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**Adventure tourism — Leaders —  
Personnel competence**

*Tourisme d'aventure — Leaders — Compétence du personnel*



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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/TC 228, *Tourism and related services*.

## Introduction

### Adventure tourism

Adventure tourism is a global industry that is growing in importance. Whether provided on a commercial, not for profit or charitable basis, adventure tourism activities involve an accepted, inherent element of risk and challenge. Taking risks brings rewards but also brings dangers. In order to maximize the rewards, adventure tourism activity providers should operate as safely as practicable.

ISO 21101, ISO/TR 21102 and ISO 21103 provide a basis for adventure tourism activity providers to plan, communicate about, and deliver adventure tourism activities as safely as practicable.

Effective implementation of these International Standards will help consumers make informed choices about activities and providers.

### Adventure tourism standards

The purpose of these International Standards is to set out the minimum requirements for safety management systems and communication to participants.

The following two International Standards are independent entities since they apply to different aspects of adventure tourism:

- ISO 21101: specifies how the adventure tourism organization manages its operations in terms of safety.
- ISO 21103: specifies the minimum information that shall be communicated to participants and potential participants before, during and after the activity to ensure safety.

ISO/TR 21102: provides data on the minimum competence of adventure tourism activity leaders.

### Purpose of this Technical Report

Adventure tourism activity leaders' competences for conducting participants and assuming responsibility for them is a critical factor in ensuring delivery of safe adventure tourism activities.

Competence is a concept that involves not only skills but also a knowledge of attitudes or attributes.

Depending on the type of adventure tourism activity (rafting, hiking, cascading, climbing, among others), different competences are required. Nevertheless, there are some competences that are common to every adventure tourism activity. These common competences (and the respective expected results) are the focus of this Technical Report.

It is expected that competent leaders for specific adventure tourism activities will use this Technical Report as a reference.



# Adventure tourism — Leaders — Personnel competence

## 1 Scope

This Technical Report indicates what the market normally considers as desirable competencies and the related expected results of competencies for adventure tourism activity leaders common to any adventure tourism activity.

This Technical Report does not apply to adventure tourism activity leaders involved in underwater activities for which there are other specific International Standards.

## 2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 2.1

#### **competence**

ability to apply knowledge and skills to achieve *expected results* (2.2)

### 2.2

#### **expected results**

results of performed activities in provision of service

Note 1 to entry: Expected results can refer to an occupation, a *competence* (2.1) or a set of competencies.

### 2.3

#### **adventure tourism activity**

adventure activity for tourism purposes that involves a degree of instruction or leadership and a deliberate accepted element of risk

Note 1 to entry: An accepted element of risk means that the participant has a minimum understanding about the risk involved.

### 2.4

#### **competent person**

someone who has the *competence* (2.1) to perform specific functions

### 2.5

#### **leader**

*competent person* (2.4) who takes responsibility for people, and is able to lead and supervise an assigned activity

### 2.6

#### **participant**

person taking part in the *adventure tourism activity* (2.3) but not a member of the leadership team

Note 1 to entry: A participant might also be referred to as 'client', 'customer' or similar

Note 2 to entry: A leadership team comprises several *leaders* (2.5)

### 2.7

#### **contingency measures**

preventive or corrective action to be adopted in response to an event and a need to depart from the agreed plan of action