

INTRODUCING OUR GUIDE ACADEMY

**The future storytellers of
Terra Nova Tours**





INTRODUCING OUR IN-HOUSE GUIDE ACADEMY

At Terra Nova Tours, we believe that talent can be discovered anywhere - and with the right support, it can flourish into something extraordinary.

That belief inspired the launch of our In-House Guide Academy in Namibia in 2018: a bold initiative created to identify passionate individuals with no prior tourism experience or special language skills and transform them into confident, multilingual, knowledgeable, and inspiring Tour Guides.

Through an intensive mentorship programme, structured coursework, and immersive language training - including studies at the Goethe-Institut, private lessons, and ongoing conversational practice - our trainees gain the professional skills, cultural understanding, and confidence needed to thrive in the travel industry. What makes the Academy truly special is not only the qualifications earned but the personal journeys behind them.

We are incredibly proud of our very first graduate, Resten, who paved the way with his inspiring success story. Building on that foundation, Andreas, Carmen, and Queen began their training in 2023 as part of our second intake. Chosen from more than 500 applicants, they demonstrated exceptional dedication and resilience, graduating in January 2025. Queen, Andreas, Carmen, Hafeni, Uno and Joree are currently completing their Nature Site Guide NQF Level 2 qualification with FGASA (Field Guides Association of Southern Africa), equipping them to share the wonders of Namibia with travellers from around the world. For each of them, the Academy has been more than a training programme — it has been a life-changing journey and, in their own words, a dream come true.

As our Academy grows, so does our impact. In 2025, we proudly expanded the programme to South Africa, welcoming four new Trainee Guides and three new Trainee Guides in Namibia. Growth and development are central to who we are at Terra Nova, and we remain committed to uplifting, mentoring, and integrating new talent into the heart of our tourism family.





GUIDE ACADEMY ACHIEVEMENTS

Our South African Trainee Guides have already qualified as Tourist Guides for the Western Cape, including extensions to Port Elizabeth and Namaqualand. They have also completed a specialised course focusing on the Cape Wine Industry - adding depth and expertise to their guiding portfolios. The SA Guides have added the Mpumalanga province to their guiding portfolio and are currently studying to include Gauteng as their next province. They are also focusing on practising guiding in German in Bo-Kaap during city tours with guests, supported by the group's main tour guide, to cater to both English and German travellers. A heartfelt thank you goes to our experienced local guides who generously share their knowledge through educational and shadow tours, playing a vital role in shaping our trainees' success.

Meanwhile, our Namibian Trainee Guides have begun their FGASA Nature Guide qualification journey - an exciting step in strengthening their nature-based expertise and deepening their understanding of the landscapes and wildlife they interpret.

Across both countries, all trainees are progressing in their German studies as their first foreign language. They completed the A1 level in December 2025 and began the A2 level in January 2026, bringing them ever closer to confidently guiding both English and German-speaking travellers.

The Terra Nova Guide Academy is more than a training programme. It is an investment in people, in dreams, and in the future of sustainable tourism in Southern Africa. It represents opportunity, empowerment, and the belief that with passion and dedication, extraordinary journeys can begin anywhere.





MEET OUR GUIDE ACADEMY MANAGER



KATHARINA MAIER **GUIDE TRAINING MANAGER**

My name is Katharina Maier, and as the Academy Manager, I oversee, support, and lead a dedicated team of aspiring guides. The first year of our two-year training program is focused on establishing a solid foundation in the German language, guided training, and targeted skills development. In the second year, we emphasise the practical application of the knowledge gained. Through conversation exercises, excursions, and practical tours, our trainee guides acquire valuable experience to prepare them for welcoming future guests to Namibia and South Africa.

MEET OUR TRAINEE GUIDES

THE FUTURE STORYTELLERS OF TERRA NOVA TOURS

SOUTH AFRICA

FAIZEL NEWMAN

My name is Faizel Newman, and I am a tour guide with a passion for history and culture. I enjoy working with people and guiding visitors from various countries. At the Guide Academy, I am learning German step by step to enhance my work skills. The Academy is transforming my life by providing me with new skills and boosting my confidence. The German lessons are helping me communicate more effectively, and I take pride in my progress. The Guide Academy is enabling me to build a better future in tourism.





SOUTH AFRICA



AYANDA HOYI

My name is Ayanda, a proud mother of three beautiful daughters. Currently, I am a trainee guide at Terra Nova, and I am grateful for this opportunity. Through the Guide Academy, I am learning German, building my confidence, improving my public speaking skills, and gaining a deeper understanding of South Africa's provinces and history. These experiences are positively shaping my career and my life.

NELSON GQWETHA

My name is Nelson Lwazi Gqwetha, and I am a tourist guide at Terra Nova. I come from the rural Eastern Cape, an area rich in nature and culture, but with few job opportunities. For over 32 years, I have been living in Langa Township, Cape Town. My goal is to show visitors the true essence of Mzansi - honestly and authentically. The Guide Academy has transformed my professional life. I encourage young Black South Africans to participate in language programs in tourism to help combat unemployment and strengthen our communities!



NATHAN BROOKES

My name is Nathan Brookes, and I value the dynamic, people-oriented nature of tourism. Throughout my time in the industry, I have gained valuable experience and take pride in being part of the Guide Academy, where I can enhance my skills and professional knowledge. My interest in the German language began early, inspired by my mother, and has evolved into a lasting passion. I am fully committed to maintaining high standards, working hard, and pursuing long-term growth. I also place a high value on teamwork, adaptability, and clear communication.





NAMIBIA



RESTEN ARIBEB

My name is Resten Aribeb, and I am a professional national tour guide based in Otjiwarongo, Namibia. I am recognised for my extensive knowledge of the country's diverse landscapes and cultures. My interests include travel and exploration. I have received training from both NATH and NTA Namibia, and I have been working with Terra Nova Tours since 2018. I specialise in leading tours for groups of various sizes across Namibia, Botswana, and Zimbabwe. The Guide Academy provided a life-changing experience, during which I gained valuable knowledge and skills as a professional tour guide.

ANDREAS LWIINGA

My name is Andreas Lwiinga, a German-speaking tour guide who truly loves sharing my country, its people, and its stories. The Guide Academy has played a major role in my personal and professional growth, giving me confidence, knowledge, and direction in my career. Through the academy, guiding has become more than a job for me – it has changed my life and continues to open new opportunities for my future.



CARMEN IMBILI

I am Carmen Imbili, an energetic and dedicated tour guide based in Windhoek, Namibia. I am passionate about tourism, culture, and creating memorable experiences for my guests. I communicate confidently in English and German, having learned my German language skills through the Guide Academy. The training has expanded my career opportunities and allows me to connect with German-speaking visitors while showcasing Namibia's unique landscapes and heritage.



NAMIBIA

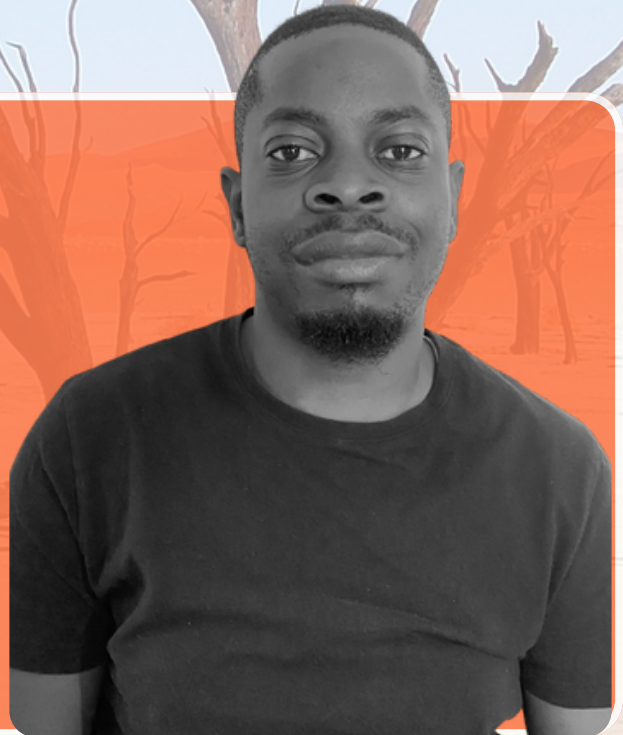


MUKAZAUMUE 'QUEEN' MUTAMBO

My name is Mukazaumue (Queen) Mutambo, and I have always aspired to be a tour guide. I have a deep love and respect for nature, and in honor of my Himba culture, I want to teach others about my heritage, share knowledge about the natural world, and learn about different cultures as well. In just two years, I learned a foreign language from scratch. Today, I am a passionate guide who can connect with guests in their language and bring experiences to life – all thanks to the Guide Academy.

HAFENI KASHAPI

My name is Hafeni Teofelus Kashapi, but you can call me Theo. I am a passionate Namibian tour guide in training and a cultural storyteller. For me, tourism is all about genuine encounters, stories, and emotions. Thanks to a fully funded training program, I have the opportunity to pursue my dream while supporting my family. Raised by a strong single mother, I uphold values such as respect, gratitude, and community. I strive to show visitors the true essence of Africa - warm, vibrant, and authentic.





NAMIBIA



JOREE TJAVARA

My name is Joree Tjavara, and I am an aspiring tour guide in Namibia. Through the Guide Academy, I have developed strong leadership skills, gained self-confidence, and acquired in-depth knowledge about Namibia's culture, history, and nature. The Academy is shaping my professional career by preparing me to provide meaningful, authentic, and responsible guiding experiences. It is also teaching me the language skills needed to engage with German guests in the future. This experience has opened new opportunities for me and strengthened my passion for tourism and lifelong learning.

UNOTJARI MUZUMA

My name is Unotjari Muzuma, and I am a trainee guide from Namibia. I have been shaped by the land, the people, and the stories I've encountered along the way. Guiding allows me to connect with culture, nature, and everyday life while learning through real experiences. Through the Guide Academy, I have the privilege of developing my guiding skills, enhancing my storytelling abilities, and learning German, which has improved my communication with guests. The Academy continues to support my journey as a professional guide.

