

**TRADITIONAL & CULTURAL ACTIVITY OPERATOR - E3 (6b)  
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	By 2016	Must have public liability insurance cover
<b>B. TRAINING</b>			
	B1	By 2016	Must ensure a full time staff or owner has completed recommended tour guiding course recommended by the DoT
	B2	By 2016	Tour guides must have attained a life saving skills and first aid certificate (offered by a training provider recommended by the DoT)
<b>C. FACILITIES</b>			
	C1	Mandatory	Must have flushing toilet(s) on the property with proper septic system for water waste and must ensure there is always toilet paper and toilet brush with its holder.
	C2	Mandatory	Clean water must be available.
	C3	Mandatory	Must have easy access to the site
<b>D. INFORMATION</b>			
	D1	Mandatory	Must have appropriate visible business signage
	D2	Mandatory	Must have available information such as brochures, maps, tour itinerary and updated rates
	D3	Mandatory	The activity must reflect what is on the brochure and or website
	D4	Mandatory	Detail information about the tour should be available and should include the following: arrival and departure times, duration of the tour and every activity that will take place during the tour
	D5	By 2016	Customer 'Code of Conduct' must be available to visitors
<b>E. ASSOCIATION</b>			
	E1	Mandatory	Must be a member of a Tourism Association recognised by the Tourism Standards Committee
<b>F. COMMUNICATION</b>			
	F1	Mandatory	Operations must be able to cater to English and/or French speaking tourists
	F2	By 2016	All guides must be well conversed with information about their respective province.
<b>G. PRESENTATION</b>			
	G1	Mandatory	Must wear appropriate wear through out any tour
	G2	Mandatory	Guides must be well presented at all times.
<b>H. IDENTIFICATION</b>			
	H1	Mandatory	All tour guides must display their name tags which must contain the following details: <ul style="list-style-type: none"> <li>• Full name as shown on birth certificate</li> <li>• Full business name (as known to tourists)</li> </ul>
<b>I. GENERAL, SAFETY &amp; SECURITY</b>			
	I1	Mandatory	Must have well stocked first aid kit on the premises
	I2	Mandatory	Must have back up lighting available (applicable for night tours).
	I3	Mandatory	The tour must not expose customers to unreasonable risk
	I4	Mandatory	Operators must have with them a mobile phone with sufficient credit to call during every tour
	I5	Mandatory	Must have an emergency evacuation plan on how to summon help should it be needed
<b>J. ENVIRONMENT &amp; SANITATION</b>			
	J1	Mandatory	Must ensure sewerage system is compliant to regulations
	J2	Mandatory	Must ensure rubbish is collected and disposed of appropriately
	J3	Mandatory	Must have plans in place in the event of water shortage
	J4	Mandatory	No plastic is to be burnt

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