

CATHSSETA INDUSTRY FUNDED CERTIFICATION PROCESS & PROGRESS

Representatives: Cathsseta / NDT / Cathsseta accredited guide training providers

Venue: Tourism House, Sunnyside, Tshwane

Date: 15 November 2018

(Cape Town Training Provider meeting scheduled for 27 November 2018)

Training Providers Present

- CONRAM TRAINING
- DRUMBEAT ACADEMY
- EMPOWER EDGE
- FGASA
- MGT TRAINING SOLUTIONS/MAKITI GUIDES AND TOURS
- ROAG ACADEMY

NFTGA Steering Committee Representatives: Zania Collin & Maria Louise Kruger

The National Department of Tourism (NDT) hosted a Q&A workshop for Cathsseta and accredited Gauteng Tourist Guide Training Providers on Thursday, 15th of November. Another workshop is scheduled for 27th of November in Cape Town.

Finally, after more than a year, the platform presented providers with the opportunity to address their issues, and at the same time be fully briefed on the exact requirements to ensure certification and registration of their graduates.

The change in policy came about with the Department of Higher Education and Training (DHET) requiring the SETAS to report statistics on a quarterly basis. Cathsseta then implemented a new system in order to be compliant, thus resulting in additional workload for the training provider.

The registrar of KZN, Peggy Dlamini, as well as the Director of Tourist Guides at NDT, Uveshnee Pillay, also explained the necessities in terms of the actual registration as guides.

SOME OF THE MOST COMMON PROBLEMS IDENTIFIED

- Delayed verification of submitted documents and online achievements due to the workload on Cathsseta's side. Thus, C-numbers not available to complete Tourist guide registration at the Provincial Tourism Authority.
- Outstanding learner documents e.g. Learning Programme Agreement (LPA), certified copies of ID and highest qualification (for qualifications) - learners do not submit / provider did not forward to Cathsseta.

- Delayed upload of learner details by provider resulted in learners not being uploaded timeously on the Cathsseta data system before it is closed after every quarter. Quarters are three-month periods (Oct-Dec; Jan-March, April-June; July-Sep) that allow for upload and achievement of learners. Certificates are printed at the end of every quarter.

HEREWITH THE PROCESS FROM BEGINNING TO END

1. Learners indicate that they want to enroll for a training programme.
2. The provider sends a Letter of Intent to Cathsseta to obtain approval for the proposed training programme.
3. Cathsseta replies with an Approval Letter.
4. Learner and Provider complete Learning Programme Agreement (LPA - 15 pages!) to be signed before the actual starting date of training (facilitated/online).
5. Learner to submit clear, certified copies (dating within 3 months of enrolment) of ID/Passport and highest qualification. The latter is only compulsory for qualifications. In the event that the original Grade 11/12 certificate is missing in action, a sworn declaration/affidavit will be sufficient.
6. Provider creates learner on the Cathsseta database, uploads relevant documents (see 5) and links training programme within the relevant quarter.
7. Training and coaching commence.
8. Assessment and moderation are completed.
9. Provider captures results on the Cathsseta database.
10. Provider ensures that hard copies of relevant documents (see point 5) reach Cathsseta offices.
11. The provider requests certification for competent learners.
12. Cathsseta verifies results and documents.
13. Cathsseta assigns certificate numbers (so-called 'C-number') for learners who were declared competent. A dedicated person (Ms Masekela) has recently been appointed to only deal with Guiding certificates. Cathsseta indicated that theoretically the C-numbers can be issued more frequently as opposed to once every quarter previously. The learner can now submit an application for registration as a guide to the Provincial Tourism Authority using the training provider DoC including the C-number (see point 13).
14. Cathsseta prints certificates QUARTERLY (not to be confused with the issuing of C-numbers).
15. Providers collect certificates from Cathsseta and forward electronic copies to the relevant Provincial Tourism Authority / to learners.
16. Original certificates to be collected from the training provider's office/arrangements made for postal delivery.

Photo of Uveshnee Pillay (left), and the ETDP manager at Cathsseta, Dimpho Phumwayo (right)



Written by Maria Louise Kruger (MGT Training Solutions) 16 November 2018

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