

NELSON MANDELA UNIVERSITY - WORK INTEGRATED LEARNING



Nelson Mandela University offers Tourism Management (<https://www.mandela.ac.za/Study-at-Mandela/Discovery/Qualification-details?appqual=TG&qual=4647&faculty=1400&ot=C7&cid=501>) and we so enjoy having the young enthusiastic students work and train with us.

Third Year Tourism Management students have to complete the Work Integrated Learning (WIL) module, known as TWI2001. (Previously referred to as Experiential Learning, but the name has changed to keep abreast with development in Vocational Education). For the WIL module, each student is expected to complete at least 8 hours during the first semester.

2023

To introduce you to our 2023 NMU WIL interns, Zusiphe & Hishaam



I am Zusiphe Ngalonkulu, I am from Mount Frere a student at Nelson Mandela University currently doing my final year in Diploma Tourism Management extended. I am doing my work integrated learning with Raggy Charters. I am learning how to understand and deal with different groups of people and how to communicate with them thus improving my communication skills.

I have learnt that there is much marine wildlife. I didn't know that there are different types of dolphins, I thought they are all the same, but I have learnt that there are Indo-pacific bottlenose dolphins, long-beaked common dolphins and Indo-pacific humpback dolphins. And it's very exciting to see them. And it's not just dolphins but the many whales, endangered African Penguins, Cape fur seals and many pelagic birds.

I would say I have meet people who have such a good heart, I am enjoying learning everything through their love and support not to mention how they are helping me. To mention them: Jake, Purity, Keith, and Thembi, I thank them all for introducing me to the marine wildlife and am more thankful to be working with Raggy Charters team I am learning so much.



Hello all Raggy Charters Supporters. My name is Hishaam Langson and I'm fr the beautiful city, Port Elizabeth. Where do I begin? My story with Raggy start with me going on a cruise with them. I grew very fond of what Raggy taught m that day of the cruise, I learnt a bit about the Marine life that made me very inquisitive and made me want to know more, who would've thought a year late be a part of their very special crew.

Here's a bit on my background : I matriculated at a government funded school never in my wildest dreams could I picture myself getting this opportunity to be involved with one of the most intriguing marine life and tourism companies, I consider myself truly blessed when I think about this opportunity. Coming from background where marine life was never even a topic of discussion or going o boat was merely just a dream, joining Raggy Charters made this possible for r Yes, it took me 21 years of living in Port Elizabeth only to find the pure beauty lies on my doorstep. With that, I would like to say it wasn't easy to get here bu hard work and dedication you can achieve anything you put your mind to.

I'm currently a 3rd Year student at Nelson Mandela University and my hobbies include going on hikes, photography and I can't forget, cars!

Last but not least, my time with Raggy Charters while completing my WIL has one of the most joyous times I've experienced in my life. It all came naturally, t process of being a part of their crew and learning every day has been very motivating for what my future holds.



Zusiphe showing guests pictures and information on the marine life from our educational posters kept on board

Meeting people from different backgrounds, from different countries (when I see different countries I mean many countries) and cultures, it all makes you realize what a precious country we live in. While working with all guests I was able to research more about animals and also learnt a lot about the marine life from the crew. I'd like to end off with this, it doesn't matter where you come from but it matters where you go! So to all who think their future seems impossible, you can do it.

Thank you Raggy Charters, this has been an experience of a lifetime. As I've said to the crew, Raggy Charters will forever be near my heart, no matter how far I am so grateful to have completed my WIL with Raggy Charters.

2022

We are very happy to have 3 young ladies. Lilitha Tyali, Nosihle Mgbu and Unathi Msupu join us for the **first intake for 2022**.



Lilitha, Thembisa (WESSA

Jake and Purity with Nosi and Unathi on interview day

(<https://www.raggycharters.co.za/page/wessa>) Steward), Nosihle and Unathi

Each student has written a brief note about how their time with Raggy Charters is going:



I am Lilitha Tyali, a student from Nelson Mandela University. I am currently pursuing my national diploma in Tourism Management. I am doing an experiential learning with Raggy Charters, which is introducing me to the marine wildlife. It has been 3 months now, and I am getting the best experience in my life. I am having the best time with Raggy Charters.

Nothing quite like seeing whales, dolphins, penguins and other birds frolicking in their natural habitat. I am impressed with the conservation work that the company is doing. Raggy Charters is very conservation conscious and sets an example that many others should follow. Thoroughly, I am enjoying the experience of being in that environment.

Lloyd, Jake, Purity are absolutely fantastic, they are so friendly and nice, they really make everyone feel like they want to make the day as good as possible. They are incredibly knowledgeable and aim to make every cruise an educational experience. They do such a great job at inspiring people to make a difference as well as educating people with their knowledge and passion about marine life. Each and every time I spend my time with them, they make sure that I learn something. Trips are so much fun and educational at the same time.

By doing an experiential learning with Raggy Charters educates me about the marine environment and the need to conserve it. I am learning so much about marine wildlife. It also gives me an opportunity to interact with people from different countries, to meet and mingle with people from a great variety of cultural backgrounds. I am so fortunate to have the opportunity to do an experiential learning with Raggy Charters.





My name is Nosihle Mgbu from Bizana. First I would like to thank Raggy Charters and the team for granting me the opportunity to do my 6 months training with them really appreciate it and loving it there on the Marine.

Personally, I would say my experience is quite good so far because it gave me an opportunity to get used to doing public speaking which was very challenging as I was very shy, but now I'm proud to say everyday, it gets better and better. Articulation must be good when addressing something to the guests such as the Safety Briefing. However, as Marine guide or Tour guide I have learnt that first thing we have to do is make our guests feel comfortable by being approachable and friendly. Chatting with them makes the trip nice and enjoyable. We have to give them the chance to ask us questions in that way we are learning, especially about the species that we encounter every day on our trips and as an intern I need to also pay attention when my Supervisor is telling the guests about each species. I also have learnt that I have to show dedication in what I am doing, I have to be eager to learn and be active.

Coming to Raggy Charters I would say is a great beginning for me because it has given me the opportunity to meet people from different countries, it has always been my wish to meet people from different places and I would still love to travel and see other places when the opportunity comes. Working with Raggy Charters and with the groups is amazing, their staff are very nice people, anyone would love to work with them because working with them is easy meaning that they are approachable.

To sum all up. I can say communication is key when dealing with guests and make sure that you deliver what they asked for in order to fulfil their expectations and more.



I am Unathi Msupu. I will be turning 23 in July, and I am from Port St. Johns.

Being with Raggy Charters has been an exciting experience. I am loving it. It's more fun for me because, one, it was my first time on a boat and two, it was my first time seeing all the marine animals we've been seeing.

I have learnt so much within this short period of time, and I am still learning. I mean, I knew there was a dolphin, whale, penguin and all the other animals that we come across but what I didn't know prior to being with Raggy Charters is that there are different kinds of each animal. Like Dolphins, there are Indo-Pacific, Common Dolphin and Humpback Dolphins. There are different kinds of whales, penguins and each marine animal. I got to know about all that now. There are many other marine animals I haven't seen yet, but we are reading and learning about them.

It is super exciting when you read about an animal and then you see it, to put the picture behind what you've read about.

I am honestly, genuinely enjoying my training so far. I hope to enjoy it for the duration of my training. Everyone is nice. Purity and Jake made us so comfortable and are always willing to educate us. Because we obviously don't know everything during trips we ask them questions as well and they tell us without making us feel like maybe we're dumb. Everyone is really nice, they make the experience more fun and I am always looking forward to work.

Second Intake for 2022: we have Sesona Bavuma and Siviwe Sikrweqe



My name is Sesonasipho Bavuma, but you can call me Sesona. I am born and bred in Port Elizabeth, mostly known as the friendly and windy city. I'm a very optimistic person that focuses mainly on things that make me happy and strongly brings peace in and to my life. I enjoy swimming, jogging and hiking. I am a third year student at Nelson Mandela University studying Diploma in Tourism Management. A career I am fully and genuinely excited for. Being at Raggy Charters has expanded my love for sea and water in general, it has been a wonderful experience thus far. It's friendly and loving employees have made my mornings so pleasing and easy. I've learnt a lot regarding the boats and the different type of sea animals. The trips are also very refreshing, meeting new people from different countries is indeed a lifetime experience. I honestly cannot wait to explore more with Raggy Charters.



My name is Siviwe and I am currently doing my in-service training as part of my NMU Tourism Management Course. I believe I am ready to explore the tourism field as a third-year student. I try to deliver high quality work consistently, am dedicated and confident about the skills obtained in my experience. I am highly organized and would value the opportunity to work with Raggy Charters to enhance my knowledge. Working with Raggy Charters is eye opening as you get to learn a lot about the marine life species in the ocean and the boats. Sight seeing whales, dolphins, penguins and the many pelagic birds is an adventure in itself. I am learning to work with guests from over the world and to proudly showcase Algoa Bay.

When there are no cruises there is always plenty to do. If not on the boats then on one of our many projects (<https://www.raggycharters.co.za/page/tree-planting>) currently running. Jake, Thembisa, Unathi, Lilitha and Nosihle went into the bush and did some alien thicket clearing, part of our Coastal Thicket Restoration Project. Some back-breaking work but all done with smiles and good intentions for conservation.



There is much work that goes unseen - the behind the scenes preparation that is on going and keeps all very busy: cleaning boats before every cruise, assisting Jake with engine services, learning safety briefings, preparing educational material, making chum etc, the list goes on... but all done with enthusiasm and smiles! Thank you



21 & 22 June: Nosi and Amoré (currently studying Marine Science through Two Oceans Aquarium) attended the Siyaloba Training Academy (<https://www.facebook.com/Siyaloba-Training-Academy-513334285374629>) Pre-Sea Course. Here they learn the basic safety at sea and emergency procedures. The learners complete a practical life raft drill for this SAMSA certificate.



Would you like to VOLUNTEER
(<https://www.raggycharters.co.za/page/the-baywatch-project/>)!

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YOUTUBE
(<https://www.youtube.com/channel/UCx22Ji>)

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