

Details of the Revised National TRAVEL Qualifications

Dear Industry Partner

Attached, please find the final matrix for the revised National Qualifications, the Certificate in Travel Services and the Diploma in Travel Services, both pegged at NQF level 5, as well as the new Certificate in General Tourist Services, pegged at NQF level 4.

The need for these qualifications was determined using inputs made from broad consultation with industry and each one's purpose is as follows:

CERTIFICATE IN GENERAL TOURIST SERVICES:

This Certificate in General Tourism is for utilisation by a wide-spread, national audience. Many entrants, potential entrants, and incumbents in the hospitality, travel and tourism areas will be able to make use of this qualification. In the main those currently employed, or intending to become employed, in any area of the travel and tourism arena would be most likely to be attracted to this qualification. It is aimed particularly at front desk agents in any and all public and private tourism organizations. It provides grounding in knowledge of the industry as well as customer service. Besides this, specific occupationally-related skills will be covered in the qualification. Based on the range of elective choices, areas which will be covered include Travel, Vehicle Rental, Foreign Exchange, and Tourism and Travel information and advice centres.

The qualification is predominantly aimed at travel processors, junior vehicle rental agents, foreign exchange clerks/cashiers and people working as information officers in tourism related businesses. As the qualification is at level 4 (the equivalent of a matric in terms of difficulty and complexity), there are a number of compulsory unit standards that must be included in line with SAQA rules and regulations. Those completing this qualification are required to complete all fundamental and core unit standards and learners should be assisted to select those electives that best fit their chosen stream/job.

National Qualifications at both Certificate and Diploma level are available for those operating at higher levels (NQF5)

CERTIFICATE IN TRAVEL SERVICES:

This Certificate in Travel Services is for utilisation by a wide-spread, national audience. Potential entrants and incumbents operating in the travel and tourism sector will be able to make use of this qualification. In the main those currently employed, or intending to become employed, in the Travel Services arena would be most likely to be attracted to this qualification. It is aimed particularly at a range of learners wishing to operate as consultants in the travel sector, who may later want to progress to the Diploma in Travel Services.

The qualification is aimed at junior travel consultants or junior airline reservations agents. Those completing this qualification are required to complete all fundamental and core unit standards and learners should be assisted to select unit standards amounting to no less than 10 credits from the electives provided.

DIPLOMA IN TRAVEL SERVICES:

This Diploma in Travel Services is for utilisation by a wide-spread, national audience. Potential entrants and incumbents operating in the travel and tourism sector will be able to make use of this qualification. In the main those currently employed, or intending to become employed, in the Travel

Services arena would be most likely to be attracted to this qualification. It is aimed particularly at a range of learners wishing to operate as consultants in the travel sector.

The qualification is aimed at intermediate/senior travel consultants, intermediate /senior inbound and outbound wholesale consultants, intermediate/senior airline reservations agents, intermediate/senior vehicle rental agents and those people who are earmarked for supervisory and/or management progression. Those completing this qualification are required to complete all fundamental and core unit standards and learners should be assisted to select those electives that best fit their chosen stream/job with a credit value of no less than 96. This selection should include all elective unit standards (except in the case of Inbound) named in each stream/job, with the remaining unit standards selected from the “generic” column.

On behalf of the working group, may I extend our thanks to all stakeholders who made inputs, without which, the development of this qualification would not have been possible.

Kind regards

Carol-Anne Cairns

for and on behalf of the Travel and Tourism SGB Working Group

December 2005