

IBM
Institute of Business
Management of Southern Africa

1 Dias Street, Langebaan, 7357
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Occupational Certificate: Tourist Information Officer

Duration: 18 months (and +- 10 months at workplace to accumulate working hours)

NQF level: 5

Credits: 280

SAQA ID: 101865

QCTO Occupational Qualification

QCTO Provider Accreditation number: 01-QCTO/SDP230921-3045

Mode of learning: This course is offered through distance and online learning.

Course overview

The Travel and Tourism industry in South Africa is a growing industry that needs to provide the relevant skills and competencies to address the continuous growth in the tourism market. The growth in the industry is amongst others, resultant from South Africa's involvement in international business, conferencing, sports and other events as well as national and international accessing of South Africa as a tourism destination of choice, in particular for exposure to and experiencing its rich and diverse natural and cultural resources.

This qualification lays a foundation for career progression that will enable you to enter other related qualifications such as Travel Consultant or grow towards more senior/managerial positions within the travel industry or develop entrepreneurial skills.

Purpose

The purpose of the qualification is to prepare you to operate as a Tourist Information Officer.

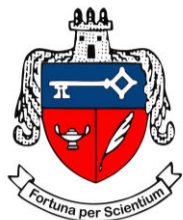
When you have successfully completed the programme you will be able to:

- 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 to maintain effective customer relations according to organisational standards.
- 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.

Course Structure

The qualification consists of a Knowledge Component (Theory), Practical Component (Workplace application) and a Workplace Component (Workplace hours log-sheet).

- 15 Knowledge assignments
- 6 Practical assignments
- Workplace hours



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Workplace hours will be accumulated at your place of work. Once you have completed all modules, you will be eligible for the Integrated External Assessment which is an integrated assessment conducted in the form of a written exam. The Assessment will cover key elements of the theory and practical skills. The exam is an **external exam** conducted by an QCTO assurance partner.

Student support

We have determined, friendly and well-qualified lecturers who will assist you with assignments for the duration of your studies, should you experience any difficulties.

Study Schedule

You will receive a study schedule to help plan your studies. You also have access to a learner assistant who will guide and support you through the study process and will provide all the academic support you need to successfully complete your course.

When can I register?

Our courses are offered through distance learning, and you can enroll at any time online on our website. Once we receive your online registration, supporting documents and full/ initial payment, we assign the course to your account and prepare your complimentary IBM Welcome Pack for dispatch.

Certification

On successful completion of the qualification, you will be awarded an IBM Certificate and an Occupational Certificate: Tourist Information Officer from the QCTO (Quality Council for Trades and Occupations).

Study materials

All study material will be accessible online on your student portal. There are no prescribed textbooks you will need to order for this course.

Payment options:

The fees below include all Study Material, Assignments and Support.

Once-off payment: R24 850

Instalment Payment Options

Pay the full course fee upfront, or select a monthly instalment option:

Pay an initial fee of R 3 900 followed by one of the following options:

- R 1 833 per month for 12 months.
- R 1 252 per month for 18 months.

Instalment options incur finance fees.



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Entry Requirements

1. NSC or NCV level 4 or NQF Level 4 with Communication and Mathematical Literacy.
2. **Important:** Learners must have access to a workplace where practical activities can be performed, and workplace hours accumulated.

HOW DO I REGISTER?

You are not required to pay to complete your online registration.

1. Click on this link: <https://institutebm.org.za/courses/full-qualifications/business-management-courses-full-courses/oc-tourist-information-officer-nqf5/>
2. You will now be directed to the relevant course page. Scroll down, select an appropriate payment option and click on the **Register Now** button.
3. Complete the registration details and create your password (keep this safe). When you have completed all available fields, click **Continue** at the bottom of the page.
4. If you have any Additional Information to add, use this page "Order Notes" and click **Continue**. If you have nothing to add, simply skip this step and click **Continue**.
5. Select your payment method (EFT/ PAYFAST) and tick the available boxes to accept the Terms and Conditions.
6. Click on the **Place Order** button.
7. You will now receive an **Online Order Confirmation** with your **username** and **order number** displayed on your screen. (This order number will become your student number).
8. You have now successfully completed your online registration! You will receive an email confirming your online registration within 24 hours. This email will contain banking details and reference along with the documents needed to finalise the process and get your studies started.

Need more information?

If you have any further questions on the above qualification, feel free to send an email to enquiries@institutebm.org.za Our dedicated, friendly consultants will assist you with any enquiry you may have!

Important: This qualification is only offered to groups of 10 and more. It is not available for individual registration.