MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Event , Travel and Tourism Management

Tourism and Hospitality Management: Advanced Training on Grading and Classification of Tourist Facilities

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD3030	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

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Course Overview

This advanced training program is designed to provide participants with comprehensive knowledge and practical skills related to the grading and classification of tourist facilities in the tourism and hospitality industry, with a specific focus on the standards followed in South Africa. Participants will learn about the criteria, methodologies, and quality standards used for evaluating and rating accommodations, restaurants, and other tourism-related establishments. The course will cover various aspects of facility assessment, including the South African grading system, industry regulations, and customer expectations. Additionally, participants will have the opportunity to visit the South African Tourism Board to gain firsthand insights into the country's standards and best practices.

Course Outcomes

1. Understand the significance and benefits of grading and classification systems in the tourism and hospitality industry, specifically in the South African context.
2. Familiarize participants with the criteria, methodologies, and quality standards used for evaluating and rating tourist facilities in South Africa.
3. Gain in-depth knowledge of the South African grading system, its evolution, and the roles of key stakeholders, including the South African Tourism Board.
4. Develop a comprehensive understanding of the assessment parameters and quality standards specific to accommodations in South Africa, including compliance with industry regulations and safety guidelines.
5. Acquire the necessary skills to assess food and beverage establishments in South Africa, considering factors such as food quality, hygiene, service standards, culinary traditions, and sustainability practices.
6. Learn the methodologies, tools, and processes involved in grading and classification in South Africa, including conducting inspections, audits, and complying with documentation and reporting requirements.
7. Understand the importance of quality assurance processes, such as implementing quality management systems and continuous improvement strategies, to maintain and enhance standards in South African tourist facilities.
8. Recognize the role of grading and classification in destination branding and marketing in South Africa, and its impact on the competitiveness of tourist establishments.
9. Gain firsthand insights into the standards and operations of the South African Tourism Board through a visit, allowing participants to interact with industry professionals and officials responsible for grading and classification.
10. Stay updated on emerging trends, innovations, and evolving standards in the grading and classification of tourist facilities specific to South Africa.
11. Apply the knowledge and skills acquired throughout the course to analyze and evaluate real-world case studies of graded facilities in South Africa.
12. Develop critical thinking and problem-solving skills through practical exercises and the final project, which focuses on creating a grading and classification plan for a hypothetical tourist facility in South Africa.
13. Collaborate with representatives from the South African Tourism Board to gain insights, discuss industry updates, and explore future opportunities in the field of grading and classification in South Africa.

These objectives aim to provide participants with a comprehensive understanding of the grading and classification process, focusing specifically on South African standards. The course combines theoretical knowledge, practical skills, and a visit to the South African Tourism Board to ensure participants gain practical insights and real-world applications of the grading and classification systems in South Africa.

Course Outline / Curriculum

Module 1: Introduction to Grading and Classification in South Africa

- Importance and benefits of grading and classification in the South African tourism industry
- Overview of the South African grading system and its evolution
- Key stakeholders involved in the classification process, including the South African Tourism Board

Module 2: Criteria and Standards for Accommodation Facilities in South Africa

- Understanding the different types of accommodations in South Africa (hotels, lodges, guesthouses, etc.)
- Assessment parameters and quality standards specific to South African accommodations
- Compliance with industry regulations and safety guidelines
- Case studies and best practices of graded accommodations in South Africa

Module 3: Evaluating Food and Beverage Establishments in South Africa

- Categories of food and beverage establishments in South Africa (restaurants, cafes, wine farms, etc.)
- Key factors in assessing food quality, hygiene, and service standards in a South African context
- Compliance with local culinary traditions and sustainability practices
- Industry benchmarks and trends in the South African restaurant sector

Module 4: Grading and Classification Process in South Africa

- Methodologies and tools used for facility assessment in South Africa
- Conducting inspections and audits according to South African standards
- Documentation and reporting requirements specific to the South African grading system
- Handling disputes and challenges in the South African context

Module 5: Quality Assurance and Continuous Improvement in South Africa

- Implementing quality management systems aligned with South African standards
- Staff training and development for maintaining and improving standards
- Feedback mechanisms and guest satisfaction surveys specific to South Africa
- Continuous improvement strategies for tourist facilities in South Africa

Module 6: Role of Grading and Classification in Destination Marketing in South Africa

- Impact of grading and classification on destination branding in South Africa
- Marketing advantages and challenges for graded establishments in South Africa
- Collaboration between the South African Tourism Board, tourism authorities, and industry stakeholders
- Promoting graded facilities in South Africa to enhance competitiveness

Module 7: Visit to the South African Tourism Board and Standards Review

- Field trip to the South African Tourism Board to gain firsthand insights into their standards and operations
- Interacting with industry professionals and officials responsible for grading and classification

Reviewing the South African grading system and its application in practice

Module 8: Emerging Trends and Innovations in South African Tourism Facilities

- Technology applications in grading and classification specific to South Africa
- Sustainability practices and eco-certifications in the South African context
- New trends in facility design and guest experiences in South Africa
- Future prospects and evolving standards for tourist facilities in South Africa

Module 9: Case Studies and Practical Exercises

- Analysis of real-world examples of graded facilities in South Africa
- Group discussions and problem-solving exercises focusing on South African standards and challenges
- Site visits to graded tourist facilities in South Africa for hands-on learning and observation
- Analyzing the grading and classification processes implemented by these establishments
- Participating in practical exercises that simulate the assessment and evaluation of South African tourist facilities

Module 10: Final Project and Assessment

- Undertaking a comprehensive final project that applies the knowledge and skills acquired throughout the course
- Developing a grading and classification plan for a hypothetical tourist facility in South Africa
- Presenting the project to peers and instructors for evaluation and feedback

Module 11: South African Tourism Board Collaboration and Wrap-up

- Reflecting on the visit to the South African Tourism Board and its impact on understanding the grading and classification process
- Collaborating with representatives from the South African Tourism Board to discuss insights and industry updates
- Summarizing key takeaways, lessons learned, and future opportunities in the field of grading and classification in South Africa

Please note that this course outline is designed specifically for the training program offered by Magna Skills, focusing on the grading and classification of tourist facilities in South Africa. It incorporates a visit to the South African Tourism Board to provide participants with valuable firsthand experiences and insights into South African standards and practices.

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templatesand methods they canapply immediately atwork.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability andservice delivery.

Sponsor-Friendly

This document isdesigned to helpsupervisors, HR units andsponsors approve delegate participation quickly.

ProfessionalRecognition

Delegates receivetraining documentationand a certificate ofcompletion aftersuccessful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa

Vic Falls, Zimbabwe

Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda

Kampala, Uganda

Nairob

Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana

Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning

Remote Teams

Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite

Custom Dates

Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

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About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Tourism and Hospitality Management: Advanced Training on Grading and Classification of Tourist Facilities
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____