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| MEMORANDUM FROM THE PARLIAMENTARY OFFICE |

**NATIONAL ASSEMBLY**

**FOR WRITTEN REPLY**

**QUESTION 1682**

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**INTERNAL QUESTION PAPER NO 16 OF 2021**

**Mr M S F de Freitas (DA) to ask the Minister of Higher Education, Science and Innovation:**

What (a) are the reasons that (i) no applications for tour guides have been processed since the implementation of the new computer system of the Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority and (ii) the system is (aa) hard copy and (bb) online driven and (b) is being done to fix the challenges in each case?

**NW1890E**

**REPLY:**

(a) (i)   According to the CATHSSETA report, there were 778 tour guide learner applications from the legacy data, which was transferred into the new system. 1 230 New applications of tour guide learners were processed on the new system.

(ii)  Training providers were requested to upload documents to the system, as well as submit hard copies as a security measure during the implementation of the system.  At that stage, CATHSSETA needed to ensure that the system functioned properly in relation to the management of learner documents.

(b) The SETA is considering the physical submission of documents to be optional and stakeholders will be advised accordingly.