



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This occupation-based accredited short programme is Unit Standard aligned and aimed at individuals working in the hospitality and tourism sector.

It is an intensive programme with a strong focus on Quality Management within grading systems and the importance of quality in grading systems locally and internationally.

It covers, in detail, the tourism industry, trends and governance in tourism, organisational protocols and Codes of Conduct, different grading systems and how they work, grading system categories and levels, minimum requirements and the grading process.

Target Audience

This short programme is aimed at individuals currently involved in or planning to be involved in the grading of establishments using a recognised grading system.

Entry Requirements

- Competence in Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.
- Computer Literacy at NQF Level 4.
- Workplace experience in the Hospitality & Tourism industry, preferably at a management level.

Additional Requirements

- Access to grading processes, policies and environment.
- Be based in a grading organisation.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

Hospitality & Tourism

Grade An Establishment

CATHSSETA Statement of Results

US ID:	11317
NQF Level:	5
Credits:	20

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Grade An Establishment, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the short programme, you will be able to:

- Understand Quality Systems and types of quality systems.
- Describe how grading systems work, types of grading, benefits of grading and how grading systems can be used and misused.
- Discuss the criteria used to grade and assess an establishment.
- Explain the history of the grading scheme you work with and its relevance to policy and global trends, towards responsible and sustainable tourism.
- Describe the benefits of a grading system for establishments.
- Explain grading schemes from other countries and grading systems in Southern Africa, including decals, who runs systems and the type of establishment each system covers.





info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

Course Content

US: Grade An Establishment

Accreditation Body: CATHSSETA

| SAQA ID: 11317 | Learning Programme ID: NA
| NQF Level: 5 | Credits : 20

Module 1: Overview of the Tourism Industry (country specific)

- The South African Tourism Industry
- Trends in tourism
- The governing of tourism
- The structure of the National Department of Tourism
- Tourism parastatals/legislation bodies
- Tourism and hospitality role players

Module 2: Introduction to grading systems (country specific)

- Defining grading systems
- How grading systems work
- Local and international grading systems
- Benefits of grading systems
- Potential abuses within a grading system

Module 3: Quality Management

- The correlation between quality systems and grading systems
- Why standards matter
- Quality Management principles

Module 4: Grading Systems in South Africa (client specific)

- The history of South African grading systems
- Introduction to the client organisation
- Organisation protocols
- Organisation Codes of Conduct

Module 5: Introduction to a grading system (client specific)

- Objective of client grading
- Client grading characteristics
- Grading relevance to South African Policy and global trends
- Grading system in relation to sustainable tourism
- Grading system in relation to responsible tourism

Module 6: Grading Categories and Levels

- Grading categories
- Grouping of categories
- Grading levels
- Statutory regulations

Module 7: The Grading Process (client specific)

- Process identification

Module 8: Minimum Requirements & Grading Criteria (client specific)

- Minimum requirements for grading
- Grading criteria specifics

Our Accredited Organisations



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