



OCCUPATIONAL CERTIFICATE

TOURIST INFORMATION OFFICER

NQF Level 5

The purpose of this qualification is to prepare a learner to operate as a Tourist Information Officer. The learner will be equipped with the necessary skills and knowledge to work in a visitor information centre in popular tourist destinations throughout South Africa.

Learners will assist with matters such as booking accommodation, arranging local tours, recommending restaurants and popular entertainment activities, as well as providing travel, hospitality and accommodation information to tourists. Distributing correct brochures, the selling of souvenirs and preparing displays for the centre are also included.

They will further be able to promote and develop local tourism, assess tourist opportunities for local communities, have good organizational skills combined with computer and administrative skills (to make online reservations and also use a Central Reservation System), perform research and advise clients on specific domestic travel requests, and compile an itinerary according to a set budget.

The Travel and Tourism industry in South Africa is a growing industry that needs to provide the relevant skills and competencies to address the continuous growth in the tourism market. The growth in the industry is, amongst others, resultant from South Africa's involvement in international business, conferencing, sports and other events as well as national and international accessing of South Africa as a tourism destination of choice, in particular for exposure to and experiencing its rich and diverse natural and cultural resources.

The content of this qualification lays a foundation for learning and career progression that will enable the learner to enter other related qualifications such as Travel Consultant, or grow towards more senior/managerial positions within the travel industry, or develop entrepreneurial skills.

PROGRAMME OUTLINE

SAQA ID	101865
KNOWLEDGE MODULES	108 Credits
PRACTICAL MODULES	151 Credits
WORKPLACE MODULES	290 Credits
DURATION	1 year 6 months

ENTRY REQUIREMENTS

NQF L 4; Competence in communication
ABET Level 4 with literacy and numeracy and 3 years experience in the furniture-making industry.