ISO/TR 21102:2013-09 (E)

Adventure tourism - Leaders - Personnel competence

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Termsanddefinitions 1

3 Role of the leader 2

4 Expected results 2
4.1 Conformance 2
4.2 Leading groups 2
4.3 Technical abilities 3
4.4 Managing risks 3
4.5 Responding to incidents and emergencies 4
4.6 Behaving professionally and ethically 4

5 Desirable competences 5
5.1 General 5
5.2 Knowledge 5
5.3 Skills 6
5.4 Attitudes or attributes 6

6 Maintenance and improvement of competence 6
6.1 Ongoing professional development 6
6.2 Maintenance of competence 7

Bibliography 8