

**EDUCATIONAL & INTEREST TOUR OPERATOR - E3 (4a)**  
**ACCREDITATION SELF-ASSESSMENT**



Entity Assessed \_\_\_\_\_

Name of Representative \_\_\_\_\_

Position held by Representative \_\_\_\_\_

Date of Assessment \_\_\_\_\_

<b>VANUATU TOURISM OPERATORS MINIMUM STANDARDS</b>			
✓/ ✘	Item	DoT Requirement 2015	
<b>A. LEGAL/OPERATIONAL REQUIREMENTS</b>			
	A1	Mandatory	Must have a valid Business Licence to operate (obtained once Tourism Permit issued)
	A2	Mandatory	Must be a member of a Tourism Association recognised by the Tourism Standards Committee
	A3	By 2016	Must only use other operators that are accredited by the DoT
	A4	By 2016	Must have general public liability insurance.
<b>B. SERVICE</b>			
	B1	Mandatory	Must have tour briefing before resuming tour (for tours only)
	B2	By 2016	All tour guides must have attained a tour guiding certificate (offered by a training provider recommended by the DoT)
<b>C. COMMUNICATION</b>			
	C1	Mandatory	Operations must be able to cater to English and/or French speaking tourists
<b>D. PRESENTATION</b>			
	D1	Mandatory	All staff must be well presented during all tours
<b>E. IDENTIFICATION</b>			
	E1	Mandatory	All guides must display their name tag which should contain the following details <ul style="list-style-type: none"> <li>• Full name of tour guide (as shown on birth certificate)</li> <li>• Full name of business (as known to tourists)</li> </ul>
<b>F. GENERAL SAFETY &amp; SECURITY</b>			
	F1	Mandatory	Must have first aid kit on site
	F2	By 2016	All tour guides must have attained a certificate in first aid training (offered by a training provider recognised by the DoT)
<b>G. ENVIRONMENT</b>			
	G1	Mandatory	Grounds must be well maintained
	G2	Mandatory	Rubbish must be disposed away from the quest(s) view and smell
	G3	Mandatory	No plastic is to be burnt
<b>H. BATHROOMS &amp; TOILETS</b>			
	H1	Mandatory	Clean water must be available
	H2	Mandatory	Must have flushing toilet with septic system or proper composting toilet
	H3	Mandatory	Must provide toilet paper holder or dispenser
	H4	Mandatory	Bin provided
	H5	Mandatory	Extra toilet roll provided
	H6	Mandatory	Toilet brush with holder provided
	H7	Mandatory	Must provide hand basin

Signature of Representative \_\_\_\_\_

(By signing, I agree that the DoT may conduct spot checks)