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BOOKING TERMS AND CONDITIONS

INTRODUCTION

All students will receive a Certificate of Attendance from African Guide Academy

African Guide Academy will register students on request with the Botswana Qualification Authority (**BQA**) – this is not necessary for students who are joining the course for enrichment purposes only.

Students who want to obtain a **FGASA** qualification should register directly with the Field Guide Association of Southern Africa. It is the student's responsibility to ensure they are eligible for assessment for any course for which they register with FGASA. Student's that are not paid up members will not be allowed to write the FGASA exam.

Please complete the **Booking Form** in as much detail as possible and email it back to us in order to make your booking.

PAYMENT

In order to secure your space on the course you will be required to pay a **20% deposit** on the date of making the booking. The remaining amount is to be settled no less than **6 weeks prior** to the start date of the course. We reserve the right to sell your space on the course if your deposit and/or full payment is more than 5 working days overdue. Any student not fully paid up by the commencement of the course will not be permitted to attend the course.

CANCELLATION POLICY

All cancellations are to be **made in writing** (email). Should we not respond within 24 hours, please resend the email. If still no response from our office please call us and **confirm that cancellation has been received**. Where possible AGA will help students who have been forced to cancel for legitimate reasons to attend another course where space is available.

If notice of cancellation is received by us **at least 90 days before** the start of the course then 50% of the deposit will be refunded; deposits will be forfeited for any cancellations made **within 90 days** of the start of the course as this space is seldom resold. We strongly suggest that you take out travel insurance that covers this eventuality.

Cancellation between **31 & 45 days** before course start date = 50% of the full fee may be refunded

Cancellation between **15 & 30 days** before course start date = 25% of the full fee may be refunded

Cancellation **within 14 days** before course start date = 100% of fees will be payable with no refund

TRAVEL DOCUMENTS & INSURANCE

It is your responsibility to ensure your travel documents such as passports are valid, and all necessary visas, health and other certificates are obtained. Insurance is compulsory when participating in any of our courses.

It is a condition of booking, that the sole responsibility lies with the student to ensure that they carry the correct comprehensive **travel and medical** insurance to cover themselves, as well as any dependants/travelling companions for the duration of their trip to Africa. This insurance should include cover in respect of, but not limited to, the following eventualities: cancellation or curtailment of the course, emergency evacuation expenses, medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods.

African Guide Academy, including their representatives, employees, agents and marketing office, will take no responsibility for any costs, losses incurred or suffered by the student/ guest or their dependants or travelling companions, with regards to, but not limited to, any of the above-mentioned eventualities.

Students and guests will be charged directly by the relevant service providers for any emergency services they may require and may find themselves in a position unable to access such services should they not be carrying the relevant insurance cover. None of African Guide Academy, nor its representatives, staff members, agents, marketing office or suppliers can be held responsible or liable for loss, damage, or theft of personal luggage and belongings, nor can they be held liable for personal injury, accident or illness. **Insurance is compulsory when participating in any of our courses.**



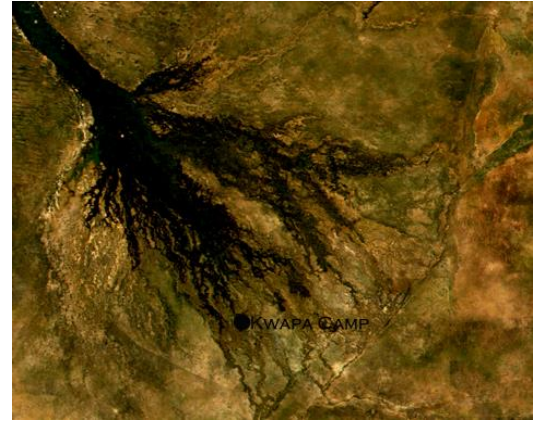
PREPARATION MANUAL

CAMP LOCATION

Kwapa Camp is situated in the Okavango Delta of Botswana which lies in the sub-tropical latitudes of southern Africa.

The camp lies beneath a grove of Mangosteen trees on the banks of the Kwapa River in the southern Okavango. This part of the Okavango is referred to as the temporary Okavango as flood waters recede in dry periods. The Kwapa region is an unfenced wilderness area and is inhabited with all the diverse wildlife of the world-famous Okavango Delta. Lion, leopard, hippo, elephant, and buffalo are resident. Wild dog, white rhino, cheetah and many of the other iconic African wildlife are present sporadically. The near-endemic lechwe along with numerous other antelope make up the most prominent species. There is

also a range of fascinating nocturnal animals such as aardvark, bush baby, small-spotted genet, springhare, striped weasel, African wildcat and much more. The GPS **coordinates are 19°53'58.29"S, 23° 8'19.38"E**. If you type in these data in Google Earth, you can view the satellite images.



THE CAMP

Kwapa Camp is a safari guide training camp. The facilities are basic and designed for those seeking a deeper knowledge of the wilderness and not luxury. That said we do make you as comfortable as we can in our training camp.

The camp consists of a main area that is divided into a dining area where you take your meals and a lecture area. Close by there is a sitting area around the campfire.

There is a separate kitchen area where your meals are prepared by a designated chef.

The tents are 3x4m meru-style tents and furnished with 2 camp beds in each tent, sheets, pillows, duvet and towels. An LED light is provided in each tent. There is a relaxing chair and wash-basin outside the front of your tent. The tent has an en-suite flush toilet and a bucket shower. Water is available at all times - students are required to see to their own individual water needs. Your sleeping and living area is your responsibility, as well as your laundry.

FOOD AND BEVERAGES

All meals (3 meals a day), non-mineral water, and tea/coffee are provided. Please inform us if you have any dietary requirements or are allergic to any foods. Students may not change their dietary requirements once out at Kwapa Camp.

Please note that in order to keep the cost of the course affordable and maximize accessibility of the course we offer a basic but wholesome menu.

- Breakfast consists of an option of rusks, toast (with various spreads), porridge and yogurt.
- Lunch is served around 12pm and consists of a main dish, salads/ vegetables and with freshly baked bread.
- Dinner is single course and consists of a hot meat dish with a starch and either salad or vegetables.
 - It is very important that any special dietary requirements are communicated with us prior to arrival so that we can do our best to accommodate these within reason and in line with the above information pertaining to the meals.
 - Simple snacks like peanuts with raisins will be available for students to take on excursions. We strongly suggest bringing some energy bars, dried fruit or any other snack of your choice.
 - Kwapa Training Camp keeps a limited stock of liquor, water, filter coffee, soft drinks and some select snacks. Trainees can purchase these from their trainer once at the camp.

The Kwapa Camp drinking water is underground water and perfectly safe to drink. For those that wish to drink mineral water, it is available for purchase.

ACTIVITIES

We do our excursions by vehicle, foot, in motor-boats and dug-out canoes called *mekoro* (plural for *mokoro*). Water activities are restricted to times when the Kwapa region has water. The duration of



the flood is highly variable depending on the rains that fall in the highlands of Angola. The students are responsible for leading walks, poling the mekoro and conducting game-drives (valid driving license required). We use the most suitable mode of transport for the circumstance. The preparation and completions of these above activities are also the students' responsibility as they would be if guiding a safari.

WEATHER

January: Hot with day temperatures of 35C+; rainstorms common with the possibility of an occasional frontal system of rain lasting for several days.

February: Hot with day temperatures of 35C+; rainstorms common with the possibility of an occasional frontal system of rain lasting for several days.

March: Hot with day temperatures of 30C+; occasional rainstorms.

April: Mild - hot with day temperatures of 25-30C (mild mornings); rain is usually scarce.

May: Mild with mid-day temperatures around 25C and cool to mild mornings; rare cold spells do occur with morning temperatures dropping below 5C.

June: Frequent cold fronts with morning temperatures below 8 degrees and occasionally below 3 degrees; mild days with cold mornings. With severe fronts, cold winds may persist through the day.

July: Frequent cold fronts with morning temperatures below 8 degrees and occasionally below 3 degrees; mild days with cold mornings. With severe fronts, cold winds may persist through the day.

August: Very unpredictable. Very cold fronts may persist into August but by the end of August day time temperatures can reach 35C+.

September: Very hot dry days 35-40C+ with mild mornings; very rare cold fronts.

October: Very hot, dry days with temperatures of 35-40C+; mild to warm mornings. Extremely rare cold fronts and slight possibility of rain.

November: Hot days with temperatures of 35C+ moderated by some cloud; mornings usually around 15C+. This is the start of the rains and thundershowers should be expected.

December: Hot days with temperatures of 35C+ with more frequent rain storms but often with long dry spells; mornings warm.

PACKING LIST

- Casual personal clothing: shorts and shirts/blouses in neutral colours (khaki, green, brown or camouflage – no white, yellow, light blue, red or any other bright colours).
 - African Guide Academy training runs on a “duty guide” system. We encourage all students to pack button up shirts in neutral colours for a “professional guide” look for when it is their turn to guide.
- You may order an African Guide Academy shirt or t-shirt before your course or while on the course at Kwapa Camp. Please order in good time.
- A bush jacket (adhering to above colours) with large pockets is ideal for carrying photographic gear (May – mid August).
- Long-sleeved shirt and trousers is recommended to ward off chills at night and provide additional protection against insects.
- A jersey or fleece (adhering to above colours) will be needed during cool evenings. If you are travelling May to mid-August, take a thick jacket, woolly hat, thick socks and gloves for night drives.
- Swimming/bathing suit.
- A light rain jacket/poncho could be useful if you’re travelling during the rain season (November-April).
- Sunglasses and a wide brimmed hat/cap. Remember that on walking approaches of wildlife often the only part of you that is visible is the upper part of your head when peering above the grass. Make sure your hat of choice is well camouflaged.
- Comfortable walking shoes and socks - be sure to "wear-in" any new shoes. Leather sock coverings are also ideal for keeping burr grass out of socks. While ventilated sneakers are very comfortable for walking in certain grass seeds penetrate these and embed themselves in your socks and can be extremely uncomfortable.
- A pair of fast-drying sandals, since we will frequently have to cross water on foot in the flood season. Please avoid leather. A second pair of inners may be really useful.
- Personal toiletries and medication, including anti-malarial prophylaxis if you so choose. Mind the 100 ml liquid restriction for airports in the hand luggage in most airlines so check in the surplus.
- Rucksack / backpack for day hikes.
- Large water bottle(s) (min 2 liters) or Camelback to keep sufficient water for a day.
- The sun is strong, so good sun lotion is extremely important (factor 40-50+).
- Binoculars are a must.
- Torch with spare batteries – very important as you will be walking to your tent in the dark.
- A LED head-torch is very useful for a second torch and allows you to read at night and is useful for packing etc. as your hands are free and you have light wherever you are looking.
- A dry-bag is highly recommended particularly if you are planning to bring cameras etc. on the mekoro.
- Camera and spare batteries.
- A lens cleaning set, including a lens brush to get the dust off and a lens spray and cloth – this is good for sunglasses, binoculars and cameras.
- A sarong/ kikoi is very useful especially in hot weather for evaporative cooling.
- Personal items, such as Pula cash, valid passport, travel insurance documents.
- Please bring several sealable envelopes to put your cash and passports into. There is a safe in camp but your valuables must be in a sealed, marked envelope.
- FGASA and/or BQA registration, and related logbooks – if required.
- Writing pad, a pocket note book and pen.
- A travel mug can be useful if you want to take a coffee to go in the mornings. We try to get out into the wilderness as early as we can!

GRATUITIES

Every nationality has its own tipping culture. At African Guide Academy we understand if your culture is not to tip. We also feel that gratuities are for performance of duties that go beyond the expected. If you feel that one or all of the staff have deserved a gratuity there are some guidelines below. These are only to assist you and not a requirement. You may give as much or as little as you like.

Trainers- USD 5-10 per person per day.

Camp staff USD 1-5 per person per day.

CONNECTIVITY

The camp has a basic internet connection sufficient for basic social media, WhatsApp and other low-intensity use. We at African Guide Academy believe strongly that in order to immerse yourself in the wilderness you need to leave your other life behind you. However, many students want to keep their family and friends apprised of their adventures at Kwapa. For this purpose, we make the internet available to students for 1 hour a day at a charge of USD 20/week. Please note you will not be able to download or stream music/video content on this connection.

HEALTH

We have a comprehensive first aid kit in our training camp, however this is for emergency situations. Botswana law does not allow us to medicate you for ailments in camp so bring along any medicine you feel you may need. Should you have any medical disabilities or issues, please inform us of these issues during the booking process. If you are using any medicine, bring enough to cover your stay, plus a bit extra. Always carry medication in your **hand luggage** (except for liquids) in case there is a delay with the arrival of checked in luggage. For inoculations, please consult your local doctor before departure to Botswana.

The areas you will be travelling in are malaria areas. We suggest you speak with your local doctor and follow the medical advices provided by your doctor. Please bring enough **insect repellents** for your stay. Prevention is better than cure, so we also recommend that you bring light clothing that may help you cover up exposed body parts during times when mosquitoes are more active – the evenings and early mornings.

KWAPA CAMP CONVENIENT SHOP

The camp runs a small convenient store for students and staff to quickly have access to some basic commodities without the need to travel to town.

Our shop has:

- Energy Bars
- Cigarettes (Stuyvesant Peter Blue)
- Some feminine hygiene products (Lil-lets tampons)
- Beer (St Louis, Windhoek, Hansa, Savanna,
- Wine (Jordan – Red and White)
- Amarula
- Gordon's Gin
- Coke, Coke Light, and Fanta

RECOMMENDED BOOKS AND APPS

BOOKS

Field guide books. While we have a comprehensive library you may want to bring along the following books:

- **Bird book:** *Birds of southern Africa* by either Newman or Sasol
- **Mammals behaviour:** *Wild Ways* by Peter Apps or *Safari Companion* by R. D. Estes (more in-depth about animal behavior)
- **Mammal field guide:** *Field guide to Mammals of Southern Africa* by Chris and Tilde Stuart or *Smither's Mammals of Southern Africa*
- **Books of Flora:** *Trees of the Okavango* and *Wildflowers of the Okavango* by Veronica Roodt are the best for the Delta.
- **A general field guide:** *Okavango Field Guide* by Gutteridge & Reumerman is a very good book with a broad selection of all fauna and flora of the Okavango and is a great book to have.

APPS

- Starwalk 2 or Pocket Universe
- Roberts birds of Southern Africa – highly recommended
- eTrees of Southern Africa
- eFrogs – Frogs of Southern Africa
- Butterflies of Southern Africa
- Google Earth (You will need to view the Kwapa region on the app before coming so that it is stored in the memory cache of the app)
- Minipedia allows you to access Wikipedia articles offline. You have to preload offline articles.
- Birdlasser is a great app that allows citizen scientists to contribute to our knowledge of birds distribution and movements. It is also a great way of keeping a trip list and a life list of birds.
- eSnakes Southern Africa
- Mammals Southern Africa
- Motion X GPS. With the paid version of this app you can pre-download the map-tiles for the Kwapa region and have satellite view of the terrain around you. You may also request the .gpx file from us to pre-download with all the roads of the concession.

WILDLIFE AND SAFETY



The camp is unfenced, and animals do wander through the camp. Many of the animals are potentially dangerous if they feel threatened. Although attacks from wild animals are very rare in Botswana, there is always an element of risk. Please listen to and follow instructions of the camp staff and trainers. The safety precautions need to be taken seriously, and strictly adhered to. As with any area with its dangers, through appropriate behaviour risk can be reduced.

The Okavango Delta is a malaria area. Compared to many malaria areas the risk of malaria is low but you should take all precautions possible to prevent contracting malaria. Please make sure you bring enough prophylactics and repellent.

If this document was not accompanied by a booking form/declaration form, please request one from info@guidetrainingcourses.com Any student that does not sign the declaration form (found at on the

last page of the Booking Form) to declare that he/she has read, understood and accepted all the policies and risks of training with African Guide Academy will not be allowed on a course.

INSURANCE

While at Kwapa Training Camp you will be using expensive guiding equipment such as vehicles, rifles and other guiding tools. Students who damage equipment by way of negligence will be held responsible for the repairs. This includes tyres destroyed by driving over stumps, damage by impact while driving, dropped weapons etc. Students are not responsible for any equipment that fails on them through normal wear-and-tear.

Students wishing to purchase insurance for USD20/week must indicate this on the booking sheet.



THE AGA LEARNING POLICY AND COURSE STRUCTURE

LEARNING POLICY

Our curriculums, lectures, study manuals and assessment strategies are aligned with two Quality Assurance Authorities in order to offer respective qualifications:

1. **Botswana Qualification Authority (BQA):** Aligned with the Botswana National Vocational Framework (BNVQF) for certification as National Professional Guide in Botswana. We have designed the necessary study materials, logbooks and learners' workbooks aligned with these standards. These are compulsory for all Botswana qualifications.
 2. **Field Guides Association of Southern Africa (FGASA):** We recommend and make use of the study materials and learner support packs designed by FGASA, which are aligned with the South African Qualifications Authority (SAQA), National Qualification Framework (NQF), Tourism, Hospitality and Sport Education and Training Authority (THETA) and Department of Environmental Affairs and Tourism (DEAT) for certification as Professional Field Guides in South Africa. The African Guide Academy study manual and workbooks have been adopted by FGASA to allow students to make use of our material that can be downloaded online at the time of booking to reduce the frustration of postage delays.
- Our learning policy is outcome based, ensuring that you are equipped with the necessary skills, attributes and knowledge to carry out all tasks and responsibilities expected of you in the workplace.
 - Our training methods are varied and creative to allow for flexibility of the group and the individual.
 - We aim to provide a holistic, positive, fun and interactive learning experience, with the main aim being to instill the fact that learning is *self-motivated and ongoing* in order to improve your knowledge and skills and thereby resulting in further qualifications.
 - Our learning experience aims to inspire you to be a proactive industry leader of the future.
 - Our teaching methods strive to achieve the highest standards possible.

- We pledge to respect all individual learners and their individuality, ensuring confidentiality where necessary.
- We strive to provide sound and careful advice on your career development.
- We have an open-door policy to all learners and welcome you into our school.
- All our programmes, trainers and assessors, syllabus, study materials, delivery and assessment strategies are moderated internally and externally.
- All learners sign examination or assessment policy forms, RPL forms, appeal forms, re-assessment forms upon application for such activities.

GENERAL COURSE STRUCTURE

As the qualification standards are outcomes based on workplace learning and assessment, so then is the course structure. The course structure is run as close to an operating safari camp/lodge as possible. Wake times, meal times, preparation for the activities and their times will be planned according to a typical day in a guide's career.

Learners are divided into duty guide teams. A roster is set up and each duty guide team will have the opportunity to carry out set tasks and responsibilities expected in a guide's daily routine such as wake up of other learners, assist our staff in preparing the buffet table for meals, service of food and drinks during meals or while in the field, daily vehicle checks, packing of cooler boxes for activities and presenting on research topics to the rest of the learners. This is to ensure that you are equipped with hands-on experience and skills essential for providing a professional guided experience for guests. This handled in a fun and interactive manner.

A typical daily programme is before sunrise wake up, tea, coffee and a light breakfast around the fire or taken to have "on the go" in the vehicle. You venture out into the wilderness on foot, mokoro, motor boat or by vehicle in search of the fascinating fauna and flora of the area. After returning mid morning for an early lunch, rest and study time is taken. Mid-afternoon, you gather for theory lessons and the day typically ends with an exploration back into the field. Afternoon game drives return at dusk after a sundowner. On some days we may do full days in the field and sleep-outs away from the camp.

The course lessons will cover both theoretical and practical aspects. Practical guiding techniques will be discussed in an interactive classroom format, followed by implementation of these techniques out in the field.

THEORY COMPONENT

Students who are registered with FGASA may sit the FGASA NQF 2 exam at the end of the course. All students are welcome to write the BQA examination. These are not 2 distinct exams. The FGASA exam requires 150 marks for the NQF2. The BQA exam has a number of components that are not included and those people doing the FGASA exam can sit a short BQA supplementary exam to make up the difference.

The pass mark for both examinations is 75%. The BQA is Standards Based Assessment meaning that the modules you pass you do not rewrite. FGASA requires a 75% overall pass mark or you must rewrite the entire exam.

THEORY LESSON RESOURCES AND METHODS OF LEARNING

Our theory training will be set, interactive lectures using the following:

- Flipcharts and manuals

- Various reference CDs such as *Roberts Multimedia* CD Rom, astronomy computer programmes, Cleeve Cheeney's *Walking and Weapons* DVD, Encarta Encyclopedia, etc.
- Computer and digital projector references with charts, diagrams, theoretical explanations and photographs
- Checklist and reports
- A portfolio of evidence of knowledge must be provided in the form of the learner workbook
- You will be expected to complete various assignments and tasks, providing you and us with a source of evidence to ensure your understanding and assimilation of necessary knowledge. These include workbooks, presentations and individual or group tasks.

PRACTICAL COMPONENT

- These are learning outcomes that show competency in the practical application of techniques and skills taught and expected of guides. The assessment guideline used to assess you against required practical unit standards shall be explained during theory lessons and used as a format in the field.
- You will be expected to guide game drives and provide back-up on walks or lead walks while the other learners pretend to be your guests, all of which are supervised by your instructor.
- Once you have fully understood the assessment process, have attained competency against necessary theoretical components and recorded necessary practical experience, only then may you apply to be practically assessed.
- For practical assessments, you are deemed either competent or not yet competent.
- Where applicable, ALL students are to keep their logbooks with them. Logbooks are students' properties and should not be handed over to the trainer except for signing off logs.

GRIEVANCE AND APPEAL POLICY AND PROCEDURE

POLICY

- All applicants, learners, member of the AGA association and staff employees must read, or have read to and confirm understanding of, by way of signature, our Grievance and Appeal Policy and Procedure.
- All learners must be made aware of their rights to make an appeal or grievance against any assessment decision, as part of the checklist to prepare the learner.
- All documentation must be recorded for audit purposes.
- The candidate, trainer, assessor, moderator and facilitator must be involved in the appeals process.
- AGA has an open-door policy for any applicant, learner, staff employee, member of the AGA association and make this clear at the outset. This includes grievances from AGA toward any of the above-mentioned person/s.
- Grievances brought forth are treated with utmost confidentiality at the beginning, and further forward should the situation necessitate such confidentiality.
- In all grievances brought forward, fairness, respect, dignity, the code of conduct and ethics of the learner, the training company and where applicable, the third party whom a grievance may be against, shall be held with highest regard.
- The aim and goal of any decision regarding grievances, is to alleviate the grievance in a manner that finds a solution to the grievance, rectifies the grievance and bears relevance to amending possible policies and procedures in order to limit the possibilities of future grievances of the same or similar nature. The decision must endeavor to ensure that AGA's code of conduct and ethic, labor laws, individual rights of AGA, the person making the grievance and the person/s or company whom the grievance is made against are not infringed on, where possible and within reason.

- Depending on severity and the nature of the grievance, the initial director handling the grievance, is to confidentially consult the board for reason of openness in order to gain a second opinion of the best action forward.
- Upon further, careful investigation of any grievance, should the Principal or Director handling the grievance deem necessary, shall take the matter forward following the set procedures in labor laws if the grievance necessitates, and, or convene with individuals or parties, should any other persons be involved in the grievance, and, or, should the grievance be against the training company, its methods, its personnel or any other aspect of the training company, shall discuss with the board and decide on the matter further.

ASSESSMENT APPEAL POLICY AND PROCEDURE

For: Internal assessments and assessment of candidates within third party organisations.

1. If the candidate is unhappy with the Assessor's decision, an appeal must be made in writing to the Assessor.
2. The Assessor must re-evaluate the evidence and reasons for appeal and or grievance which may result in the same or different decision.
3. If the candidate is unhappy with the result of step 1, they complete the Appeals Form, stating reasons for appeal. This form is forwarded to the Assessor, Internal Moderator and the Principal of the School.
The Internal Moderator will call a meeting with the candidate and the assessor within 2 weeks of receiving the Appeal Form.

The Moderator will decide on one of the following options:

- To re-assess the candidate, him/herself
- To ask another assessor to assess the candidate
- To ask the assessor to re-assess the candidate with him/herself present

The outcome must be recorded in writing and kept with the candidate's records.

If the candidate is unhappy with the results in Step 4, the candidate can appeal the outcome one more time with the Botswana Training Authority for an External Moderator to re-assess the candidate or for the Assessor to re-assess the candidate with a representative from the BOTA present.

PRACTICAL RESOURCES AND/OR METHODS OF LEARNING

- Practical demonstration in the field
- Air rifle, bolt action rifles and live ammunition shoots with 'life-like' animal targets
- Practical assessment in the field on game drives and walks, rifle handling and firing range shooting, powered and non-powered water craft competency
- Group and individual assignments and tasks
- Workplace simulation
- Learners prepare presentations

GENERAL

- Learners attending the 28 day Field Guide Course shall be eligible to sit for the FGASA Level 1 theory exam at course end and be assessed against the FGASA Level 1 practical assessment standards for both FGASA (pre-registration with FGASA is necessary); likewise learners attending

the 28 day Field Guide Course shall be eligible to sit for the BQA Level 2 theory exam at course end and be assessed against the BQA Level 2 practical assessment standards.

- You may only apply for assessments against the Level 2 theory and practical components on provision of a Level 1 certificate, after necessary workplace experience and further learning have been attained (see document listing qualifications offered with AGA).
- You may apply for any of the Level 3 theory and practical components on provision of a Level 2 Certificate, after necessary workplace experience and further learning have been attained (see document listing qualifications offered with AGA).

THE AGA CODE OF CONDUCT

The following is the code of conduct for guides. By coming on a course with African Guide Academy you commit to behaving in a fashion becoming of a professional guide.

ACCORDING TO FGASA THE AIMS OF FIELD GUIDING ARE THE FOLLOWING:

- To unveil the beauty of the natural areas of the country
- To bring credit to the country and tourism
- To share the joy and wonder of nature
- To relate the natural heritage, history as well as folklore
- To share factual knowledge and interpret the environment in a meaningful way
- To create an awareness of the natural environment
- To give quality service with safety and enjoyment as a priority

TRAITS OF A PROFESSIONAL GUIDE ARE:

- A warm, open, friendly, polite manner
- Punctual, hygienic and well presented
- Empathetic towards fellow students, staff and guests
- Diplomatic
- A team player that uplifts and involves the people around them
- A positive "can do" attitude
- An enquiring mind
- Law abiding and ethical members of the industry

PROFESSIONAL GUIDES ARE NOT:

- Racist, sexist nor do they discriminate against others in any other way shape or form for whatever reason
- Sarcastic, rude, belittling or conspiratorial
- Arrogant
- Reckless or negligent in behavior
- Abusers of drugs or alcohol
- To solicit business for their own gain - they are to represent the company that employs them in a positive light
- Smokers (publicly)

CONCLUSION

We trust that on the course you will enjoy yourself with like-minded people who are passionate about nature. By signing the declaration that you have read this document you agree to model your conduct accordingly. If your conduct is having a negative influence on the dynamic of the course the

trainer/facilitator will discuss this with you. If you persist with unbecoming behavior you will be asked to leave the course.

If you are asked to leave the course you will not be refunded, and you will be liable for any costs incurred in getting you back to the nearest civilization.



WAIVER AND INDEMNITY

I do hereby unto and in favor of African Guide Academy, and each and every shareholder, director, employee, agent and representative of African Guide Academy:

- Acknowledge that by attending this AGA course, I am entering into a wildlife area, that I will be traveling by vehicle, walking and handling weapons with live ammunition over uneven and potentially hazardous terrain, that I will be staying in an unfenced camping area, and that the activities on the course may take or bring me into close contact with wild and dangerous animals. I am aware that the training venue is in a malaria area and I will take precautions against malaria but realize that there is still the risk of contracting malaria.
- Acknowledge that my venture on the AGA course, including all traveling to and from and within the wildlife area, is entirely at my own risk.
- Release African Guide Academy from all and any liability and waive all and any claims, of whatsoever nature and howsoever arising, which may arise from any cause whatsoever during the period of my venture on the AGA course, including traveling to, from and within any wildlife area.
- Indemnify and agree to hold harmless African Guide Academy against all and any claims of whatsoever nature and howsoever arising, which any one or more of my dependents or any third party may have, including, but not limited to, claims arising from my death, personal injury or loss or damage to my possessions.
- Agree to adhere to the following regulations, and any other regulations which may be brought to my attention during the period of my venture on the AGA course.
- Agree that any activities whether specifically included in my itinerary or not, are undertaken purely at my own risk.
- Acknowledge that I know and understand the content, meaning and effect of this document, which has been fully explained to me.

AFRICAN GUIDE ACADEMY LEARNING AGREEMENT

I agree:

1. To pay for any damage that I cause to the AGA vehicles or equipment. I know that I have the opportunity to take out insurance against such incidences.
2. To take part in individual or group assigned tasks to the best of my ability.
3. To respect my fellow learners, camp staff and trainers and assessors.
4. To behave in a manner described in the AGA Guiding Code of Conduct and Ethics Policy.
5. To look after AGA training materials supplied on the course and to look after AGA equipment or equipment of any third party during the learning programme.
6. That my behaviour shall not disrupt the learning schedule set out.
7. To be positive and proactive in promoting a happy learning environment.
8. That I shall endeavor to speak English as much as possible, specifically during lessons and practical tasks.
9. That I shall act like a professional during the learning programme.

I agree that should my behaviour include any of the below, AGA has the right to terminate my reservation and learnership agreement (within reason) with immediate effect:

1. Willful (expressed or implied) misrepresentation by the Learner in respect of his/her skills or qualifications.
2. Acts of theft or misappropriation of the Sponsoring and Training company property. This includes items or goods issued by either companies, such as study packages, training material, rations, uniforms and training equipment, which may not be removed from company property without the correct authority.

3. Willful dishonesty against the Sponsoring and Training Company, another employee or learner, or a customer or client of either of the Companies.
4. Violent acts.
5. Damage caused willfully or by gross negligence to movable or immovable property of either of the Companies.
6. Inability to carry out normal duties and learning assignments, due to the consumption of alcohol or mind-altering drugs.
7. Willful disclosure of confidential information or operation procedures and trade secrets where such disclosure is or is likely to be detrimental to interests of either of the Companies.
8. Deviant forms of behaviour, whether for sexual or personal gain.
9. Willful refusal to obey or comply with any safety rules or practices for the prevention or control of accidents or diseases with any member of staff, colleagues and customers or clients of either of the companies.
10. Offering or receiving bribes.

In the event that termination of my learnership agreement occurs, I agree that I will be responsible for the costs incurred for my travel plans off the property or facility.

**WE TRUST THAT THE ADVENTURE THAT LIES AHEAD WILL BE A LIFE CHANGING
EXPERIENCE THAT WILL LIVE WITH YOU FOREVER.**