FACULTY OF HOSPITALITY, TOURISM AND SPORT

NATIONAL CERTIFICATE (VOCATIONAL)

Tourism LEVEL 2-4

ENTRY REQUIREMENTS
Grade 9 Certificate or equivalent qualification

DURATION
3 Years

WHAT IS THIS PROGRAMME ABOUT?
The Tourism certificate programme covers tourism principles like tour guiding, tour operators and game rangers together with public relations related vocation in the tourism and hospitality industry by integrating theory with practical skills and values.

WHAT VOCATIONAL ACTIVITIES WILL I BE ABLE TO PERFORM?
- Work as a tour guide
- Own a tourism business
- Drive tourists around
- Work at a hotel
- Work at a casino
- Provide an opportunity to market South Africa
- Work at a game reserve, etc.

WHAT CAREER OPPORTUNITIES ARE OUT THERE?
- Conference and Events Planner
- Tourism Development Officer
- Transportation Manager
- Travel Counsellor
- Game Ranger
- Adventure Guide
- Safari Operator
- Entrepreneur

WHAT SUBJECTS WILL I BE TAKING?

FUNDAMENTAL SUBJECTS
- Language (which must be a language of teaching at Boland College)
- Mathematics/Mathematical Literacy
- Life Orientation

VOCATIONAL SUBJECTS
- Level 2, 3 and 4
  - Science of Tourism
  - Client Services and Human Relations
  - Sustainable Tourism
  - Tourism Operations

WHAT DO THESE SUBJECTS ENTAIL?

SCIENCE OF TOURISM
Science of Tourism informs you on the working and compilation of the tourism industry. It identifies the necessary sources of tourist information, products and services and sets out the necessary components for the tourism industry to function effectively.

The impact of tourism on the economy is explained and role-players are identified. Possible career paths in the industry are selected and possible development opportunities are investigated.

CLIENT SERVICES AND HUMAN RELATIONS
Client Services and Human Relations teaches you to conduct yourself in a professional manner while focusing on the importance of self-development and the development of others to the benefit of the company. The subject explains the impact this development has on client service and the importance of client satisfaction to any company in terms of revenue generation.

SUSTAINABLE TOURISM IN SOUTH AFRICA
Sustainable Tourism in South Africa provides you with information about the country and its tourism resources and attractions. At the same time important tourism issues like sustainability, conservation and heritage are explored while you’re also equipped with essential knowledge about maps and map-reading skills.

While you should become acquainted with South Africa from a tourism point of view, it is essential to create an understanding that tourism can be a lucrative, income-generating business if managed in a responsible manner.

TOURISM OPERATIONS
Tourism Operations deals with a variety of aspects vital for the effective functioning of a frontline tourism position (Level 2). In a modern tourism office environment the student must know how to use the office equipment, maintain an information system and, especially when providing customer information and processing reservations, how to hold a professional telephone conversation.