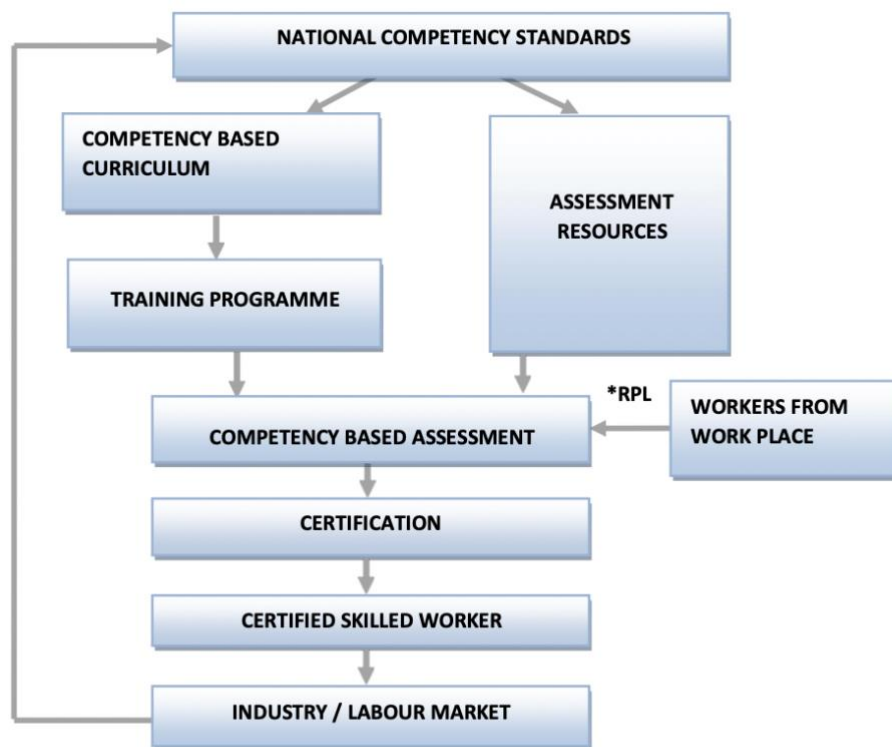
National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in curriculum.
- Providing specifications to assessment resource developers about the competencies 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.

1.3 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 TVET sector against national competency standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

1.4 Components of the Bhutan Vocational Qualifications Framework (BVQF)



* RPL = Recognition of Prior Learning

1.5 Levels

BVQF

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

National Diploma 2 (ND2)

National Diploma1 (ND1)

National Certificate Level 3 (NC III)

National Certificate Level 2 (NC II)

National Certificate Level 1 (NC I)

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

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

National Certificate Level 2

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

National Certificate Level 3

Carry out processes that:	Learning demand:	Responsibilities which are applied:
----------------------------------	-------------------------	--

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

National Diploma 1 (ND1)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Require wide range of specialized technical or scholastic skills. • Involve a wide choice of standard procedures • Are employed in a variety of routine & non-routine contexts 	<ul style="list-style-type: none"> • A broad knowledge based with substantial depth in some areas • Analytical interpretation of wide range of data • Determination of appropriate methods & procedures in response to a range of concrete problems with same theoretical elements 	<ul style="list-style-type: none"> • Self-directed and sometimes directed activity • Under broad general guidelines for functions • With full responsibility for the nature, quantity & quality of outcomes • With possible responsibility for the achievement of team output

National Diploma 2 (ND2)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Require a wide range of technical or scholastic skills. • Offer a wide choice of standard and non-standard procedures • Are employed in a variety of routine and non-routine contexts 	<ul style="list-style-type: none"> • Specialist knowledge with depth in more than one area • Analysis reformatting and evaluation of a wide range of information • Formulation of appropriate responses to resolve both concrete and abstract problems 	<ul style="list-style-type: none"> • In self-directed activity. • Under broad guidance and evaluation. • With complete responsibility for quantity and quality of output. • With possible responsibility for the quality and quantity of output of others

1.6 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 national competency standards

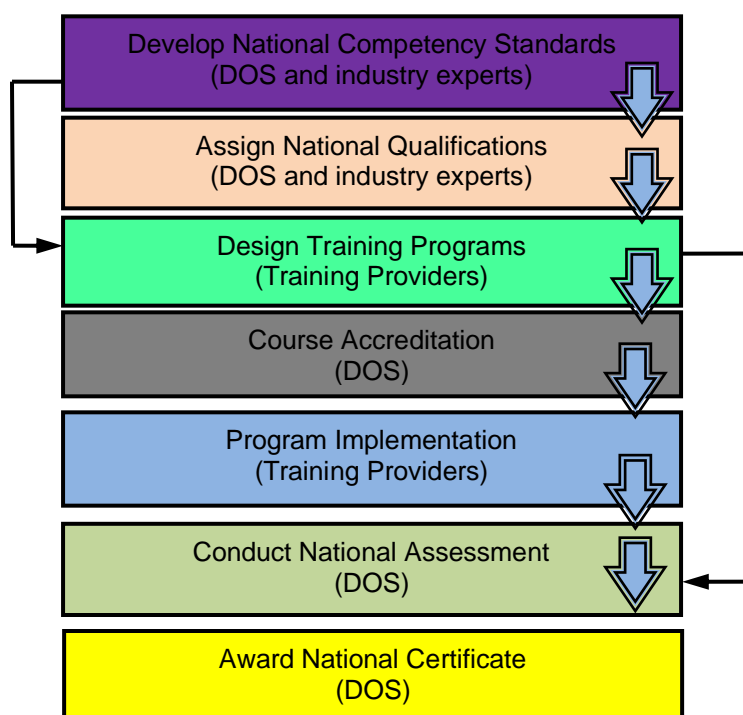
Coding the individual skills standard has a multiple purpose:

- to identify the level,
- to identify to which module the standard belongs,
- to identify in which order the standard is clustered within that module.

A job can include a number of competencies described in the national competency standards.

However, in order to follow a logical order, only national 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 module. Some standards are so complex that they need to stand alone.

Implementation and operational procedures for National Competency Standards (NCS)



Key:

MoLHR – Ministry of Labour and Human Resources
DOS – Department of Occupational Standards

1.7 ASSESSMENT GUIDE

Form of assessments

- Continuous assessment together with collected evidence of performance will be used.

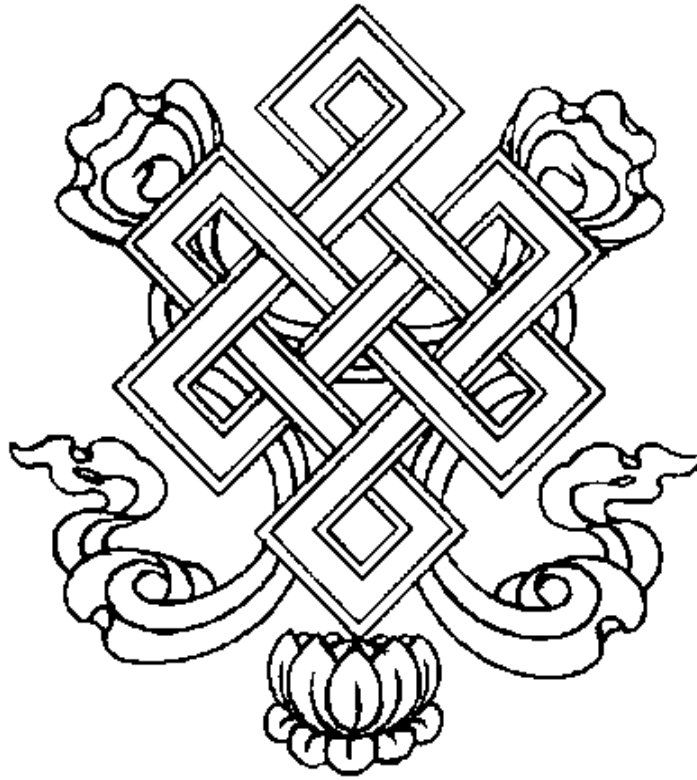
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipments, materials and documents.
- Candidate must complete the assessment in industry accepted time frame.



Department of Occupational Standards
Ministry of Labour & Human Resources
Thongsel Lam, Lower Motithang
P.O. Box 1036, Thimphu
Tel: 02-331611 Fax: 02-326873
www.molhr.gov.bt