

ISO 21102:2020 (E)

Adventure tourism — Leaders — Personnel competence

Contents

| | |
|-----|---|
| | Foreword |
| | Introduction |
| 1 | Scope |
| 2 | Normative references |
| 3 | Terms and definitions |
| 4 | Role of the leader |
| 5 | Expected results |
| 5.1 | Compliance |
| 5.2 | Leading groups |
| 5.3 | Technical abilities |
| 5.4 | Managing risks |
| 5.5 | Responding to incidents and emergencies |
| 5.6 | Behaving professionally and ethically |
| 6 | Competencies |
| 6.1 | General |
| 6.2 | Knowledge |
| 6.3 | Skills |
| 6.4 | Attitudes or attributes |
| 7 | Qualifications, maintenance and improvement of competencies |
| 7.1 | Qualifications for leaders |
| 7.2 | Continuing professional development |
| 7.3 | Maintenance of competencies |

Page count: 9