****

**MINISTRY OF TOURISM**

**REPUBLIC OF SOUTH AFRICA**

Private Bag X424, Pretoria, 0001, South Africa. Tel. (+27 12) 444 6780, Fax (+27 12) 444 7027

Private Bag X9154, Cape Town, 8000, South Africa. Tel. (+27 21) 469 5800, Fax: (+27 21) 465 3216

Ref: TM 2/1/1/10

**NATIONAL ASSEMBLY:**

**QUESTION FOR WRITTEN REPLY:**

**Question Number: 272**

**Date of Publication: 24 February 2017**

**NA IQP Number: 4**

**Date of reply: 3 March 2017**

 **Mr J Vos (DA) to ask the Minister of Tourism:**

Whether his department has conducted tourist information capacity building in four World Heritage Sites as planned; if not, (a) why not and (b) by what date will it be conducted; if so, what are the relevant details? NW290E

**Reply:**

1. Yes. The *‘tourist information capacity building’* was rolled out as planned in collaboration with the University of Pretoria.
2. The capacity-building programme was conducted as follows:

| **Groups** | **Dates** | **World Heritage Sites**  | **Number of beneficiaries** | **Where**  |
| --- | --- | --- | --- | --- |
| **1** | 31 August – 04 September 2015 | * Cradle of Humankind,
* Mapungubwe, iSimangaliso
* Vredefort Dome.
 | 21 officials. | Pretoria, Gauteng |
| **2** | 07–11 September 2015 | * Cape Floral Kingdom.
 | 22 officials. | Robertson, Western Cape |
| **3** | 30 November – 02 December 2015 | * Richtersveld,
* iSimangaliso
* Robben Island.
 | 10 officials | Cape Town, Western Cape.  |

The department has completed the information capacity building in all the eight World Heritage Sites in the 2015/16 financial year.

The course content covered the following key aspects: Service Excellence, the tourism landscape in South Africa, communication and presentation skills, standard operating procedures, business ethics, officer-client relationship, visitor services management, tourism products knowledge, profiling of all eight World Heritage Sites, time management, development and management of tourism products databases, tourism stakeholder roles and tourism stakeholder management. The assessments were in the form of a portfolio of evidence, group assignments and group presentations.