



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

PROVIDING GUIDANCE ON RWANDA AS A DESTINATION

TORGD402

Provide guidance on Rwanda as a destination

Competence

RQF Level: 4

Learning Hours



Credits: 6

Sector: HOSPITALITY AND TOURISM

Trade: TOURISM

Module Type: SPECIFIC

Curriculum: HOTTOR4002– TVET Certificate IV in Tourism

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Purpose statement	This module describes the knowledge, skills and attitudes required to provide guidance on Rwanda tourism destination. At the end of this module learners will be able to describe Rwanda geographical features, identify the central and Eastern circuits, identify South and Western circuits and identify the North and Northwest circuits.						
Learning assumed to be in place	English, French, Kiswahili						
Delivery modality	Training delivery	100%	Assessment		Total 100%		
	Theoretical content	30%	Formative assessment	30%	50%		
	Practical work:	70%					
	• Group work and presentation	30%		70%			
	• Individual work	40%					
	Summative Assessment		50%				

Elements of Competency and Performance Criteria

Elements of competency	Performance criteria
1. Brief visitors on Rwanda tourism destination	<p>1.1. Rwanda geographical features are properly described in reference to Rwanda's tourism map</p> <p>1.2. Administration of Rwanda is appropriately described according to administrative map</p> <p>1.3. Rwanda population is appropriately described according to the current census of Rwanda national Institute of Statistics</p>
2. Identify the Central and Eastern Circuits	<p>2.1 Kigali DMA is appropriately described according to tourism industry</p> <p>2.2. Muhazi DMA is appropriately described according to tourism industry</p> <p>2.3. Akagera DMA is appropriately described according to tourism industry</p>
3. Identify south and Western circuit	<p>3.1 Nyungwe DMA is appropriately described according to tourism industry.</p>

	3.2. Gishwati -Mukura National park is appropriately described according tourism industry
	3.3. Karongi DMA is appropriately described according tourism industry
	3.4. Heritage corridor DMA is appropriately described according tourism industry
4. Identify the North and North - western circuits	4.1 KIVU is appropriately described according tourism industry
	4.2 Volcanoes DMA is appropriately described according tourism industry
	4.3. Rubavu DMA is appropriately described according tourism industry

Intended Knowledge, Skills, and Attitudes

Knowledge	Skills	Attitude
<ol style="list-style-type: none"> 1. Knowledge of various tourist destinations and attractions. 2. Knowledge of local culture, history, and customs. 3. Knowledge of transportation options and logistics. 4. Knowledge of accommodation options and booking procedures. 	<ol style="list-style-type: none"> 1. Communication skills to effectively interact with clients, suppliers, and team members. 2. Organizational skills to plan and coordinate tour packages. 3. Problem-solving skills to address unexpected situations and emergencies. 	<ol style="list-style-type: none"> 1. Customer service orientation to provide a positive experience for clients. 2. Flexibility and adaptability to handle changing circumstances. 3. Cultural sensitivity and respect for local customs and traditions.

5. Knowledge of local laws and regulations related to tourism.	4. Negotiation skills to secure the best deals with suppliers. 5. Time management skills to ensure smooth execution of tour packages.	4. Attention to detail to ensure all aspects of the tour package are well-managed. 5. Enthusiasm and passion for travel and tourism.
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Course content

Learning outcomes	At the end of the module the learner will be able to: 1. Brief visitors on Rwanda as tourism destination 2. Describe the central and Eastern circuits 3. Describe South and Western circuits 4. Describe the North and Northwest circuits.
Learning outcome 1: Brief visitors on Rwanda a tourism destination	Learning hours: 15
Indicative content	
<ul style="list-style-type: none"> • Description of Rwanda geographical features <ul style="list-style-type: none"> ✓ Rwanda geographical features <ul style="list-style-type: none"> ⊕ Relief (Mountains, Plains, Plateaus, Valleys) ⊕ Vegetation (forests, savannah, plantations) ⊕ Water bodies (lakes, rivers, wetlands, waterfalls) ⊕ Climate (Description of Rwanda's Climate, Factors influencing climate) ✓ Location of geographical features ✓ Characteristics of geographical features 	

- **Describe administration of Rwanda**
 - ✓ Historical and background of Rwanda.
 - ✓ Location of Rwanda in Africa
 - ✓ Size of Rwanda
 - ✓ Capital city and its major provinces of Rwanda
 - ✓ Official holidays
- **Describe Rwanda population**
 - ✓ Size of population
 - ✓ Life expectation
 - ✓ Gender
 - ✓ Age
 - ✓ Number of Educated people

Resources required for the learning outcome

Equipment	Projector, Telephone, Computer, GPS, Binoculars, Compass, walk talkie, Laser pointer,
Materials	Internet, Brochures ,Markers, Flip Chart,
Tools	Reference books, Travel Guide books, Maps, Brochures, compass, Touristic maps
Facilitation techniques	<ul style="list-style-type: none"> ▪ Brainstorming ▪ Group discussion ▪ Role play ▪ Practical exercise ▪ Demonstration ▪ Field study
Formative assessment methods /(CAT)	<ul style="list-style-type: none"> ▪ Written assessment, ▪ Oral assessment ▪ Performance assessment

Learning outcome 2: Describe the Central and Eastern Circuits. **Learning hours: 15**

Indicative content

- Description of Kigali Hub
 - ✓ Historical Background of Kigali hub
 - ⊕ Location, accessibility, size, date of establishment, population
 - ✓ Role of Kigali Hub
 - ✓ Attractions and activities in Kigali
 - ⊕ cultural centers and museums
 - ⊕ wetlands
 - ⊕ Mountains and hills
 - ⊕ Shopping malls
 - ⊕ Souvenirs shops
 - ⊕ Markets
 - ✓ Facilities and services
 - ⊕ Kigali Convention center
 - ⊕ Airport
 - ⊕ Local transportation
 - ⊕ Accommodation and restaurants providers
 - ⊕ Events& entertainment
 - ⊕ Shopping, banking, health, sports facilities etc
- **Identifying Muhazi DMA**
 - ✓ Description of Muhazi DMA
 - ⊕ Location, accessibility, attractions
 - ⊕ physical features
 - ⊕ plants and animals
 - ⊕ cultural and historical attractions
 - ✓ Description of facilities and activities
 - ⊕ Towns
 - ⊕ Accommodation providers
 - ⊕ Food and beverage providers
 - ⊕ Events Identify shopping facilities
 - ⊕ Tourism activities

- Describe Akagera DMA
 - ✓ Description of Akagera National park
 - ⊕ Historical background of Akagera national park
 - ⊕ Location, size
 - ⊕ Date of establishment
 - ⊕ Reason for establishment
 - ⊕ Accessibility
 - ✓ Description of attractions of Akagera DMA
 - ⊕ Physical features.
 - ⊕ Plants and animals
 - ⊕ Cultural and historical attractions
 - ✓ Description of facilities and services
 - ⊕ Accommodation providers and shopping facilities
 - ⊕ Events and tourism activities

Resources required for the learning outcome

Equipment	Projector, Telephone, Computer, GPS,
Materials	Internet, Brochures ,Markers, Flip Chart ,
Tools	Reference books, Travel Guide books, Maps, Brochures, compass, Touristic maps
Facilitation techniques	<ul style="list-style-type: none"> ▪ Brainstorming, ▪ group discussion; ▪ field visit
Formative assessment methods /(CAT)	<ul style="list-style-type: none"> ▪ Written assessment, ▪ Oral assessment ▪ Performance assessment

Learning outcome 3: Describe southern and western DMAs Learning hours: 15

Indicative content

- **Describe Nyungwe DMA**

- ✓ Description of Nyungwe National park
 - ⊕ History, Location, size, accessibility, date of establishment, reasons for establishment
- ✓ Description of attractions and activities of Nyungwe DMA
- ✓ Description of facilities and amenities.
 - ⊕ Towns and villages
 - ⊕ accommodations services
 - ⊕ Food and beverage providers and events

- **Describe Gishwati-Mukura**

- ✓ Description of Gishwati mukura National Park
 - ⊕ History of Gishwati-mukura
 - ⊕ Location, size, date of establishment, accessibility, reason for establishment
- ✓ Description of attractions
 - ⊕ Historic and cultural sites
 - ⊕ Physical features
 - ⊕ Common animals and plants
- ✓ Tourism activities
- ✓ Conservation efforts
- ✓ Description of facilities and Amenities
 - ⊕ Accommodation services
 - ⊕ Food and beverage providers

- **Describe Karongi DMA**

- ✓ Description of Karongi DMA
 - ⊕ Location, accessibility,
 - ⊕ Date of establishment and reasons for establishment
- ✓ Description of attractions and activities
 - ⊕ physical features
 - ⊕ cultural and historical attractions

- ✓ Description of facilities and amenities
 - ✚ Towns
 - ✚ Accommodation
 - ✚ Food and beverage
- **Describe Heritage Corridor**
 - ✓ Description museums in heritage corridor
 - ✚ King Palace, Ethnographic, Kwigira museum, Mwima mausoleum,
 - ✓ Description iconic places in cultural heritage corridor
 - ✚ Mpushi rock, Ijuru rya Kamonyi, Mount Huye, Kamegeri rock
 - ✓ Tourism activities
 - ✚ Community walk
 - ✚ Culture dance
 - ✓ Description of facilities and amenities
 - ✚ towns
 - ✚ Accommodation
 - ✚ Food and beverage

Resources required for the learning outcome

Equipment	Projector, Telephone, Computer, PS
Materials	Internet, Brochures ,Markers, Flip Chart , tourism map
Tools	Internet, Brochures ,Markers, Flip Chart ,compass
Facilitation techniques	<ul style="list-style-type: none"> ▪ Brainstorming, ▪ Small group discussion; ▪ Field trip ▪ Presentation
Formative assessment methods /(CAT)	<ul style="list-style-type: none"> ▪ Written assessment, ▪ Oral assessment ▪ Performance assessment

Learning outcome: 4. Describe

the North and North -western circuits

Learning hours: 15

Indicative content

• Description of lake Kivu as a destination

- Location, size, accessibility
- the role of lake kivu in tourism

✓ Description of attractions

- Beaches
- Islands

✓ Description of facilities and amenities

- Towns, accommodation facilities
- Food and beverage

✓ Tourism activities

• Describe Volcanoes DMA

✓ Description of Volcanoes national park

- History of volcanoes, Location, size, date of establishment
- Reasons for establishment

✓ Description of attractions found in volcanoes DMA

- Physical attractions
- Tropical rain forest.
- vegetation
- Animal species

✓ Identification of facilities and amenities

- accommodations, food and beverage services
- Events

✓ Tourism activities

• Describe Rubavu DMA

✓ Description of Rubavu DMA

- Location and route, size
- ✓ Description of attractions
- ✓ Agro-tourism sites
- ✓ Description of facilities and activities
 - Towns
 - Accommodations
 - Food and beverage outlets
- ✓ Tourism activities

Resources required for the learning outcome

Equipment	Projector, Telephone, Computer, GPS, binoculars, compass, first aid kit,
Materials	Internet, Brochures ,Markers, Flip Chart ,
Tools	Reference books, Travel Guide books, Maps, Brochures, compass, Touristic maps
Facilitation techniques	<ul style="list-style-type: none"> ▪ Brainstorming, ▪ Small group discussion; ▪ Field trip ▪ Presentation
Formative assessment methods /(CAT)	<ul style="list-style-type: none"> ▪ Written assessment, ▪ Oral assessment ▪ Performance assessment

Integrated/Summative assessment

Integrated situation

Gallia Tour company is located in Nyarugenge district, Muhima sector in Kigali. It receives a booking for 5 clients from England. They are interested in visiting Rwanda and they want to spend 8 days; however, they do not have any information about Rwanda as a destination. They will arrive in Kigali on June 10th, 2024 and spend the nights in one of the hotels. Tour guide of Gallia tour company is on

sick leave. Company hired you as an experienced tourist guide to provide guidance on Rwanda as destination.

Your task is to provide guidance on Rwanda as destination by briefing visitors on Rwanda geographical features, its population, to identify the Central and Eastern Circuits, to identify south and Western circuit and identifying North and North -western circuits.

Instructions:

- 1.Required time is 3 hours
- 2.Equipment, tools and materials are provided by a company

Resources

Tools	Reference books, Travel Guide books, Maps, Brochures, Compass, Touristic maps
Equipment	Projector, Telephone, Computer, GPS, binoculars, compass, first aid kit, recorder, laser pointer
Materials/ Consumables	Internet, Brochures ,Markers, Flip Chart

Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation		Marks allocation
			Yes	No	
1.Brief visitors on Rwanda tourism destination (30%)	1.1Rwanda geographical features are properly described in reference to Rwanda's tourism map	Mountains are well identified			3
		Water bodies are well identified			3
		Swamps are well identified			2
		Waterfalls are well identified			2

		Vegetation are well identified		2
		Climate is identified		2
1.2. Administration of Rwanda is appropriately described according to administrative map		Historical and background of Rwanda is well interpreted		2
		Location of Rwanda in Africa is well described		2
		Size of Rwanda is well identified		2
		Capital city is mentioned		2
		Major provinces of Rwanda are well identified		2
		Official holidays are well identified		2
1.3.Rwanda population is appropriately described according to the current census of Rwanda national Institute of Statistics		Size of population is well mentioned		2
		Life expectation is well identified		2
2. Identify the Central and Eastern Circuits (20%)	2.1.Kigali DMA is appropriately described according to tourism industry	Airport in Kigali is identified		2
		Date of establishment is well mentioned		2
		Attractions and activities in Kigali are well mentioned		2

3. Identify south and Western circuit (30%)		Roles of Kigali DMA is well explain			2
	2.2.Muhazi DMA is appropriately described according to tourism industry	Attractions and activities are identified			2
		facilities and activities are identified			2
		Common plants are identified			2
	2.3.Akagera DMA is appropriately described according to tourism industry	Historical background of Akagera is well explained			2
		Attractions in Akagera are identified			3
		Facilities and services are identified			2
	3.1 Nyungwe is appropriately DMA described according to tourism industry.	Historical background of Nyungwe DMA is well explained			3
		Attractions and activities are well identified			3
		Facilities and amenities are well identified			3
	3.2. Gishwati - Mukura National park is appropriately described according tourism industry	History of Gishwati-mukura is well explained			3

		Attractions are well identified			2

	3.3. Karongi DMA is appropriately described according tourism industry	Historical background of Karongi DMA is well explained			3
		Attractions and activities are well identified			2
		Facilities and amenities are well identified			2
	3.4. Heritage corridor DMA is appropriately described according tourism industry	Museums in heritage corridor are well identified			2
		Attractions and activities are well identified			3
		facilities and amenities are well identified			3

4.Identify the North and North -western circuits(20%)	4.1 KIVU is appropriately described according tourism industry	Historical of lake Kivu is well explained			2
		The role of lake kivu in tourism are well explained			2
		Tourism attractions and tourism activities are well identified			2
		Facilities and amenities are well identified			2
	4.2 Volcanoes DMA is appropriately described according tourism industry	Historical background of Volcano DMA is well explained			2
		Attractions and activities are well identified			2
		facilities and Amenities are well identified			2
	4.3. Rubavu DMA is appropriately described according tourism industry	Attractions and Tourism activities are correctly identified			2.
		Rubavu DMAis well explained			2

		Tourism activities and facilities are well identified			2
					100%

References

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