



Course Outline

CO:Tourist Information

Duration: 24 Months



SDP210525180103

SDP100326050733





Programme Title

Occupational Certificate:
Tourist Information Officer

SAQA ID

101865

NQF Level

5

Minimum Credits

280

Entry Requirements

Grade 12 with communication

COURSE OVERVIEW

This learner will be equipped with the necessary skills and knowledge to work in a visitor information centre in popular tourist destinations throughout South Africa. The learner will assist with matters such as booking accommodation, arranging local tours and recommending restaurants and popular entertainment activities as well as providing travel, hospitality and accommodation information to tourists, distribute the correct brochures and sell souvenirs and prepare displays for the centre..

COURSE OUTCOMES

- Compare attractions and destinations using knowledge of South Africa to advise tourists, visitors and local residents according to their needs.
- Collate information to effectively sell tourism products and services.
- Communicate effectively using appropriate methods to maintain effective customer relations according to organizational standards and customer service of internal and external stakeholders.
- Coordinate and support office services and maintain information management systems to enhance the effective operations of the office.
- Plan, co-ordinate and assist in the administration and setting up of exhibitions and special events.



MODULES

Knowledge Modules	
Module ID	Title
KM-01	South Africa as a travel destination
KM-02	Selling products
KM-03	Office protocol, deportment and
KM-04	Local tourism destinations,
KM-05	Introduction to Tourism
KM-06	Basic business calculations
KM-07	Apply End User Computing
KM-08	Business communication and
KM-09	Social media and digital literacy
KM-10	Reception services
KM-11	Map work and itineraries
KM-12	Introductory Project Management
KM-13	Exhibition and special events
KM-14	Ready for work standards
KM-15	Develop and update tourism





MODULES

Practical Skill Modules	
Module ID	Title
PM-01	Address protocol requirements
PM-02	Plan and develop culturally appropriate tourism operations
PM-03	Prepare, install and dismantle exhibition elements
PM-04	Source and provide destination information and an itinerary for a customer
PM-05	Manage, and assist in the administration and clerical support of office resources to facilitate the smooth and effective procurement of physical resources and services within the unit
PM-06	Prepare quotations



QCTO

It's All Possible





MODULES

Work Experience Modules

Module ID	Title
WM-01	Research, design and sell local travel and tourism-related packages, products and services
WM-02	Apply ready for work standards to everyday work activities
WM-03	Handle customer and clients' queries and liaison in a Travel Information Centre
WM-04	Operate an online information system for tourism related information
WM-05	Processing reservations and issuing documentation

