



Partners in Performance

<p>EDUCATION & TRAINING SPECIALISTS</p>  <p>HR/IR, LABOUR LAW & PROJECT MANAGEMENT ADVISORY SERVICES</p>	<p>THE SCHOOL OF BUSINESS T/A TOURISM, HOSPITALITY & SPORT BUSINESS SCHOOL Campuses in Johannesburg, Cape Town & Durban P.O. Box 388 Lonehill 2062 Email: info@tourismtraining.co.za Tel: 071 0493 221 or 076 5800 271 or 082 3306 920 Fax: 0866 1733 66 or 0865 1148 67 THETA Accreditation Nr. 613/P/000051/2005</p>	 <p>Partners in Performance www.thsbs.com</p>
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STUDENT & CORPORATE TRAINING PROSPECTUS

Full-Time and Correspondence Courses: National Qualifications and Skills Programmes

Corporate Training: Skills Programmes and Short Courses

NAME OF PROGRAMME	NQF FIELD	NQF LEVEL	SITE OF DELIVERY	ENTRANCE REQUIREMENTS	MODE OF DELIVERY	LANGUAGE OF INSTRUCTION	MINIMUM DURATION
THETA ACCREDITED TRAINING PROGRAMMES							
National Certificate: General Travel <i>Learnership enquiries are welcomed</i>	11	5	National	Grade 10/Standard 8 English fluency	Contact education, or Distance education, or Mixed mode	English	9 months
National Certificate: Professional Cookery <i>Learnership enquiries are welcomed</i>	11	5	National	Grade 10/Standard 8 English fluency	Contact education, or Distance education, or Mixed mode	English	9 months
National Certificate: Food & Beverage	11	5	National	Grade 12/Matric	Contact	English	9 months



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Services <i>Learnership enquiries are welcomed</i>				English fluency	education, or Distance education, or Mixed mode		
Demonstrate knowledge of South Africa as a Travel Destination (US Nr. 7955; Credits 5)	11	5	National	Grade 12/Matric English fluency	Distance education	English	2 – 4 months e-Learning
Sport & Recreation Leaders: 52 credits towards National Certificate for Sport & Recreation Managers (value of 142 credits; 1 year of study/practical)	02	5	National	Grade 12/Matric English fluency	Contact education, or Distance education, or Mixed mode	English	3 – 4 months
Generic Sport Coaching: <i>69 credits towards National Certificate in Coaching Science (value of 140 credits; 1 year of study/practical)</i>	02	5	National	Grade 12/Matric English fluency	Contact education, or Distance education, or Mixed mode	English	3 – 4 months
Sport Leaders: <i>38 credits towards National Certificate in Sport, Recreation and Fitness Leadership</i> Credit-bearing Skills Programme	02	4	National	Grade 10/Standard 8 English fluency	Contact education, or Distance education, or Mixed mode	English	3 – 4 months



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<p>CORPORATE TRAINING COURSES</p> <ul style="list-style-type: none"> • SOFT SKILLS • SERVICE EXCELLENCE PROGRAMMES • HR & LABOUR LAW • OFFICE SKILLS • COMMUNICATION SKILLS • CALL / CONTACT CENTRE • WINNING WITH WORDS: PRONUNCIATION NEUTRALIZATION • LEADERSHIP SKILLS • SUPERVISORY MANAGEMENT DEVELOPMENT • BUSINESS SUPPORT SHORT COURSES • <i>TRAVEL SHORT COURSES</i> • <i>HOSPITALITY SHORT COURSES</i> • <i>SPORT SHORT COURSES</i> <p>See information hereunder</p>				<p>See information hereunder</p>			
<p>BUSINESS SKILLS / CORPORATE TRAINING SHORT COURSES</p>							
	<p>NQF FIELD</p>	<p>NQF LEVEL</p>	<p>SITE OF DELIVERY</p>	<p>ENTRANCE REQUIREMENTS</p>	<p>MODE OF DELIVERY</p>	<p>LANGUAGE OF INSTRUCTION</p>	<p>MINIMUM DURATION</p>
<p><i>Leadership Development Skills</i></p>	<p>03 AND 11</p>	<p>5</p>	<p>National</p>	<p>Grade 12/Matric English fluency</p>	<p>Contact education</p>	<p>English</p>	
<p><i>Executive Coaching & Executive Mentoring</i></p>	<p>03 AND 11</p>	<p>5</p>	<p>National</p>	<p>Grade 12/Matric English fluency</p>	<p>Contact education</p>	<p>English</p>	
<p><i>Supervisory Development Skills</i></p>	<p>03 AND 11</p>	<p>5</p>	<p>National</p>	<p>Grade 12/Matric</p>	<p>Contact</p>	<p>English</p>	



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	11			English fluency	education		
Team Management	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Empowerment and Team Dynamics	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Interpersonal skills	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Customer Service	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Selling Skills	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
WELCOME Visitor Experience Programme <i>Tourism awareness and customer service skills</i> Designed under contract to SA Tourism	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Time & Stress Management	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Conflict Management	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Managing Diversity	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Business Etiquette / Corporate Conduct/Personal Development	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
HIV/AIDS & other dreaded diseases <ul style="list-style-type: none"> • Training • Policy formulation 	03 AND 11	4	National	Grade 10/Standard 8 English fluency	Contact education	English	
Goal Setting & Planning	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Team Building	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	



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Basic Computer Skills	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Starting & Running a New Business: Entrepreneurial Skills <i>Training Programme</i>	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Communication Skills	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Effective Negotiating Skills	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
English Proficiency: Improving English usage in Business <i>(enunciation, pronunciation, telephone technique, customer greeting, presentataion skills)</i>	03 AND 11	4	National	Grade 10/Standard 8 English fluency	Contact education	English	
Telephone Techniques	03 AND 11	4	National	Grade 10/Standard 8 English fluency	Contact education	English	
Presentation Skills	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Human Resources Administration Skills	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Skills Development: Systems and Processes <i>Skills Development Facilitator Workplace Skills Plans Workplace Implementation Reports Skills Levy management</i> Outsourced service to meet SETA and Client requirements	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Learnership Administration: Systems and Processes Outsourced service to meet SETA and	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	



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Client requirements							
RPL: Recognition of Prior Learning Outsourced service to meet SETA and Client requirements	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Assessors and Moderators Outsourced service to meet SETA and Client requirements	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Train the Trainer/Facilitator	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Employment Policies & Procedures Outsourced service to meet Client requirements	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Contracts of Employment Outsourced service to meet Client requirements	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Managing Discipline & Handling Grievances Outsourced service to meet Client requirements	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Payroll Administration Skills Training programmes Legal compliance updates, and Outsourced service to meet Client requirements	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Industrial Relations Outsourced service to meet Client requirements	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Labour Law <ul style="list-style-type: none"> • Outsourced service to meet Client requirements • <i>Chairing Disciplinary Enquiries</i> • <i>Chairing Grievance Hearings</i> 	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	



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<ul style="list-style-type: none"> Dispute Resolution such as Arbitration, Mediation Labour Court 							
Health and Safety	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Recruitment and Placement <i>Interviewing and Staff Selection Skills Training Programme, and Outsourced service to meet Client requirements</i>	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Performance Management	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
Corporate Governance & Legal Compliance	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	
BEE compliance and facilitation	03 AND 11	5	National	Grade 12/Matric English fluency	Contact education	English	

SKILLS PROGRAMMES	NQF LEVEL	SAQA U/S	UNIT STANDARD TITLE	DURATION	COST PER PERSON
Basic business principles	4	13941	Budget function in business	2 days	Available on request
	4	13949	Align business unit performance to business goals	2 days	Available on request
Small Business	4	10385	Develop a business plan for a SB		
Management	4	10386	Investigate the possibility of establishing and running a SMME	2 days	Available on request



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Understanding small Business	1	13994	Identify diferent types of business	1 days	Available on Request
	4	13940	Ethical conduct in business		
Small Business strategies	4	13942	Business strategy in managing a small business	2 days	Available on Request
	4	13940	Ethical conduct in business		
Function of management	4	14667	Describe and apply the management function	2 days	Available on Request
	4	13940	Ethical conduct in business		
The basics of HR and labour relations	4	13952	Primary labour legislation	2 days	Available on Request
	3	10170	Understanding employment relations in an organisation		
Understanding contracts	4	13995	Understanding contracts and their sources	1 Day	Available on Request
	4	13994	Different types of business and legal implications		
Understanding Management	4	8555	Contribute to information distribution in workplace		
	3	13914	Conduct a formal meeting		
	4	13944	Describe the relationship of junior management to GM function	2 days	Available on Request



	4	13954	Managing risk in business		
Basic business finance	4	13941	Budget function in business	1 Day	Available on Request
	4	10388	Interpret basic financial statements		
Motivate a team	4	13947	Motivate a team		Available on Request
	3	13912	Apply knowledge of self and team to enhance team performance	2 days	
Effective meetings	3	13914	Conduct a formal meeting	1 day	Available on Request
	4	9244	Plan and conduct meetings		
Team management	3	13917	The role of the team leader in meeting organisational standards		
	3	13918	Managing time and work process		
Situational Leadership	4	13953	Apply principals of situational leadership to a business unit	1 day	Available on request
Time Management	3	13918	Manage time and the work process	1 day	Available on Request
Effectiveness	3	13918	Manage time and the work process	1 day	Available on Request
Time Management	5	15234	Apply efficient time management in a division		



Occupational injury and diseases act	4	10377	Compensation for occupational injury and disease	1 day	Available on Request
	4	10378	Statutory cover under the COIDA		
Basics of supply demand and productivity	1	13998	Supply, demand and production	2 days	Available on Request
	4	13945	Management of stock and fixed assets		
	1	14445	Improving productivity		
HR Management and individual problems	1	7495	Demonstrate that a person is a Physical, mental and spiritual being	2 days	Available on Request
	1	7498	Health care practices and chemical dependency		
Recruiting and selection	4	10983	Implement equity related processes	3 days	Available on Request
	4	10978	Recruit and select candidates		
CORPORATE TRAINING					
Personal effectiveness and ethics	4	110021	Achieve personal effectiveness in business	2 days	Available on Request
	4	10022	Comply with organisational ethics		
Fraud control	4	13945	Describe and apply management of stock	1 day	Available on Request
	4	110026	Describe and assist in the control of fraud		
Administration controls	4	110003	Develop administrative procedures	2 days	Available on Request
	4	110009	Manage administrative records		
Project management	4	10140	Apply a range of project management tools	3 days	Available on



	4	10135	Work as a project team member		Request
Project administration	4	10139	Implement project administration process	2 days	Available on Request
	4	7869	Maintain preventative maintenance		
Project delivery	5	10149	Support project environment to ensure delivery	2 days	Available on Request
Basis communication in business	3	8968	Accommodate audience and context needs in oral communication		Available on Request
	3	8972	Interpret a variety of literary texts	2 days	
	3	8970	Write texts for a range of communication		
Advanced business communication 1	4	8974	Engage in oral communication and evaluate spoken texts		Available on Request
	4	8975	Read, analyse and respond to a variety of texts	3 days	
	4	12153	Use the writing process to compose texts required in business		
	4	8976	Write for a wide range of contexts		
Advanced business communication 2	4	8977	Evaluate literary tests		



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	4	8978	Motivate judgements on selected literary tests		
	4	8975	Read, analyse and respond to a variety of texts	3 days	Available on Request
	4	8979	Use language and communication in occupational learning programmes		
Customer Care	4	10015	Identify customers of the business		Available on Request
	4	7836	Monitor customer satisfaction	3 days	
	4	10038	Follow up with customers to establish satisfaction levels		
Service Excellence	3	7790	Process incoming and outgoing calls		Available on Request
	4	10023	Identify internal and external stakeholders	2 days	
	4	7836	Monitor customer satisfaction		
Quality customer service	4	10037	Take orders and fulfill the need for good service		Available on Request
	4	10038	Follow up with customers to establish satisfaction levels	3 days	
Personal effectiveness	4	10022	Comply with organisational ethics		Available on Request
	4	110021	Achieve personal effectiveness in business	2 days	
	4	7791	Display cultural awareness with customers		



Secretarial Administration 1	4	110003	Develop administrative procedures	3 days	Available on Request
	4	110009	Manage administration records		
	5	15234	Apply efficient time management		
Secretarial administration 2	3	13929	Coordinate meetings, events and travel	2 days	Available on Request
	3	13928	Monitor and control reception area		
	4	9244	Plan and conduct meetings		
Secretarial administration 3	4	13945	Management of stock	2 days	Available on Request
	4	110026	Assist in the control of fraud		
	4	7869	Maintain preventative measure programmes		
Customer service	3	7790	Process incoming and outgoing calls	2 days	Available on Request
	4	10023	Identify internal and external stakeholders		
	4	7836	Monitor customer satisfaction		
Business finances	4	13941	Apply the budget function in business	2 1/2 days	Available on Request
	4	7468	Use maths in business		
	4	10388	Understanding basic financial statements		
Basic project management	4	10135	Work as a project team member	3 days	Available on
	4	10140	Apply a range of project management tools		



					Request
Secretarial written communication	4	110023	Present information in report format	3 days	Available on Request
	4	12153	Use writing process to compose texts		
	4	8967	Write for a wide range of contexts		
	4	12155	Apply comprehension to engage written text		
Secretarial verbal communication	4	8974	Engage in sustained oral communication	2 1/2 days	Available on Request
	4	12154	Apply comprehension in oral communication		
	3	8968	Context needs in oral communication		
Basic first aid	2	12483	Perform basic first aid	1 day	Available on Request
Basic fire fighting	2	12484	Perform basic fire fighting	1 day	Available on Request
Safety, Health	1	13167	Identify potential hazards and critical safety issues in the workplace	2 days	Available on Request
	2	13220	Keep the work area safe and productive		
Occupational injury and diseases act	4	10377	Compensation for occupational injury and disease	1 day	Available on Request
	4	10378	Statutory cover under the COIDA		
Health, hygiene and safety	1	14792	Maintain health, hygiene and safety in a chemical environment	2 days	Available on



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Safety, health and environment (SHE)	2	8288	Apply safety, security and housekeeping		Available on Request
	2	13222	Deal with safety, health and environmental emergencies in the workplace	2 days	

Safety, life support and first aid	1	7504	Demonstrate skills that relate to a safe and secure environment	2 days	Available on Request
	1	9823	Perform basic life support and or first aid procedures in emergencies		
Occupational injury and disease	4	13950	Apply knowledge and skill in order to manage risk in occupational health and hygiene	2 days	Available on Request
	4	10377	Understand Occupational injury and diseases act		
Occupational Injury and Diseases act 2	4	10378	Statutory cover and Occupational Injury and Diseases act	1 day	Available on Request

TRAVEL SPECIFIC SHORT COURSES							
	NQF FIELD	NQF LEVEL	SITE OF DELIVERY	ENTRANCE REQUIREMENTS	MODE OF DELIVERY	LANGUAGE OF INSTRUCTION	MINIMUM DURATION



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Fares & Ticketing: Domestic <i>Unit Standard 7939</i> <i>10 credits</i>	11	5	National	Grade 12/Matric English fluency	Contact education or Mixed mode	English	
Fares & Ticketing: International <i>Unit Standard 7947</i> <i>15 credits</i>	11	5	National	Grade 12/Matric English fluency	Contact education or Mixed mode	English	
Global Distribution Systems (GDS) <ul style="list-style-type: none"> • Galileo • Worldspan • Amadeus <i>Unit Standard 14736</i> <i>Credits 16</i>	11	5	National	Grade 12/Matric English fluency	Contact education or Mixed mode	English	
Airport & Customs Systems <i>Unit Standard 7936</i> <i>Credits 6</i>	11	5	National	Grade 12/Matric English fluency	Contact education or Mixed mode	English	
Demonstrate knowledge of South Africa as a Travel Destination (US Nr. 7955; Credits 5) Credit-bearing Skills Programme Registered with THETA	11	5	National	Grade 12/Matric English fluency	Distance education	English	2 – 4 months e-Learning
WELCOME Visitor Experience Programme Tourism awareness and customer service skills	11	5	National	Grade 12/Matric English fluency	Contact education	English	Half-day
TOURISM SAFETY & HEALTH Awareness Training Programme To create a BE AWARE ! BE SAFE ! approach to all		5	National	Grade 12/Matric English fluency	Contact education	English	Half-day



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Tourists/Travellers							
English Proficiency: Improving English usage in Business (<i>enunciation, pronunciation, telephone technique, customer greeting, presentataion skills</i>)	11	4	National	Grade 10/Standard 8 English fluency	Contact education	English	
Specially tailored training programmes, designed and developed to meet client requirements							

HOSPITALITY SHORT COURSES							
	NQF FIELD	NQF LEVEL	SITE OF DELIVERY	ENTRANCE REQUIREMENTS	MODE OF DELIVERY	LANGUAGE OF INSTRUCTION	MINIMUM DURATION
National Certificate: Professional Cookery NQF5 (14111) <i>Learnership enquiries are welcomed</i>	11	5	National	Grade 12/matric English fluency	Contact education, or Distance education, or Mixed mode	English	9 months
National Certificate: Food & Beverage Services NQF5 (14113) <i>Learnership enquiries are welcomed</i>	11	5	National	Grade 12/Matric English fluency	Contact education, or Distance education, or Mixed mode	English	9 months
Restaurant Management Food and/or Beverage Services <ul style="list-style-type: none"> • Managing staff/teams • Customer service 	11	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	



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<ul style="list-style-type: none"> • Cultural awareness/diversity • Managing materials, equipment, income • Provide table and a table/bar-drinking services • Service of beverages, wine, spirits, liquers • prepare and clear areas/function rooms for SERVICE • General product knowledge • Purchasing • Receiving/despating orders • Stock control • Storage methods of food products • Food hygiene and preparation • Meet & Greet customers • First Aid • Waitron & serving skills <p>Professional Cookery</p> <ul style="list-style-type: none"> • <i>Hot and Cold kitchens</i> • <i>Food hygiene</i> • <i>Food preparation</i> • <i>Purchasing & Ordering</i> • <i>Food production Quality Control systems</i> • <i>Staff/ Team managemen</i> • <i>Communicationt</i> 							
Waitron Skills	11	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Team Management	11	4	National	Grade 10/Standard	Contact	English	



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				8 English fluency	education or Mixed mode		
Event Management	11	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
	11	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Volunteers Training Programme	11	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
<i>Level 1 First Aid HIV/AIDS</i>	11	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
WELCOME Visitor Experience Programme Tourism awareness and customer service skills	11	5	National	Grade 12/Matric English fluency	Contact education	English	Half-day
TOURISM SAFETY & HEALTH Awareness Training Programme To create a BE AWARE ! BE SAFE ! approach to all Tourists/Travellers		5	National	Grade 12/Matric English fluency	Contact education	English	Half-day
English Proficiency: Improving English usage in Business (<i>enunciation, pronunciation, telephone technique, customer greeting, presentataion skills</i>)	11	4	National	Grade 10/Standard 8 English fluency	Contact education	English	
Specially tailored training programmes, designed and developed to meet client requirements							

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SPORT SHORT COURSES							
	NQF FIELD	NQF LEVEL	SITE OF DELIVERY	ENTRANCE REQUIREMENTS	MODE OF DELIVERY	LANGUAGE OF INSTRUCTION	MINIMUM DURATION
Sport Management	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Sport Administration	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Team Management	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Event Management	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Sport Facility Management	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Volunteers Training Programme	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Managing Diversity	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Sport Coaching: Generic	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Introductory Sport Coaches	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	



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Sport Coaching: Level 1 AND Level 2 <i>Sport specific: soccer, etc.</i>	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Umpiring/Refereeing	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Sport Specific Advancement Programme	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Sport Life Skills	02		National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Communication Skills	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
Starting a Business	02	4	National	Grade 10/Standard 8 English fluency	Contact education or Mixed mode	English	
WELCOME Visitor Experience Programme Tourism awareness and customer service skills	11	5	National	Grade 12/Matric English fluency	Contact education	English	Half-day
TOURISM SAFETY & HEALTH Awareness Training Programme To create a BE AWARE ! BE SAFE ! approach to all Tourists/Travellers		5	National	Grade 12/Matric English fluency	Contact education	English	Half-day
English Proficiency: Improving English usage in Business (<i>enunciation, pronunciation, telephone technique, customer greeting, presentataion skills</i>)	11	4	National	Grade 10/Standard 8 English fluency	Contact education	English	
Specially tailored training programmes,							



designed and developed to meet client requirements							