

# **APPENDICES**

# **APPENDIX A**

## **Study Work Flow**



**(2) Steering Committee**

## Members of DEAT

Mr. Patrick MATLOU	Deputy Director General Department
Mr. Moeketsi MOSOLA	Chief Director, Tourism Development (until July 2001)
Mr. Sugen PILLAY	Director Tourism Research and Development
Mr. Baldwin NETSHIFHEFHE	Assistant Director Tourism Research and Development
Mr. Mike NKOSI	Assistant Director Tourism Research and Development
Ms. Kgomotso MOKGOKO	Deputy Director, Tourism Communication
Ms. Philla MAGWUGZA	Senior Administration Officer, Tourism and Research

## Members of South African Tourism

Ms. Didi MOYLE	Special Advisor: Communication Office of the Minister
Mr. Peter MKHUCHANE	Manager, Marketing Service (until August 2001)

## Members of Related Organizations and Private Sector

Mr. Sibusiso MDLALOSE	Airport Company of South Africa
Mr. Erin HEATH	University of Pretoria
Mr. James SYMORE	Tourism Kwazule Natal
Mr. Kamil KARRIM	Southern Sun International
Mr. Sechaba NKOMO	Statistic South Africa
Mr. G.Z. LANGA	Human Science Research Council (HSRC) (until August 2001)
Mr. J. STRUWIG	Human Science Research Council (HSRC) (until August 2001)
Ms. S'bonisile ZAMA	Human Science Research Council (HSRC) (until August 2001)
Mr. Stephen RULE	Human Science Research Council (HSRC) (until August 2001)
Mr. Mike FALBRICIUS	Western Cape Tourism Board (until August 2001)
Mr. M. SAAYMOR	Potch University (until August 2001)
Mr. Lindisizwe MAGI	CRT University Zululand (from February 2002)
Ms. Tasniem PATEL	Gauteng Tourism Authority (from February 2002)
Ms. Lisa GORDON-DAVIS	South African Tourism Institute (from February 2002)
Mr. Eddy RUSSELL	United Nations Development Programme (UNDP) (from February 2002)

**(3) Study Team**

## Members of Study Team

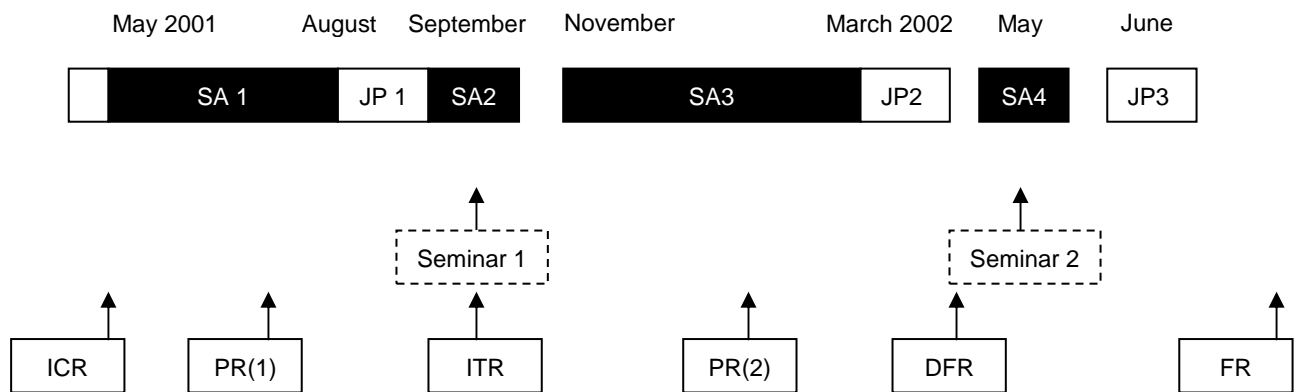
Mr. Yuichiro MOTOMURA	Team Leader / Tourism Promotion Plan:
Mr. Susumu ISHIZAKI	Tourism Promotion/Marketing: Tourism Resource Evaluation:
Mr. Kiyooki TAKAKUWA	Market Survey/Demand Projection /Market Development:
Mr. Masaki SATO	Tourism Administration:
Ms. Christelle GROHMANN	Institution / Human Resource Development:
Ms. Jilian SAUNDARS	Tourism Resource Assessment /Tourism Product Development:
Ms. Nami TANAKA	Social Impact Analysis:
Mr. Yasunori NAGASE	Tourism Facilities /Infrastructure:
Mr. Osamu ISODA	Environmental Impact Assessment:
Mr. Kenji KIMURA	Deputy Team Leader Economic and Financial Analysis/ Investment Planning:
Mr. Kikuo DAIKUHARA	Tourism
Mr. Chris ROSE	Coordinator:

## STUDY SCHEDULE

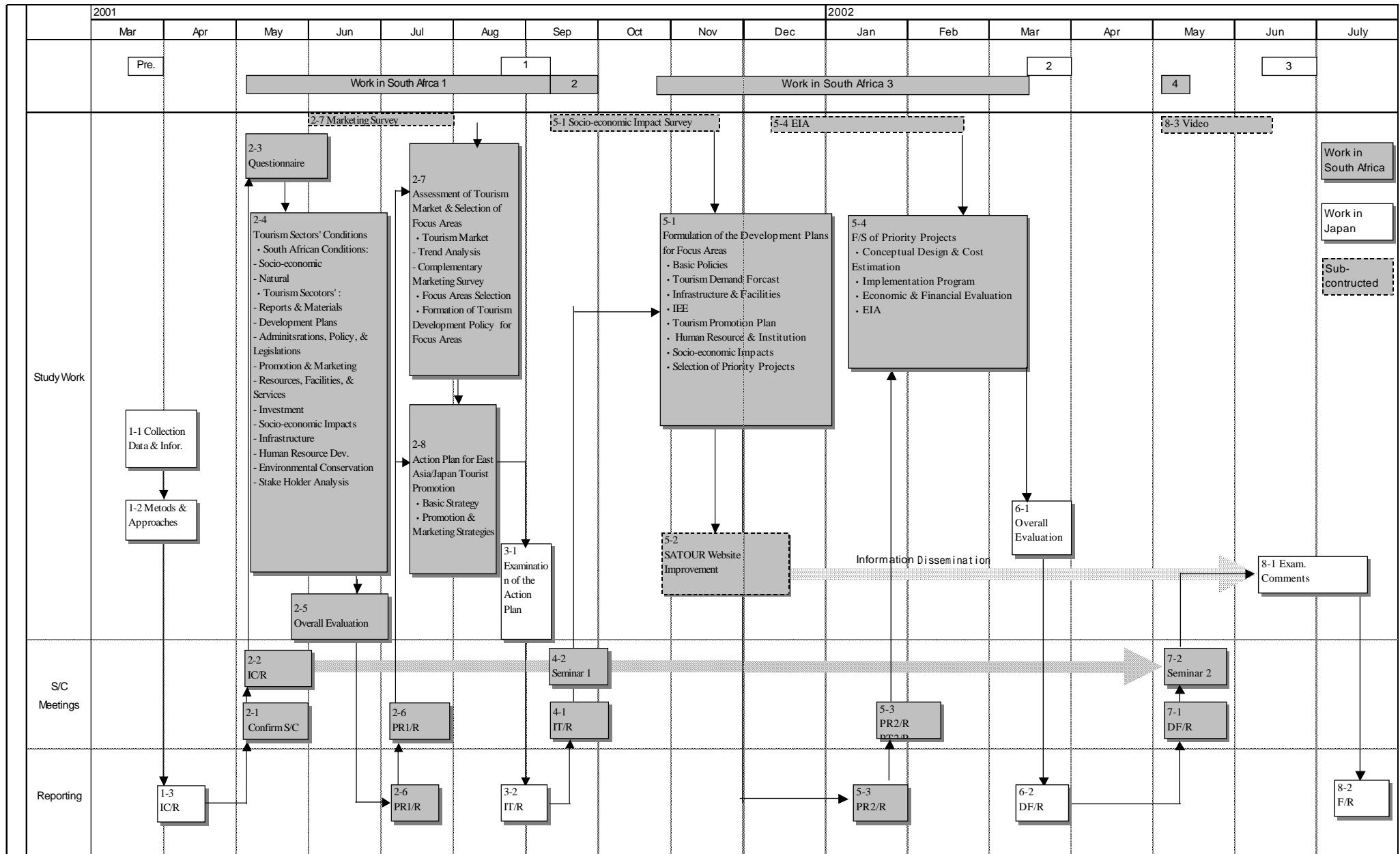
The total length of the Study was about 15 months. The "Work in South Africa 1" started in the beginning of May 2001 and lasted for 3.5 months. The "Work in South Africa 2" started in September until the end of the month. The "Work in South Africa 3" was from beginning of November and lasted for 4.5 months. The "Work in South Africa 4" will be in May 2002, then, the Draft final Report will be presented. The Final report will be submitted by the end of July 2002.

Two seminars were scheduled during the Study period in South Africa. The first seminar held on 20 September 2001. The second seminar held on 21 May 2002.

Figure A11.2.1 Study Schedule



Source: JICA Study Team

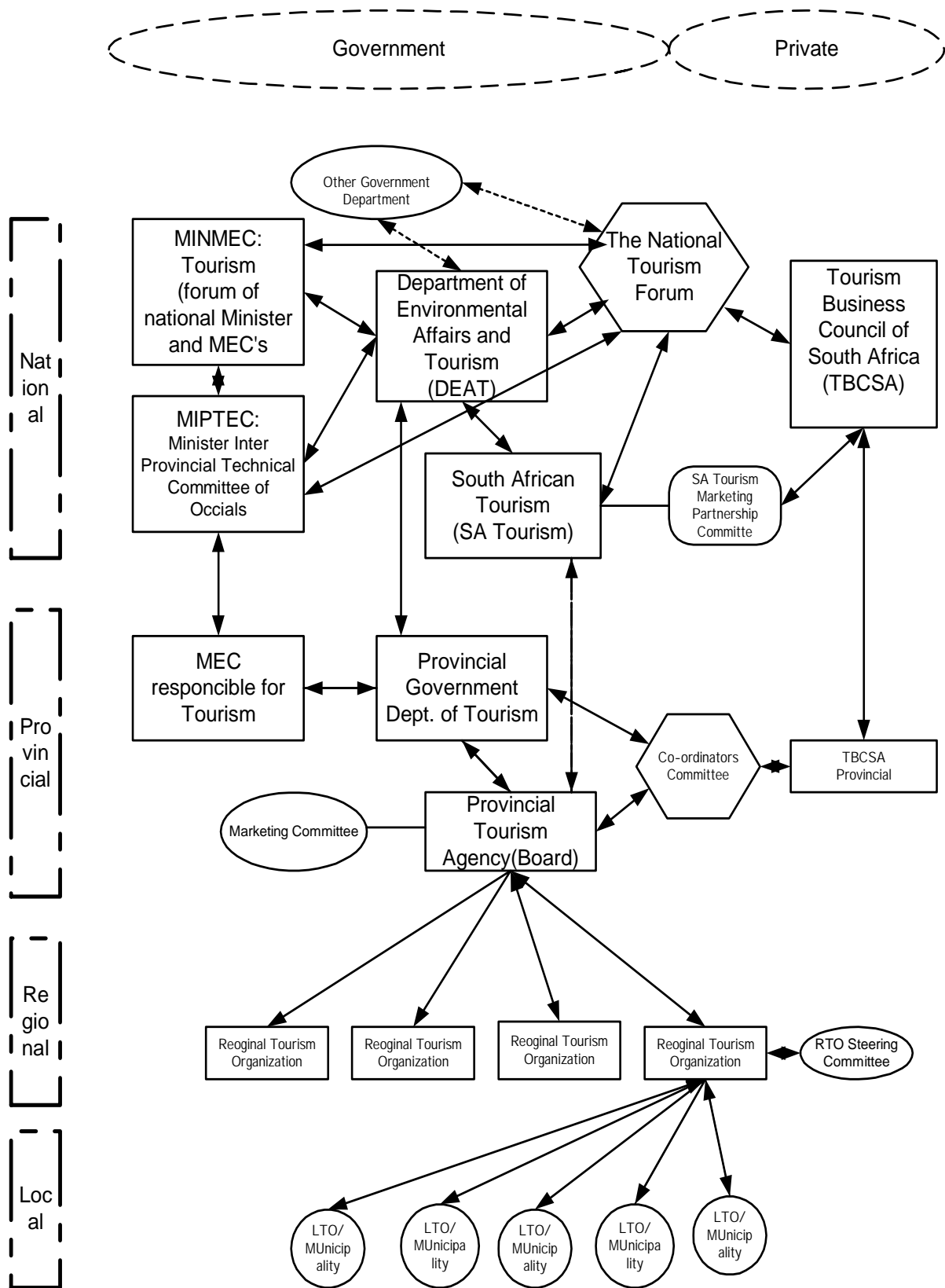


# **APPENDIX B**

## **Tourism Institutional Framework**



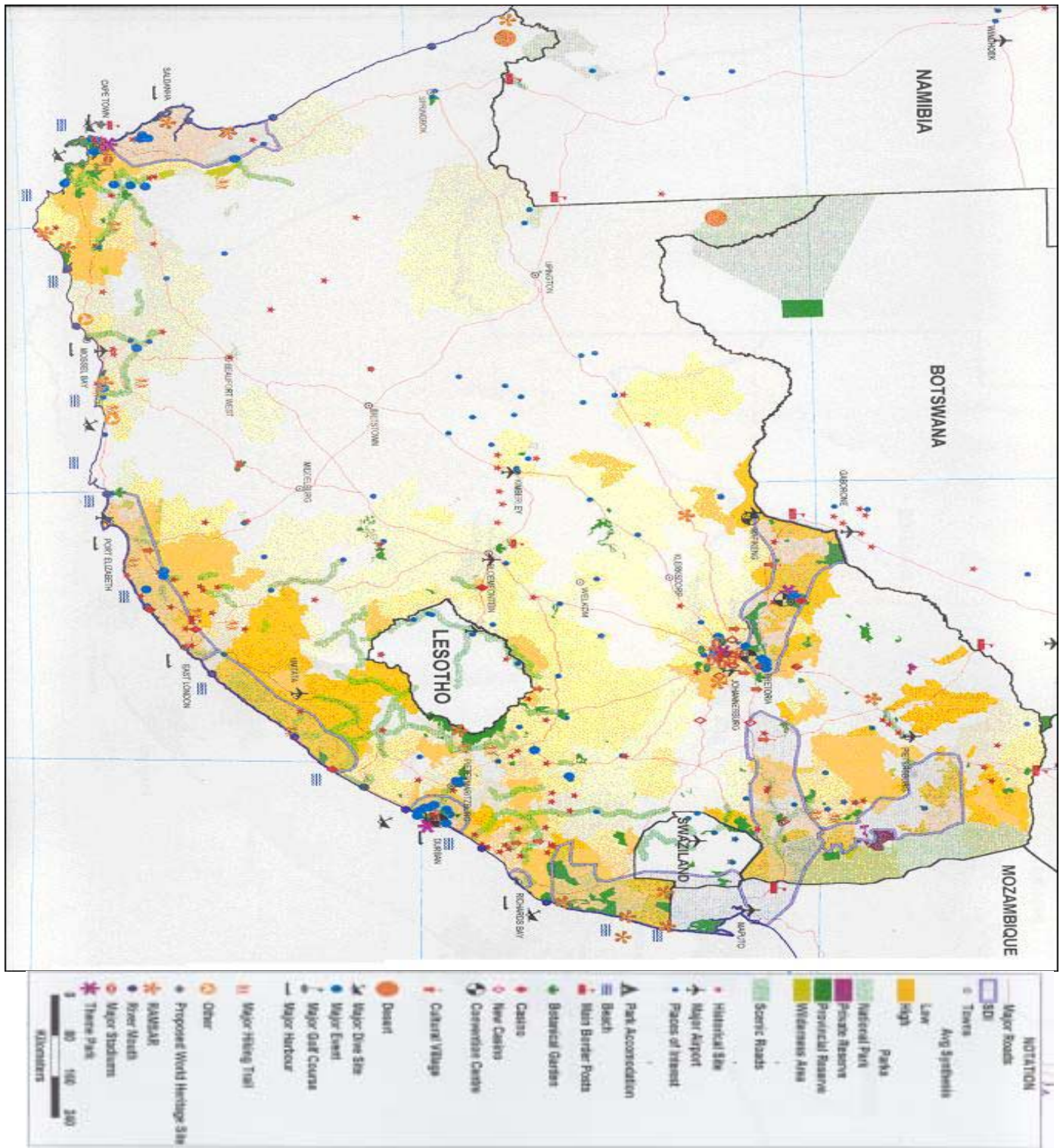
### TOURISM INSTITUTIONAL FRAMEWORK



# **APPENDIX C**

## **Map of Tourism Resources**

## KPMG INFRASTRUCTURE STUDY – MAP OF TOURISM RESOURCES



Source: DEAT & KPMG

# **APPENDIX D**

## **South African Marketed Tourism Resources**

TOURISM RESOURCES BY TYPE & MAJOR CATEGORY	Western Cape					Northern Province					North West Province					Mpumalanga					Northern									
	Heritage	Wildlife	Coastal	Historical	Other	Heritage	Wildlife	Coastal	Historical	Other	Heritage	Wildlife	Coastal	Historical	Other	Heritage	Wildlife	Coastal	Historical	Other	Heritage	Wildlife	Coastal	Historical	Other					
Game Reserves																														
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TOURISM RESOURCES BY TYPE & MAJOR CATEGORY:	<b>MATRIX 2 - SOUTH AFRICAN MARKETED TOURISM RESOURCES (SUMMARY)</b>									
	KWAZULU- NATAL	GAUTENG	FREE STATE	EASTERN CAPE	NORTERN CAPE	NORTHERN PROVINCE	NORTH WEST	WESTERN CAPE	MPUMALANGA	TOTAL SOUTH AFRICA
Game/Wildlife	27	7	13	18	4	48	6	10	32	165
Nature Attractions - Fauna & Flora	83	64	54	62	27	36	20	135	44	525
Nature Attractions - Scenic	48	4	6	26	14	17	4	23	25	167
Adventure	133	35	32	112	22	33	36	134	87	624
Water - Sea Attractions	86	0	0	57	0	0	0	29	0	172
Water - Inland Dams/Rivers Attractions	28	26	43	26	8	31	11	39	40	252
Historical/Museum	80	117	83	73	51	39	49	86	33	611
Cultural	14	6	1	3	0	3	8	5	7	47
Arts/Crafts	16	15	16	9	7	8	4	5	11	91
Shopping Attractions	9	5	1	3	0	0	0	7	0	25
Beaches	30	0	0	28	0	0	0	16	0	74
Entertainment	3	19	0	3	2	0	2	8	3	40
Special Interest Attractions	2	2	0	1	2	4	0	5	6	22
Golfing	7	2	1	1	0	0	2	2	1	16
Health	1	0	0	1	0	2	1	3	0	8
Wine, Drink & Food Attractions	0	1	3	11	6	3	3	260	0	287
Natural/Cultural Heritage	10	8	35	8	18	8	6	4	0	97
<b>TOTAL</b>	1144	614	541	876	304	456	298	1538	578	6349
	18%	10%	9%	14%	5%	7%	5%	24%	9%	100%

# **APPENDIX E**

## **Tourism Employment**



## TOURISM EMPLOYMENT

### TABLES

1. Hospitality – Occupational Categories & Estimated Employee Numbers, 2000
2. Travel & Tourism Services – Occupational Categories & Estimated Employee Numbers, 2000
3. Hospitality – Management by Gender and Race
4. Travel and Tourism Services – Management by Gender and Race
5. Hospitality – Employment by Gender and Race
6. Travel and Tourism Services – Employment by Gender and Race
7. Hospitality – Employment by Race
8. Hospitality – Percentage Employed by Gender and Race per Occupational Category
9. Hospitality – Disability and Occupational Category
10. Travel and Tourism Services – Employment by Race
11. Travel and Tourism Services – Percentage Employed by Gender and Race per Occupational Category
12. Hospitality – Employment by Type of Employment
13. Travel and Tourism Services – Employment by Type of Employment
14. Hospitality – Employees with Relevant Qualifications/s
15. Travel and Tourism Services – Employees with Relevant Qualification

Table 1: Hospitality - Occupational Categories &  
Estimated Employee Numbers, 2000

Occupational Category	% Of Total Employees	Estimated No. Employed 2000
Kitchen Hand	17.5%	83,300
Waiter/Waitress	15.8%	75,400
Maid/Cleaner	9.9%	47,300
Supervisor Manager	8.1%	38,700
Labourer/Gardener	7.0%	33,200
Chef	6.3%	30,000
Bar/Tavern/Shebeen Operator	4.2%	19,900
Chairperson/CEO/MD	4.0%	19,000
Cashier	3.0%	14,100
General Manager	2.9%	13,800
Receptionist	2.3%	11,200
Technician	2.1%	9,900
Housekeeper	2.0%	9,500
Chambermaid	1.8%	8,800
Driver	1.7%	8,300
Bakery/Pastry Chef	1.6%	7,600
Department Manager	1.5%	7,100
Bookkeeper/Administrator	1.4%	6,700
Janitor/Caretaker	0.9%	4,300
Cellar Person/Wine steward	0.8%	4,000
Watchman/Porter/Doorkeeper	0.8%	3,700
Security/Surveillance	0.7%	3,200
Sales and Marketing	0.6%	3,100
Secretary/Typist	0.6%	2,600
Host/Hostess	0.5%	2,300
Scientist	0.4%	1,700
Switchboard Operators	0.3%	1,600
Caterer	0.3%	1,600
Front of House Service	0.2%	1,200
Field Ranger	0.2%	1,200
Accountant	0.2%	700
Nutritionist	0.2%	700
IR/HR Professional	0.1%	500
Messenger	0.1%	400
Craft trainer	0.1%	300
<b>TOTAL</b>		<b>476,700</b>

Table 2: Travel & Tourism Services - Occupational Categories &  
Estimated Employee Numbers, 2000

Occupational Category	% Of Total Employees	Estimated No. Employed 2000
Part-time Assistance with Functions	31.2%	12,000
Supervisor Manager	11.0%	4,200
Travel Consultant/Organiser	9.8%	3,800
Bookkeeper/Administrator	5.3%	2,100
Chairperson/CEO/MD	5.0%	1,900
General Manager	4.9%	1,900
Department Manager	3.9%	1,500
Driver	3.4%	1,300
Tour Guide	3.5%	1,300
Sales and Marketing	3.2%	1,200
Maid/Cleaner	3.2%	1,200
Technician	2.9%	1,100
Accountant	2.1%	800
Receptionist	2.0%	800
Secretary/Typist	1.6%	600
Switchboard Operators	1.5%	600
Cashier	1.0%	400
Security/Surveillance	1.1%	400
Tour Broker	1.0%	400
Public Relations	0.8%	300
IR/HR Professional	0.6%	200
Messenger	0.6%	200
Janitor/Caretaker	0.4%	100
<b>TOTAL</b>		<b>38,600</b>

Table 3: Hospitality - Management by Gender and Race

Managers by Gender and Race	% of Gender	% of Race	% of Managers	% of Total Employees
<b>Male Managers</b>	<b>17%</b>		<b>55%</b>	<b>8%</b>
Black Managers	11%	4%	19%	3%
White Managers	6%	19%	35%	5%
<b>Female Managers</b>	<b>13%</b>		<b>45%</b>	<b>7%</b>
Black Managers	4%	3%	12%	2%
White Managers	9%	18%	33%	5%
			<b>% Managers to Total Employees</b>	<b>15%</b>

Table 4: Travel and Tourism Services - Management by Gender and Race

Managers by Gender and Race	% of Gender	% of Race	% of Managers	% of Total Employees
<b>Male Managers</b>	<b>17%</b>		<b>54%</b>	<b>8%</b>
Black Managers	4%	4%	13%	2%
White Managers	13%	11%	41%	6%
<b>Female Managers</b>	<b>13%</b>		<b>46%</b>	<b>7%</b>
Black Managers	6%	7%	20%	3%
White Managers	7%	7%	26%	4%
<b>% Managers to Total Employees</b>				<b>15%</b>

Table 5: Hospitality - Employment by Gender and Race

Gender/Race	% of Total Employees
<b>Females</b>	<b>53%</b>
White Females	16%
Black Females	37%
<b>Males</b>	<b>47%</b>
White Males	12%
Black Males	35%

Table 6: Travel and Tourism Services - Employment by Gender and Race

Gender/Race	% of Total Employees
<b>Females</b>	<b>54%</b>
White females	34%
Black females	19%
<b>Males</b>	<b>46%</b>
White males	20%
Black males	26%

Table 7: Hospitality - Employment by Race

Type of Employment by Race	% of Total Employees
<b>Black Employees</b>	<b>72%</b>
Male	35%
Female	37%
<b>White Employees</b>	<b>28%</b>
Male	12%
Female	16%

Table 8: Hospitality – Percentage Employed by Gender and Race  
per Occupational Category

Occupational Category	Female		Male	
	Black (%)	White (%)	Black (%)	White (%)
Chairperson/CEO/MD	1%	38%	5%	56%
General Manager	2%	43%	8%	47%
Department Manager	15%	55%	12%	18%
Supervisor Manager	19%	22%	30%	29%
Accountant	0%	25%	13%	63%
Bookkeeper/Administrator	22%	51%	23%	4%
IR/HR Professional	40%	0%	20%	40%
Technician	6%	1%	83%	9%
Secretary/Typist	14%	86%	0%	0%
Cashier	52%	16%	26%	6%
Receptionist	24%	63%	10%	3%
Switchboard Operators	11%	17%	72%	0%
Security/Surveillance	0%	0%	91%	9%
Sales and Marketing	21%	59%	9%	12%
Driver	8%	0%	87%	5%
Messenger	100%	0%	0%	0%
Janitor/Caretaker	2%	0%	96%	2%
Labourer/Gardener	35%	0%	64%	0%
Housekeeper	63%	12%	25%	0%
Chambermaid	87%	0%	13%	0%
Maid/Cleaner	82%	1%	17%	0%
Host/Hostess	52%	36%	0%	12%
Nutritionist	75%	0%	25%	0%
Chef	25%	7%	59%	9%
Bakery/Pastry Chef	32%	6%	54%	8%
Kitchen Hand	65%	1%	32%	2%
Caterer	72%	28%	0%	0%
Waiter/Waitress	20%	31%	33%	16%
Bar/Tavern/Shebeen Operator	6%	14%	51%	29%
Cellar Person/Wine Steward	39%	2%	59%	0%
Watchman/Porter/Doorkeeper	2%	0%	98%	0%
Front of House Service	0%	100%	0%	0%
Scientist	37%	58%	0%	5%
Field Ranger	15%	0%	23%	69%

Table 9: Hospitality - Disability and Occupational Category

Occupational Category	% of Disabled Employees
Porter	21%
Kitchen Assistant	16%
Owner/Director	16%
Barman	11%
Senior Manager	9%
Switchboard Operator	5%
Receptionist	5%
Housekeeper	5%
Labourer	5%
F&B assistant	5%

Table 10: Travel and Tourism Services - Employment by Race

Type of Employment by Race	% of Total Employees
<b>Black Employees</b>	<b>46%</b>
Male	26%
Female	19%
<b>White Employees</b>	<b>54%</b>
Male	20%
Female	34%

**Table 11: Travel and Tourism Services**  
**- Percentage Employed by Gender and Race per Occupational Category**

Occupational Category	Female		Male	
	Black (%)	White (%)	Black (%)	White (%)
Chairperson/CEO/MD	0%	23%	7%	69%
General Manager	6%	30%	8%	56%
Department Manager	18%	34%	23%	26%
Supervisor Manager	16%	11%	9%	63%
Accountant	0%	90%	0%	10%
Bookkeeper/Administrator	32%	63%	0%	5%
IR/HR Professional	0%	64%	0%	36%
Technician	0%	0%	62%	38%
Secretary/Typist	23%	77%	0%	0%
Cashier	37%	16%	47%	0%
Receptionist	43%	57%	0%	0%
Switchboard Operators	34%	62%	0%	3%
Security/Surveillance	0%	0%	100%	0%
Public Relations	33%	53%	0%	13%
Sales and Marketing	38%	12%	3%	43%
Driver	0%	0%	84%	16%
Messenger	42%	0%	58%	0%
Janitor/Caretaker	0%	0%	100%	0%
Tour Broker	68%	32%	0%	0%
Travel Consultant/Organiser	20%	72%	1%	8%
Tour Guide	6%	48%	8%	38%
Maid/Cleaner	70%	2%	28%	0%
Part-time Functions Assistance	19%	32%	49%	0%

**Table 12: Hospitality - Employment by Type of Employment**

Type of Employment	% of Total Employees
Permanent Full-time Employees	84%
Permanent Part-time Employees	9%
Casual Employees	7%

**Table 13: Travel and Tourism Services - Employment by Type of Employment**

Type of Employment	% Of Total Employees
Permanent Full-time Employees	70%
Permanent Part-time Employees	11%
Casual Employees	19%

Table 14: Hospitality - Employees with Relevant Qualification/s

Occupational Category	% Males with Relevant Qualification by Race		% Females with Relevant Qualification by Race	
	Black	White	Black	White
Chairperson/CEO/MD	30%	41%	0%	50%
General Manager	52%	47%	0%	41%
Department Manager	111%	193%	30%	58%
Supervisor Manager	18%	34%	10%	42%
Accountant	100%	120%	-	50%
Bookkeeper/Administrator	76%	0%	25%	60%
IR/HR Professional	100%	0%	100%	-
Technician	24%	50%	-	100%
Secretary/Typist	-	-	100%	44%
Cashier	0%	0%	26%	32%
Receptionist	0%	50%	13%	19%
Switchboard Operators	13%	-	0%	33%
Security/Surveillance	66%	100%	-	-
Sales and Marketing	0%	75%	0%	35%
Driver	0%	0%	0%	-
Messenger	-	-	0%	-
Janitor/Caretaker	0%	0%	0%	-
Labourer/Gardener	1%	0%	0%	-
Housekeeper	0%	-	0%	31%
Chambermaid	0%	-	0%	-
Maid/Cleaner	0%	0%	7%	0%
Host/Hostess	-	-	62%	18%
Nutritionist	100%	-	100%	-
Chef	25%	45%	17%	54%
Bakery/Pastry chef	0%	0%	0%	0%
Kitchen Hand	0%	0%	1%	0%
Caterer	0%	0%	38%	0%
Waiter/Waitress	3%	0%	3%	11%
Bar/Tavern/Shebeen Operator	0%	5%	0%	0%
Cellar Person/Wine Steward	0%	-	0%	0%
Watchman/Porter/Doorkeeper	0%	-	0%	-
Front of House Service	-	-	0%	-
Scientist	-	100%	100%	100%
Field Ranger	0%	11%	0%	-



Table 15: Travel and Tourism Services - Employees with Relevant Qualification/s

Occupational Category	% Males with Relevant Qualification by Race		% Females with Relevant Qualification by Race	
	Black	White	Black	White
Chairperson/CEO/MD	100%	83%	-	109%
General Manager	186%	163%	250%	182%
Department Manager	71%	105%	108%	124%
Supervisor Manager	89%	97%	109%	243%
Accountant	-	100%	-	100%
Bookkeeper/Administrator	-	60%	109%	86%
IR/HR Professional	-	100%	-	86%
Technician	94%	100%	-	-
Secretary/Typist	-	-	143%	96%
Cashier	0%	-	0%	0%
Receptionist	-	-	81%	100%
Switchboard Operators	-	0%	50%	61%
Security/Surveillance	0%	-	-	-
Public Relations	-	0%	100%	100%
Sales and Marketing	100%	50%	96%	122%
Driver	2%	0%	-	-
Messenger	0%	-	0%	-
Janitor/Caretaker	0%	-	-	-
Tour Broker	-	-	69%	117%
Travel Consultant/Organiser	100%	200%	154%	186%
Tour Guide	40%	60%	125%	194%
Maid/Cleaner	0%	-	0%	0%
Part-time Functions Assistance	0%	-	0%	0%

# **APPENDIX F**

## **THETA Action Plan**

## THETA ACTION PLAN

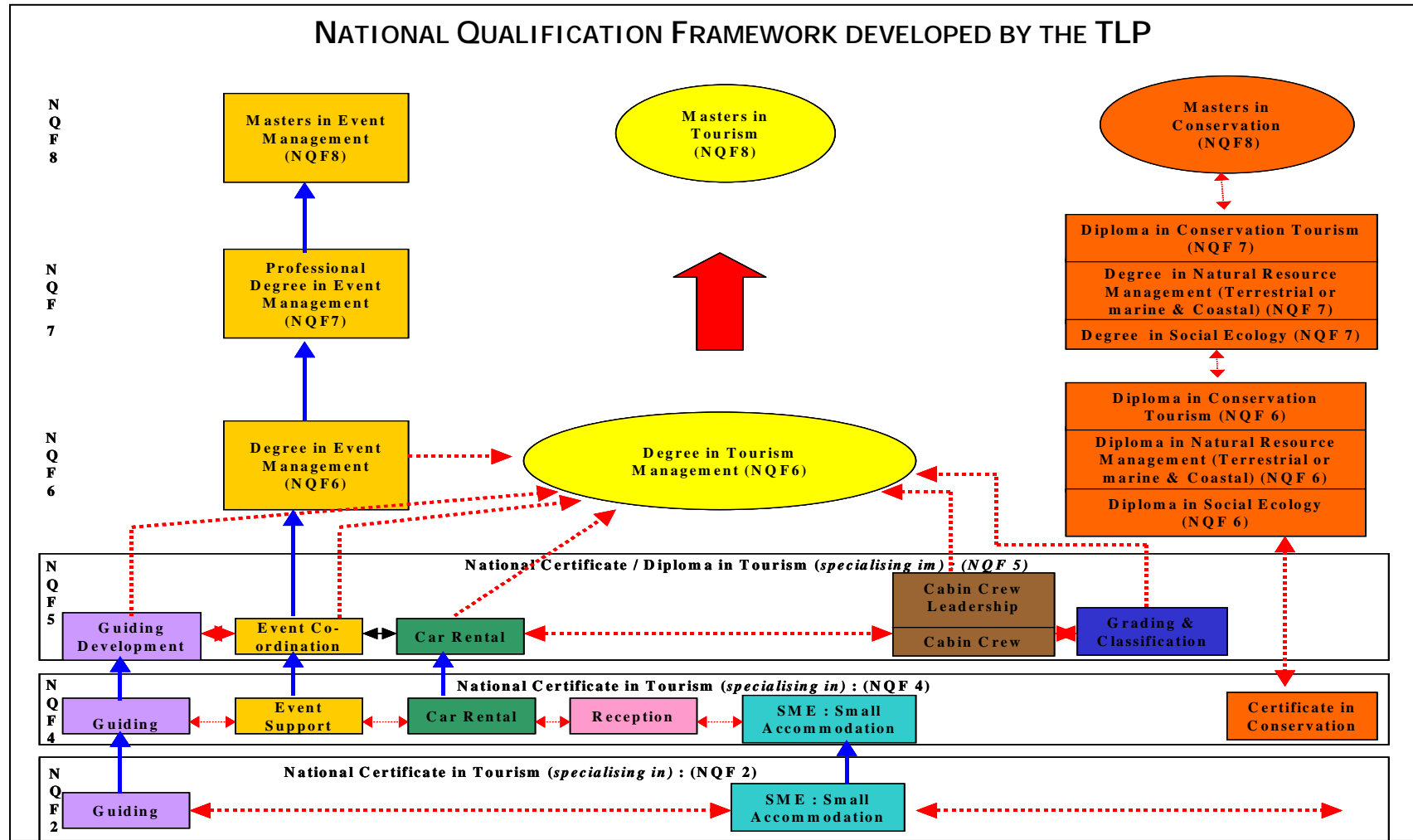
<b>STRATEGY 1</b>	<b>UNIT STANDARDS AND NQ DEVELOPMENT AND REGISTRATION</b>
<b>PRIORITY</b>	High
<b>OBJECTIVES</b>	Develop Unit Standards and National Qualifications for all occupational groupings, sub-sectors and levels not yet covered
<b>ACTIONS</b>	<ul style="list-style-type: none"> <li>&gt; Facilitate SGBs :               <ul style="list-style-type: none"> <li>• Hospitality, Travel, Tourism, Leisure &amp; Gaming</li> <li>• Conservation</li> <li>• Guiding</li> </ul> </li> <li>&gt; Identify occupational categories</li> <li>&gt; Research occupational tasks</li> <li>&gt; Develop Unit Standards</li> <li>&gt; Group Unit Standards into Qualifications</li> <li>&gt; Submit Unit Standards and Qualifications to SAQA for registration</li> </ul>
<b>FINANCING</b>	Tourism Learnership Project
<b>OUTCOMES / PERFORMANCE INDICATORS</b>	<ul style="list-style-type: none"> <li>&gt; SGBs functioning across all sub-sectors</li> <li>&gt; Unit Standards and Qualifications submitted to SAQA – current year               <ul style="list-style-type: none"> <li>• Tourism – Reception (NQF 3)</li> <li>• Tourism – Guiding (NQF 4)</li> <li>• Conservation (NQF 2, NQF 5)</li> <li>• In-flight (NQF 5)</li> <li>• Car rental (NQF 5)</li> <li>• Hospitality (NQF 6)</li> <li>• Event Management (NQF 4)</li> <li>• Sport &amp; Recreation Facility Maintenance (NQF 4)</li> </ul> </li> <li>&gt; Unit Standards and Qualifications submitted to SAQA – future years               <ul style="list-style-type: none"> <li>• All identified occupational groupings, sub-sectors and levels not yet covered</li> </ul> </li> <li>&gt; Unit Standards and NQs registered by SAQA</li> </ul>
<b>TIMELINE</b>	Immediate and ongoing
<b>STRATEGY 2</b>	<b>LEARNERSHIPS</b>
<b>PRIORITY</b>	High
<b>OBJECTIVES</b>	> Implement 15,000 learnerships over the three years beginning January 2001
<b>ACTIONS</b>	<ul style="list-style-type: none"> <li>&gt; Develop models &amp; protocols for implementation of learnerships and learner registration</li> <li>&gt; Develop seven learnership streams for implementation in 2001</li> <li>&gt; Identify and secure agreement of employers to train 5,000 current employees as learners, commencing 2001</li> <li>&gt; Commence implementation of learnerships for new entrants / unemployed</li> </ul>
<b>FINANCING</b>	<ul style="list-style-type: none"> <li>&gt; Tourism Learnership Project</li> <li>&gt; Grants to employers as per levy-and-grants system</li> </ul>
<b>OUTCOMES / PERFORMANCE INDICATORS</b>	<ul style="list-style-type: none"> <li>&gt; Seven learnerships developed for implementation in 2001 :               <ul style="list-style-type: none"> <li>• Reception</li> <li>• Guiding</li> <li>• Tourism Guiding</li> <li>• Conservation</li> <li>• Conservation Management</li> <li>• Special Events – General Assistant</li> <li>• Sport &amp; Recreation Facility Maintenance</li> </ul> </li> <li>&gt; Employers signed up to implement learnerships/training of currently employed</li> <li>&gt; Training of currently employed learners commences progressively in 2001</li> <li>&gt; Employers and new entrant / unemployed learners identified, learning contracts signed, learnerships for new entrants / unemployed commence</li> </ul>
<b>TIMELINE</b>	Immediate and ongoing

<b>STRATEGY 3</b>	<b>LEARNING MATERIALS DEVELOPMENT</b>
<b>PRIORITY</b>	High
<b>OBJECTIVES</b>	Develop learning materials to support training delivery in learnerships and skills programs
<b>ACTIONS</b>	<ul style="list-style-type: none"> <li>&gt; Learning Materials Developers identified, recruited</li> <li>&gt; LMDs workshopped in principles and standards of materials development</li> <li>&gt; LMDs commence action learning by developing materials in accordance with principles and standards</li> <li>&gt; LMD output critically evaluated / amended by experts, piloted by trainer and assessor trainees</li> <li>&gt; Materials are produced for distribution to providers, workplaces and learners</li> </ul>
<b>FINANCING</b>	Tourism Learnership Project
<b>OUTCOMES / PERFORMANCE INDICATORS</b>	<ul style="list-style-type: none"> <li>&gt; LMD workshops conducted August/September, November 2000</li> <li>&gt; LMDs mentored by Victoria University team, August 2000 – March 2001</li> <li>&gt; LMD output piloted by trainer and assessor trainees, November 2000 →</li> <li>&gt; LMD output critically evaluated by Victoria University team, August – December 2000</li> </ul>
<b>TIMELINE</b>	Immediate and ongoing
<b>STRATEGY 4</b>	<b>SATI</b> <b>- TEACHER, TRAINER, ASSESSOR &amp; INSTRUCTOR CAPACITY BUILDING</b> <b>- RESEARCH &amp; RESOURCE MATERIAL CENTRE</b> <b>- TOURISM LEADERSHIP DEVELOPMENT PROGRAMMES</b>
<b>PRIORITY</b>	High when agreement is signed
<b>OBJECTIVES</b>	<ul style="list-style-type: none"> <li>&gt; Develop teacher, trainer and assessor capacity to deliver travel &amp; tourism and hospitality studies in schools, instruct in tourism sector workplaces, assess learners and RPL candidates</li> <li>&gt; establish a National Centre of Research and Travel &amp; Tourism and Hospitality Resource Material</li> <li>&gt; establish a trust fund for bursaries, scholarships conferences and study tours</li> <li>&gt; assess and fund identified tourism development projects</li> <li>&gt; develop and deliver a Tourism Management Development and Leadership Programme for Tourism Officials</li> <li>&gt; develop and deliver a Winter School Programme for Tourism Industry Leaders</li> </ul>
<b>ACTIONS</b>	<ul style="list-style-type: none"> <li>&gt; Sign SATI management agreement with DEAT, Government of Spain – latter half 2000</li> <li>&gt; Establish governance arrangements, appoint managers team &amp; staff, establish facilities</li> <li>&gt; Establish Bursary Trust Fund</li> <li>&gt; Commence programme development</li> <li>&gt; Commence training of teachers, trainers, on-the-job instructors and assessors</li> <li>&gt; Commence establishment of National Research &amp; Resource Material Centre</li> </ul>
<b>FINANCING</b>	Government of Spain & some fee-for-service revenue
<b>OUTCOMES / PERFORMANCE INDICATORS</b>	<ul style="list-style-type: none"> <li>&gt; Agreement signed latter half of 2000</li> <li>&gt; Steering committee appointed and governance arrangements established</li> <li>&gt; Management team and staff appointed</li> <li>&gt; Facilities established</li> <li>&gt; Bursary Trust established</li> <li>&gt; Development of Tourism Management Development and Leadership Programme commenced</li> <li>&gt; Development of Winter School Programme for Tourism Industry Leaders commenced</li> <li>&gt; Establishment of National Centre of Research and Travel &amp; Tourism and Hospitality Resource Material commenced</li> <li>&gt; Training of teachers, trainers, assessors and instructors commenced</li> </ul>
<b>TIMELINE</b>	31 March 2001 and ongoing

<b>STRATEGY 5</b>	<b>ACCREDITATION</b>
<b>PRIORITY</b>	High
<b>OBJECTIVES</b>	<ul style="list-style-type: none"> <li>➢ Gain SAQA registration as an ETQA</li> <li>➢ Accredit training providers and assessors to deliver NQ-based training in the Sector</li> <li>➢ Accredit workplaces as training providers to deliver NQ-based training and assessment to their employees</li> <li>➢ Register and capacity-build SDFs</li> </ul>
<b>ACTIONS</b>	<ul style="list-style-type: none"> <li>➢ Pursue SAQA for a response to ETQA application</li> <li>➢ Continue to accredit providers and workplaces</li> <li>➢ Encourage FET and HET institutions to seek accreditation</li> <li>➢ Capacity build SDFs to co-ordinate workplace accreditation and NQ implementation</li> </ul>
<b>FINANCING</b>	THETA budget and some fee-for-service
<b>OUTCOMES / PERFORMANCE INDICATORS</b>	<ul style="list-style-type: none"> <li>➢ ETQA registration by SAQA achieved</li> <li>➢ THETA accreditation system reviewed, finalised</li> <li>➢ Currently-accredited providers reviewed, informed about new accreditation criteria</li> <li>➢ Additional workplaces accredited</li> <li>➢ Additional providers, assessors accredited</li> <li>➢ SDFs informed about accreditation, recruited to co-ordinate NQ implementation and accreditation action in their workplaces</li> </ul>
<b>TIMELINE</b>	Ongoing
<b>STRATEGY 6</b>	<b>PROMOTION &amp; COMMUNICATION</b>
<b>PRIORITY</b>	High
<b>OBJECTIVES</b>	<ul style="list-style-type: none"> <li>➢ Promote NQ skills development across the Sector</li> <li>➢ Inform enterprises, providers, institutions and stakeholders about NQF, accreditation, levies and grants, learnerships</li> <li>➢ market the benefits of training</li> </ul>
<b>ACTIONS</b>	<ul style="list-style-type: none"> <li>➢ Operate Website</li> <li>➢ Operate Call Centre</li> <li>➢ Communicate with SDFs</li> <li>➢ Publish <i>Training Matters</i>, distribute widely</li> <li>➢ Communicate with Chambers, Provincial Advisory Forums, Professional Bodies</li> <li>➢ Facilitate communication links that promote inclusion of isolated/excluded communities</li> <li>➢ Issue press releases and make public comment on issues impacting on the Sector</li> <li>➢ Submit articles to employer and employee publications</li> </ul>
<b>FINANCING</b>	THETA budget and some fee-for-service
<b>OUTCOMES / PERFORMANCE INDICATORS</b>	<ul style="list-style-type: none"> <li>➢ Stakeholders across the Sector are informed and can access necessary information</li> <li>➢ Enterprises buy in to the levy and grants, NQF and accreditation systems</li> <li>➢ NQ-based training output increases rapidly</li> </ul>
<b>TIMELINE</b>	Ongoing

# **APPENDIX G**

## **National Qualification Framework**



# **APPENDIX H**

## **Tourism Employment Statistics**



## TOURISM EMPLOYMENT STATISTICS

Group	SIC Code	Standard Category	Estimated No. of Employers 2000	Estimated No. Employed 2000	Travel and Tourism Share	Travel and Tourism Employment
<b>Hospitality</b>	64101, 64104	Hotels, motels, boatels and inns registered with SATOUR; not registered with SATOUR	1,500	73,500	90%	66,150
	64102	Caravan parks and camping sites	450	3,300	100%	3,300
	64103	Guesthouses and guest farms	3,600	24,500	100%	24,500
	64105	Bed and breakfast	4,500	21,500	100%	21,500
	96195	Operation and management of convention centres	150	2,500	70%	1,750
	84111	Timesharing (including resorts and parks; self-catering apartments/cottages)	2,300	51,000	100%	51,000
		Game Lodge	800	14,500	100%	14,500
	64201	Restaurant or tearoom with liquor license; without liquor license	8,500	168,000	25%	42,000
	64202					-
	64203	Take-away counters; take-away restaurants; fast food establishments	8,000	53,000	7%	3,710
	64205					-
	64206					-
	64204	Caterers (including private clinics)	550	21,000	0%	-
	64209	Other catering services n.e.c (including pubs and taverns; nightclubs)	5,500	45,000	7%	3,150
		<b>TOTAL</b>		<b>35,830</b>	<b>476,700</b>	<b>49%</b>
<b>Gambling &amp; Lotteries</b>	96494	Gambling, licensed casinos and the national lottery (including bookmakers, totalisators, casinos, bingo operators)	850	20,500	10%	2,050
		<b>TOTAL</b>	<b>850</b>	<b>20,500</b>	<b>10%</b>	<b>2,050</b>
<b>Travel &amp; Tourism services</b>	71222	Safaris and sightseeing bus tours; renting of land transport equipment (including inbound tour operators; outbound tour operators)	550	7,200	100%	7,200
	85110					-
	73002	Inbound international flights	50	2,500	50%	1,250
	74140	Travel agency and related activities	1,300	17,000	100%	17,000
	8899A	Event and Conference Management	250	3,000	70%	2,100
		Tourism marketing; tourism authority; tourism association and tourism information centre	700	10,000	100%	10,000
	<b>TOTAL</b>	<b>2,870</b>	<b>38,600</b>	<b>97%</b>	<b>37,550</b>	
<b>Sport &amp; Recreation</b>	96000	Recreational, cultural and sporting activities	370	2,200	5%	110
	96410	Sporting activities	140	3,800	5%	190
	96411	Operation of sporting facilities and clubs, sport and game schools	720	18,000	5%	900
	96412					-
	96413	Promotion of sporting events and activities	60	400	5%	20
	96415	Operation of horse racing events and clubs	15	100	5%	5
	96416	Operation and management of recreation parks and beaches, fairs and shows and recreational transport activities	250	9,900	5%	495
	<b>TOTAL</b>	<b>1,560</b>	<b>34,400</b>	<b>5%</b>	<b>1,720</b>	

Group	SIC Code	Standard Category	Estimated No. of Employers 2000	Estimated No. Employed 2000	Travel and Tourism Share	Travel and Tourism Employment
<b>Conservation &amp; Leisure</b>	96320	Museum activities and preservation of historical sites and buildings				-
	96322	Provision and operation of monuments and historical sites				-
	96333,	Game parks (including wildlife parks, zoological or animal parks and botanical gardens); Hunting and trapping including related services	880	30,000	70%	21,000
	11520					-
	96334	Activities of conservation bodies	20	300	0%	-
		<b>TOTAL</b>	<b>900</b>	<b>30,300</b>	<b>69%</b>	<b>21,000</b>
		<b>TOTAL</b>	<b>42,000</b>	<b>600,000</b>	<b>49%</b>	<b>293,880</b>
<b>Not included in the above</b>						
		Tour Guides				3,000
		Car hire			100%	
		South African Airlines*			90%	
		Rail			20%	
		Taxis			1%	
* Our inbound international flights do not include the South African international and domestic airlines.						

# **APPENDIX I**

## **Tourism Qualification and Skill Needs**

## TOURISM QUALIFICATIONS AND SKILLS

Table 1: Hospitality - Employees with Relevant Qualification/s

Occupational Category	% Males with Relevant Qualification by Race		% Females with Relevant Qualification by Race	
	Black	White	Black	White
Chairperson/CEO/MD	30%	41%	0%	50%
General Manager	52%	47%	0%	41%
Department Manager	111%	193%	30%	58%
Supervisor Manager	18%	34%	10%	42%
Accountant	100%	120%	-	50%
Bookkeeper/Administrator	76%	0%	25%	60%
IR/HR Professional	100%	0%	100%	-
Technician	24%	50%	-	100%
Secretary/Typist	-	-	100%	44%
Cashier	0%	0%	26%	32%
Receptionist	0%	50%	13%	19%
Switchboard Operators	13%	-	0%	33%
Security/Surveillance	66%	100%	-	-
Sales and Marketing	0%	75%	0%	35%
Driver	0%	0%	0%	-
Messenger	-	-	0%	-
Janitor/Caretaker	0%	0%	0%	-
Labourer/Gardener	1%	0%	0%	-
Housekeeper	0%	-	0%	31%
Chambermaid	0%	-	0%	-
Maid/Cleaner	0%	0%	7%	0%
Host/hostess	-	-	62%	18%
Nutritionist	100%	-	100%	-
Chef	25%	45%	17%	54%
Bakery/Pastry Chef	0%	0%	0%	0%
Kitchen Hand	0%	0%	1%	0%
Caterer	0%	0%	38%	0%
Waiter/Waitress	3%	0%	3%	11%
Bar/Tavern/Shebeen Operator	0%	5%	0%	0%
Cellar Person/Wine Steward	0%	-	0%	0%
Watchman/Porter/Doorkeeper	0%	-	0%	-
Front of House Service	-	-	0%	-
Scientist	-	100%	100%	100%
Field Ranger	0%	11%	0%	-

Table 2: Travel and Tourism Services - Employees with Relevant Qualification/s

Occupational Category	% Males with Relevant Qualification by Race		% Females with Relevant Qualification by Race	
	Black	White	Black	White
Chairperson/CEO/MD	100%	83%	-	109%
General Manager	186%	163%	250%	182%
Department Manager	71%	105%	108%	124%
Supervisor Manager	89%	97%	109%	243%
Accountant	-	100%	-	100%
Bookkeeper/Administrator	-	60%	109%	86%
IR/HR Professional	-	100%	-	86%
Technician	94%	100%	-	-
Secretary/Typist	-	-	143%	96%
Cashier	0%	-	0%	0%
Receptionist	-	-	81%	100%
Switchboard Operators	-	0%	50%	61%
Security/Surveillance	0%	-	-	-
Public Relations	-	0%	100%	100%
Sales and Marketing	100%	50%	96%	122%
Driver	2%	0%	-	-
Messenger	0%	-	0%	-
Janitor/Caretaker	0%	-	-	-
Tour broker	-	-	69%	117%
Travel Consultant/Organiser	100%	200%	154%	186%
Tour Guide	40%	60%	125%	194%
Maid/Cleaner	0%	-	0%	0%
Part-time Functions Assistance	0%	-	0%	0%

Table 3: Estimates of Skills/Training Need

Occupational Category	Estimated % Requiring Training	Employer-Identified Skills/Training Required
Tour Broker	168.4%	Work pride, travel and tourism, tour guiding, cultural diversity, marketing, communication skills
IR/HR Professional	153.8%	Labour relations act, cross cultural training, computer skills, people skills, communication and basic language
Public Relations	142.9%	Communication skills, public relations, computer skills, cultural diversity, service skills, tourism, marketing, presentation skills, work ethics
Front of House Service	100.0%	Hygiene, communication skills, literacy, first aid, service skills, people skills, public relations, tourism, basic business economics
Tracker	88.7%	Disaster management, wildlife training, tracking skills, literacy, communication
Switchboard Operators	81.0%	Telephone technique/language/communication, public relations, customer service, work ethics
Host/Hostess	68.0%	People skills, basic language, service training, public relations, tourism
Game Warden/Manager	63.1%	Disaster management, communication skills, wildlife training, dealing with tourists, tour operation, cultural diversity, tracking skills
Tour Guide	60.6%	Cultural diversity, work pride, service skills, communication skills, advanced travel and tourism, tour/field guide
Receptionist	52.9%	Client service, reception skills, people skills, communication skills, cross cultural training, computer skills, public relations, dealing with tourists
Field Ranger	49.6%	Wildlife training, disaster management, communication skills, dealing with tourists
Travel Consultant/Organiser	45.7%	Client service, language skills, cultural training, computer skills, travel and tourism, marketing, presentation skills
Messenger	41.7%	Literacy, work ethic
Sales and Marketing	37.9%	Public relations, people skills, language enrichment, communication skills, cross-cultural training, computer skills, travel and tourism
Department Manager	29.0%	Computer skills, cultural diversity training, presentation skills, communication skills, basic language skills, marketing, management training, disaster management, labour relations Act, people skills, business practice
Housekeeper	22.7%	Literacy, hygiene, housekeeping, customer service, communication skills, first aid, supervisory skills,
Secretary/Typist	22.0%	Computer skills, language/writing skills, reception skills, people skills
Supervisor Manager	20.9%	Computer skills, Language/communication skills, cross cultural training and people skills, management training, public relations, dealing with tourists, disaster management, labour relations Act
Watchman/Porter/Doorkeeper	20.9%	Basic language skills, writing/literacy
Accountant	16.1%	Computer skills, labour relations act, management training
Bookkeeper/Administrator	16.1%	Computer skills, labour relations act, work ethics/pride, business skills, secretarial skills
Security/Surveillance	14.3%	Disaster management, dealing with tourists, people skills, work ethics
Driver	14.2%	Basic language skills, literacy, disaster management, people skills
General Manager	13.7%	Computer skills, basic language skills, presentation skills, people skills, labour relations act, disaster management, management training, marketing, motivational training, product knowledge
Nutritionist	12.5%	Hygiene
Bakery/Pastry Chef	9.5%	Food preparation, hygiene
Caterer	9.1%	Food preparation
Chambermaid	8.2%	Hygiene, housekeeping/cleaning
Chairperson/CEO/MD	6.2%	Computer skills, language enrichment, labour relations act, management training, presentation skills, disaster management, marketing, communication skills
Cashier	5.8%	Work ethics and motivation, secretarial skills, people skills
Janitor/Caretaker	5.8%	Literacy
Maid/Cleaner	5.6%	Literacy, hygiene, housekeeping skills
Croupier/Bookmaker	4.3%	Croupier training, floor management, assertiveness skills
Waiter/Waitress	3.9%	Basic language, communication skills, hygiene, public relations, dealing

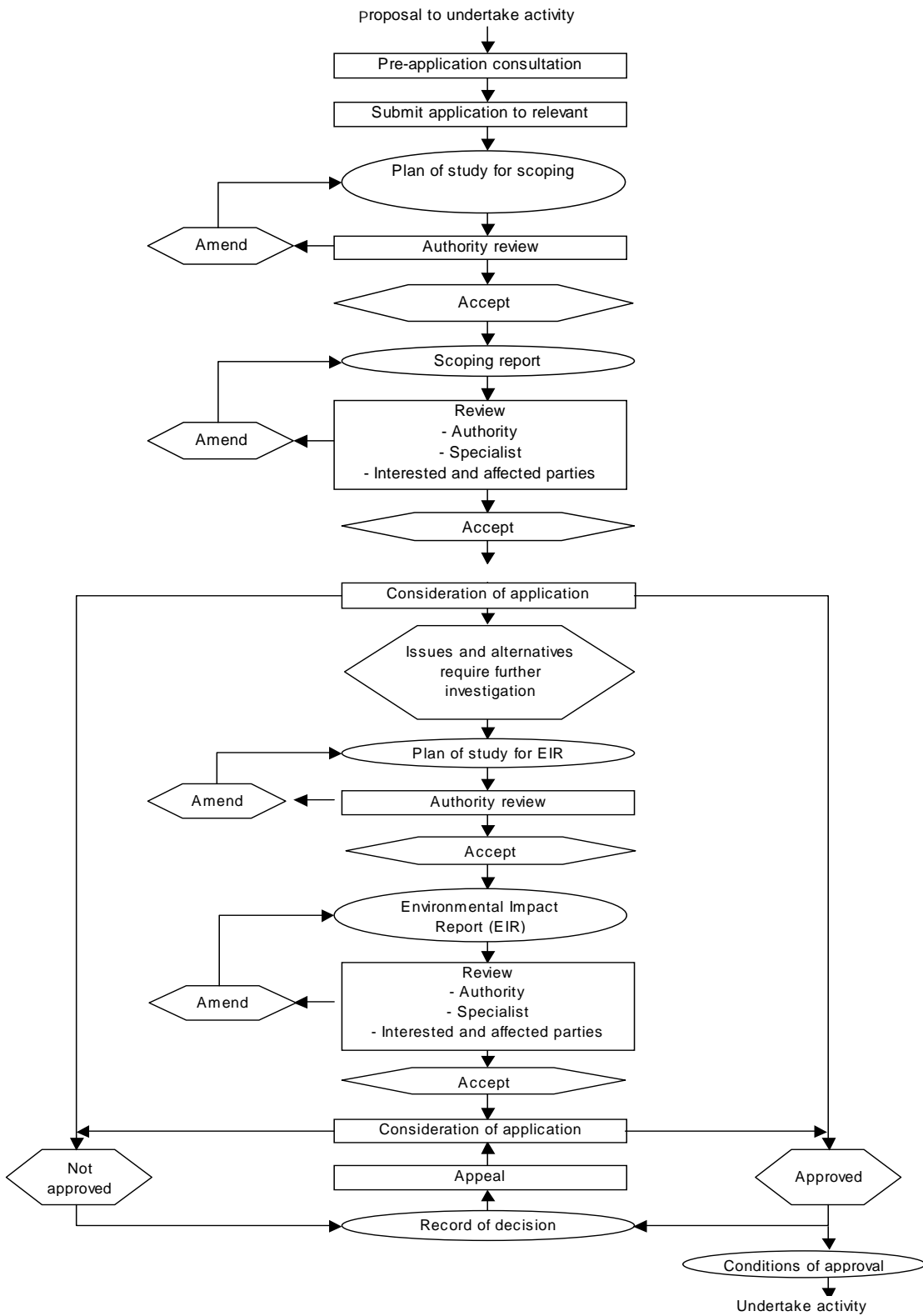
<b>Occupational Category</b>	<b>Estimated % Requiring Training</b>	<b>Employer-Identified Skills/Training Required</b>
		with tourists, service training
Ticket sellers/Game controller	3.3%	Client etiquette, language barriers, assertiveness training
Chef	2.4%	Hygiene, food preparation
Coach	2.4%	Administration and sports science
Cellar Person/Wine Steward	2.3%	Barman skills
Technician	2.2%	Cross cultural training
Kitchen Hand	1.2%	Hygiene, food preparation
Professional Athlete	1.0%	Sport skills development, motivational training
Labourer/Gardener	0.9%	Literacy
Bar/Tavern/Shebeen Operator	0.5%	Barman skills
Craft Trainer	0.0%	None
Part-time Assistance with Functions	0.0%	None
Scientist	0.0%	None
Referee	0.0%	None
Instructor	0.0%	None
Trainer	0.0%	None

# **APPENDIX J**

## **EIA Application Procedure**



## EIA APPLICATION PROCEDURE



Legend: Activities Report Decision

