

**TOUR & TRANSFER OPERATOR - E3 (3b)  
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	All drivers must have a valid driver's permit
	A3	Mandatory	Must be a member of a Tourism Association recognised by the Tourism Standards Committee
	A4	Mandatory - limit negotiable	Must have public liability insurance. This should cover the operations of a travel and tour company with minimum limits of VT 100,000,000 with a reputable insurance company
<b>B. TRAINING</b>			
	B1	Mandatory	Drivers must have completed and passed the Tourism Public Transport Service Training Program offered by the DoT
<b>C. SERVICE</b>			
	C1	Mandatory	Must have a tour briefing before resuming tour (for tours only)
	C2	Mandatory	Must carry with them respective island map during all tours
	C3	Mandatory	All drivers must have a general knowledge of all tourism product locations
	C4	By 2016	Drivers over the age of 65 must complete and pass the yearly skills & fitness test, to be organised by the DoT
	C5	By 2016	All tour guides must have attained a tour guiding certificate offered by a training provider recommended by the DoT
<b>D. COMMUNICATION</b>			
	D1	Mandatory	Operations must be able to cater to English and/or French speaking tourists
	D2	Mandatory	Drivers must have with them a mobile phone with sufficient credit to call during every tour
<b>E. PRESENTATION</b>			
	E1	Mandatory	All drivers must wear clean uniforms when on duty
	E2	Mandatory	All drivers must be clean, neat and tidy and well groomed . Concessions for long beards will be made for cultural reasons only
	E3	Mandatory	Drivers are not to wear hats when on duty unless it is part of their uniform
<b>F. IDENTIFICATION</b>			
	F1	Mandatory	All drivers and guides must display their name tag, which should contain the following details: <ul style="list-style-type: none"> <li>• Full name of driver (as shown on birth certificate)</li> <li>• Driver's licence number</li> <li>• Full name of business (as known to tourists)</li> </ul>
<b>G. GENERAL, SAFETY &amp; SECURITY</b>			
	G1	Mandatory	All vehicles must carry first aid kit on board at all times
	G2	By 2016	Must ensure a full time staff or owner has completed appropriate recommended tour guiding course
	G3	By 2016	All your guides must have attained a certificate in first aid training (offered by a training provier
	G4	Mandatory	All vehicles must have good air-conditioning system
	G5	Mandatory	All vehicles glass must be in good condition: without fractures at all times
	G6	Mandatory	All vehicles must have spare tyres that are in good condition and a tyre jack
	G7	Mandatory	All drivers must have a valid Land Transport Permit
	G8	Mandatory	All Driver must not have any criminal records relating to driving public transport such as: <ul style="list-style-type: none"> <li>• Abusive language</li> <li>• Sexual harassment</li> <li>• Assault</li> </ul>
	G9	Mandatory	All vehicles used must have safety seat belts available for all passengers at all time

Signature of Representative \_\_\_\_\_  
(By signing, I agree that the DoT may conduct spot checks)