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| MEMORANDUM FROM THE PARLIAMENTARY OFFICE |

**NATIONAL ASSEMBLY**

**FOR WRITTEN REPLY**

**QUESTION 1683**

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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:**

(a) How are tour guide trainers and educators assessed by the Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority as qualified, (b) what criteria are used to ensure that trainers meet the highest standards, (c) what are the set standards, (d) what qualifications are required in order for a person to qualify as a trainer and/or educator, (e) on what date was the curriculum updated and improved (i) in the past three financial years and (ii) since 1 January 2021, (f) what were the updates and improvements and (g) who assessed and concluded the updates and improvements in each case? **NW1891E**

**REPLY:**

(a) The Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority (CATHSSETA) accredits tour guide trainers based on the 8-core criteria document that was developed by the South African Qualifications Authority (SAQA).

(b) The eight core criteria are used to ensure that trainers meet the highest standards. Trainers must submit the following policies and procedures:

1. Policy Statement: The organisation’s aims, objectives and purpose.
2. Quality Management System: Outline procedures that implement quality management.
3. Review Mechanisms: Outline how the implementation of policies would be monitored.
4. Programme Delivery: Outline how learning programmes would be developed, delivered and evaluated.
5. Staff Policies: Outline policies and procedures for staff selection, appraisal and development.
6. Learner Policies: Policies and procedures for the selection of learners are outlined, and learners are given guidance and support.
7. Assessment Policies: Outline policies and procedures for forms of assessments that are used and how they are managed.
8. Management System and Policies: Indicate the financial, administrative and physical structures and resources of the organisation, and procedures of accountability within the organisation.

(c) The set standards are the qualifications that are on the National Qualifications Framework (NQF). There are two guiding qualifications, i.e. National Certificate: Tourism: Guiding, NQF level 2, SAQA ID 17174; and Further Education and Training Certificate: Tourist Guiding, NQF level 4, SAQA ID 71549. There are also skills programmes for Culture, Nature and Adventure Guiding.

(d) Over and above the trainers being tour guides themselves, they must be trained on the following unit standards:

-   Conduct outcomes-based assessment – SAQA ID [115753](https://allqs.saqa.org.za/showUnitStandard.php?id=115753)

-   Conduct moderation of outcomes-based assessments – SAQA ID [115759](https://allqs.saqa.org.za/showUnitStandard.php?id=115759)

(e) – (g) In the past three financial years there have been no improvements or changes to the qualifications as the industry has not requested them. However, there has been a need to re-align the qualifications to meet the Quality Council for Trades and Occupations standards, i.e. occupational qualifications. The curriculum is not improved by the SETA but by the accredited trainers. The SETA’s responsibility is to improve the set standards, i.e. the qualifications that are on the NQF with input from the guiding industry.