

Date: 13-August-2015
 Applicant: Shonisani David Khangala
 Organisation: ALIVE! P T L CC
 Contact Details: Assessor: Khangala@yahoo.co.uk
 Organisation:
 Assessor Registration No: 613/A/000351/2005
 Identity Number: 6610275697084

Dear Shonisani Khangala

ASSESSOR REGISTRATION

In terms of the SAQA regulations 9.1 (e), Cathsseta ETQA hereby confirms your registration as an Assessor for the nationally registered unit standards below.

Qualifications

Name of Qualification	Qualification Code	NQF Level
General Education and Training Certificate: Tourism	22190	
National Certificate: Tourism: Guiding	20155	
National Certificate: Tourism: Guiding	17174	
National Certificate: General Travel	14119	
National Certificate: Tourism: Event Support	17390	
National Diploma: Service Management	20414	
National Diploma: Event Co-ordination	20613	
National Certificate: Accommodation Services	14110	
Diploma: International Tourism	65860	

Unit Standards

Unit Standard	Unit Standard Code	NQF Level
Handle mail, messages and written communications	7663	2
Store and handle customer and establishment property	7698	2
Provide a collection and delivery service	7700	2
Analyse a business and determine the way it functions	7782	4
Communicate in a business environment	7784	4
Function in a business environment	7785	3
Operate a Computer	7786	3
Sell products or services	7787	5
Process payments	7788	5
Provide Customer Service	7789	4
Process incoming and outgoing telephone calls	7790	3
Display cultural awareness in dealing with customers and colleagues	7791	4
Maintain data in a computer system	7792	2
Describe layout, services and facilities of the organisation	7793	2
Communicate verbally	7794	3
Maintain a secure working environment	7796	3
Maintain a safe working environment	7799	2
Maintain health, hygiene and a professional appearance	7800	1
Describe the sectors of the Hospitality, Travel and Tourism Industries	7801	2
Perform basic calculations	7812	2
Identify work opportunities	7813	2
Apply for a job or work experience placement	7815	3
Conduct on-the-job coaching	7818	5
Operate a payment point and process payments	7820	3
Develop self within the job role	7821	4
Prepare written communications	7822	4
Source information about self-employment opportunities	7827	4
Handle and record refunds	7829	3
Monitor customer satisfaction	7836	4
Plan staff training and development in own area of responsibility	7841	4
Maintain the cleaning programme for own area of responsibility	7846	4

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Manage the induction of new staff	7848	5
Audit Financial Procedures/ Conduct Night Audit	7852	4
Deliver Group Training	7856	5
Introduce new staff to the workplace	7860	3
Gather and present evidence in a hearing	7861	5
Manage staff development	7863	5
Improve service to customers	7865	5
Plan, organise and monitor work in own area of responsibility	7866	5
Assess the learner	7867	5
Monitor and maintain health, safety and security	7868	5
Maintain a preventative maintenance programme	7869	4
Start up and manage a small business	7871	7
Chair a hearing	7872	6
Contribute to the provision of required staff	7874	6
Support and guide the learner	7875	4
Conduct on-the-Job-Training	7876	5
Prepare and Maintain Financial Records and Statements	7878	5
Analyse Training Needs and Develop Training Programmes	7879	6
Prepare, implement, manage and control budgets	7880	6
Manage workplace diversity	7881	6
Manage Payroll Records	7882	5
Manage workplace relations	7883	5
Research and update the legal knowledge required for business compliance	7885	5
Develop and Implement A Business Plan	7886	5
Develop and Manage Marketing Plans and Strategies	7887	6
Monitor staff performance	7888	6
Manage quality in the organisation	7889	6
Analyse the tourism industry and the links between the various sectors	7935	5
Analyse Airport and Customs Systems	7936	4
Describe the world from a travel perspective	7937	4
Book and issue Documentation for Land Travel and Accomodation	7938	5
Book and issue Documentation for Point-to- Point Air Travel.	7939	6
Advise customers on travel entry document and assist with application	7940	5
Access Information on Travel Products and Services	7941	5

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Demonstrate basic forex transactions and forex conversions	7942	4
Demonstrate knowledge of South Africa as a travel destination	7944	5
Operate central reservation or global distribution system	7948	5
Understand and apply personal values and ethics	8416	2
Use numeracy for self-organisation	8417	2
Do basic research	8418	2
Understand social issues	8419	2
Operate in a team	8420	2
Work with people who have special needs	8421	2
Create a guided cultural experience in a limited geographical area	8438	2
Conduct a guided nature experience in a limited geographical area	8440	2
Conduct a limited guided nature experience	8456	3
Conduct an advanced guided nature experience	8458	6
View potentially dangerous animals	8459	6
Track animals and identify spoor using easily recognisable spoor	8460	2
Create a guided experience for customers	8478	2
Operate within the national and international legal framework	8479	4
Introduce South Africa to tourists	8480	4
Understand and interpret our natural and cultural heritage	8489	2
Contribute to sustainable tourism in South Africa	8490	4
Maintain occupational health and safety	8493	2
Demonstrate an understanding of HIV/AIDS and its implications	8494	2
Conduct a guided cultural experience	8511	4
Conduct a guided nature experience	8514	4
Track animals and identify spoor using moderately difficult spoor	8518	4
Track animals and identify spoor using difficult spoor	8530	6
Conduct a guided experience with customers	8531	4
Design a guided experience for customers	8532	4
Interpret guiding for tourists	8533	4
Acquire an overview of South Africa	8535	4
Weave South African heritage into tourism	8550	4
Oversee arrival and departure of customers	8551	4
Operate in a business	8553	4
Contribute to information distribution regarding HIV/AIDS in the workplace	8555	4
Interact orally and in writing in the workplace	8556	4

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Collate, understand and communicate workplace data	8558	4
Plan and conduct research	8559	4
Function in a Team	8561	4
Demonstrate an understanding of issues affecting people with special needs	8570	4
Analyse and understand social issues	8591	4
Introduce South African heritage to tourists	8598	4
Care for Customers	8600	4
Support event co-ordination	8607	4
Operate in the national and international event industry	8608	4
Understand the inter-relatedness of event elements	8609	4
Demonstrate an understanding of societal values and ethics	8612	4
Organise oneself in the workplace	8618	2
Apply workplace communication skills	8647	5
Demonstrate an understanding of professional values and ethics	8648	5
Analyse and communicate workplace data	8662	5
Plan and conduct a research project	8663	5
Examine social features as pertaining to the workplace	8664	5
Lead a team	8665	5
Implement policies regarding HIV/AIDS in the workplace	9224	5
Analyse external factors influencing people who have special needs	9242	5
Monitor occupational health & safety	9243	4
Plan and conduct meetings	9244	4
Identify `at risk` individuals	9262	4
Counsel others for incapacity or poor work performance	9263	5
Deal with grievances	9264	5
Develop and maintain a staff roster	9265	4
Conduct an integrative project in the workplace	10993	5
Apply basic written and oral communication skills	11803	2
Co-ordinate an event	13482	5
Evaluate an event to ensure sustainable events	13483	5
Perform successful event administration	13484	5
Plan an event	13485	5
Research an event	13486	5
Participate in sustainable tourism in South Africa	13584	2
Design an event	14806	5

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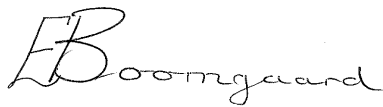
Produce a safe and successful event within a specific event subfield	14807	5
Maintain effective working relationships with other members of staff	11235	3
Operate a Personal Computer System	7547	2
Diploma: International Tourism	65860	5

Please be advised of the following conditions:

1. Valid Registration as a Cathsseta Assessor is from 13 January 2005 to 13 March 2017, or until the expiry date of the Qualifications and Unit Standards.
2. Request for extension of assessment scope or registration period must be submitted to Cathsseta ETQA for consideration.

The details contained in this notification are according to the current specification on the Cathsseta database. Should you not agree to the information, kindly notify Cathsseta in writing of the requested action/s for update.

Kind Regards



ETQA Manager
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ebrahim@Cathsseta.org.za

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