

No. 1282

5 December 2008

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Travel, Tourism and Events

registered by Organising Field 11 – Services, publishes the following Qualification and Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Qualification and Unit Standards. The full Qualification and Unit Standards can be accessed via the SAQA web-site at www.saga.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification and Unit Standards should reach SAQA at the address below and **no later than 5 January 2009**. All correspondence should be marked **Standards Setting – SGB for Travel, Tourism and Events** and addressed to

The Director: Standards Setting and Development

SAQA

Attention: Mr. E. Brown

Postnet Suite 248

Private Bag X06

Waterkloof

0145

or faxed to 012 – 431-5144

e-mail: ebrown@saqa.org.za


D. MPHUTHING

ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:
Further Education and Training Certificate: Event Support

SAQA QUAL ID	QUALIFICATION TITLE		
64470	Further Education and Training Certificate: Event Support		
ORIGINATOR		PROVIDER	
SGB Travel, Tourism and Events			
QUALIFICATION TYPE	FIELD	SUBFIELD	
Further Ed and Training Cert	11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	144	Level 4	Regular-Unit Stds Based

This qualification does not replace any other qualification and is not replaced by another qualification.

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

The Further Education and Training Certificate: Event Support is aimed at individuals already employed or planning to become employed in front line positions in the broader events sector. Competent learners will be able to provide effective and efficient support services to event organisers.

This is critical to support the services offered by other tourism product suppliers and will help to retain and grow the number of tourists. Employment opportunities resultant from this entry level qualification will include entry level personnel positions in various areas of the events industry and activities will generically cover initial customer contact as well as abilities to satisfy customer needs.

The qualification provides grounding in knowledge of the industry and customer service as well as specific occupationally related skills in a range of elective choices, which include the various genres that prepare learners for the world of work.

The learner successfully completing this qualification will be able to:

- > Demonstrate an understanding of the events industry.
- > Perform event administration functions.
- > Execute event support functions.

Rationale:

The Events industry in South Africa is presently following the international trend of becoming a more regulated environment. Within the South African events environment, specific legislative frameworks are already being established to inform the closer regulation of the industry. One example of such regulatory requirements includes risk and safety planning and management in the gathering of individuals associated with a very wide range of potential applications.

The Event sector enables application of events organising and service provision across the following genres:

- > Business: Conferences, exhibitions, expos, workshops, indabas, in-house training interventions, and product launches, hospitality, meetings, marketing and retail and promotional events.
- > Tourism: Promotions, destination promotion, functions, guided experiences.
- > Leisure: Festivals, Music and cultural events, celebrations: parties and weddings, coordinating competitions and fundraising.
- > Incentives: Staff reward and motivational experiences: usually including business, tourism, sport and leisure activities.
- > Sporting: Events in all codes of sport at all levels (club: national: international) including function coordination and venue hire at sporting venues.
- > Government: Inauguration, AIDS, reception of international visits, security and protocol.

All of these applications of events services are affected by the regulatory framework presently being formulated. The enabling of a qualification stream for which this qualification is the entry level qualification, will add specific value as to the standardisation of knowledge and skills requirements of individuals employed in this economically lucrative industry.

The qualification envisaged will enable increased employability and employment mobility and recognition for competencies attained and will benefit the sector in the enabling of better equipped personnel which is able to fulfil roles efficiently, effectively and in a manner that results in customer satisfaction and retention. This undoubtedly will benefit the sector in terms of envisaged growth, increased employment, business opportunities and investment return within the service industry.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED IN PLACE

It is assumed that the learner attempting this qualification is competent in:

- > Communication at NQF Level 3.
- > Mathematical Literacy at NQF Level 3.

Recognition of Prior Learning:

This Qualification and the entire fundamental, core and elective Unit Standards associated with it can be achieved by any learner through the recognition of prior learning, which includes learning outcomes achieved through formal, informal and non-formal learning and work experience. Learner and assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the qualification and the associated unit standards.

This Recognition of Prior Learning may allow for:

- > Gaining of credits for unit standards in this qualification.
- > Obtaining this qualification in whole.

All Recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

Access to the Qualification:

- > There is open access to this Qualification.

QUALIFICATION RULES

This qualification is made up of Fundamental, Core and Elective unit standards and a minimum of 144 Credits is required to complete the qualification.

Fundamental component:

The Fundamental Component consists of Unit Standards in:

- > Mathematical Literacy at Level 4 to the value of 16 credits.
- > Communication at Level 4 in a First South African Language to the value of 20 credits.
- > Communication in a Second South African Language at Level 3 to the value of 20 credits.

It is compulsory therefore for learners to do Communication in two different South African languages, one at NQF Level 4 and the other at NQF Level 3.

Core component:

- > All unit standards to a total of 73 credits are compulsory.

Elective component:

- > A minimum of 15 credits from the Elective component is required.

EXIT LEVEL OUTCOMES

1. Demonstrate an understanding of the events industry.
2. Perform event administration functions.
3. Execute event support functions.

Critical Cross-Field Outcomes:

The qualification addresses the following Critical Cross-Field Outcomes as embedded in the Exit Level Outcomes and Associated Assessment Criteria of the qualification:

Communicate effectively:

- > Effective communication is enabled through the maintaining of relevant communication as per organisational requirements applicable to the planning, implementation and support services associated with the event.

Identify and solve problems:

- > Problems are identified and solved in the application of event support as it relates to the maintaining of operational requirements.

Collect, analyse, organise, and critically evaluate information:

- > Information is collected analysed, organized and evaluated in the performing of event logistical arrangements and the administration thereof.

Understand the world as a set of related systems:

- > The world is understood as a set of related systems as the Events industry functions and provides services within the larger services environment, In addition the national and

international event structures enables the learners understanding of the world as a set of interrelated systems.

Organise and manage own activities:

> Own activities are managed and organised in the performance of event support services and in the maintaining of liaison, communication and the execution of support duties and functions within the operational environment.

Work in a team:

> Teamwork is supported in the operational environment and the execution of event support function regardless of the specific event genre in which the learner is required to operate and apply obtained knowledge and skills.

Maintain effective working relationships:

> The maintaining of effective working relationships is supported through the requirements of the operational environment and the very nature of the events industry, which is very service, orientated.

Science and technology:

> The use of Science and Technology is supported by the use of computer literacy in the operational environment as well as the electronic applications used for the gathering and reporting of information in the performance of event support and administration.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- 1.1 The events industry is described in terms of the international and national events environment.
- 1.2 The relationship between the events industry and other industries are explained as it applies to the sector.
- 1.3 Events business requirements are explained in terms of the operational environment.
- 1.4 The principles of event design are described from an operational perspective.
- 1.5 Professional conduct and business ethics requirements are explained in terms of the events industry.

Associated Assessment Criteria for Exit Level Outcome 2:

- 2.1 Information is collated and processed for utilisation in events administration.
- 2.2 Financial functions are applied to meet operational events administration requirements.
- 2.3 Logistical arrangements administration and functions are executed according to operational requirements.
- 2.4 Data and records are maintained in support of event administration.

Associated Assessment Criteria for Exit Level Outcome 3:

- 3.1 Health, safety and security requirements are described as it applies to the events industry.
- 3.2 Customer service is provided in accordance with operational and diversity requirements.
- 3.3 Event marketing support is conducted in accordance with operational requirements.
- 3.4 Event support functions as it applies to the specific event genre are executed according to operational requirements.

Integrated Assessment:

Source: National Learners' Records Database

Qualification 64470

13/11/2008

Page 4

Assessment practices must be open, transparent, fair, valid, and reliable and must ensure that no learner is disadvantaged in any way whatsoever. For this purpose, an integrated assessment approach is incorporated into the Qualification.

Learning, teaching and assessment are inextricably aligned. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated through the practical application of sales and services in a Nature Conservation environment.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Nature Conservation sales and services contexts wherever possible.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all Specific Outcomes, Embedded Knowledge and Critical Cross-Field Outcomes are evaluated. The assessment of the Critical Cross-Field Outcomes should be integrated with the assessment of Specific Outcomes and Embedded Knowledge.

INTERNATIONAL COMPARABILITY

The scoping and conclusion of the envisaged events qualifications stream was informed by extensive liaison with in particular the British and Canadian events industries. Comparison thus formed an integral part of the planning and final conclusion of the submitted events qualification stream of which the Further Education and Training Certificate Event Support, NQF Level 4, forms the entry-level qualification to this qualification stream.

Impact of international comparison on the standard setting process:

It is thus necessary to note even at the onset of the provided international comparison, that research conducted as part of the comparison, both informed and verified the content of the South African qualifications presently earmarked for registration. Having said that, it should likewise be noted that the specific requirements of the South African environment, in particular as it applies to our more diverse population and cultural spread, as well as the requirements of access and redress, also impacted on the final qualification/s as presented.

In particular, the Further Education and Training Certificate Event Support provides for entry into the Event sector at the level of a junior event support person, something that is not clearly provided for in the more mature international events environment. The enabling of an entry level qualification strongly reflects a commitment to the NQF objective of redressing the inequalities of the past and the reality that the majority of South Africans have been denied access to formal employment opportunities within the event industry.

In addition, it is furthermore motivated due to the reality that our events industry is presently en route towards maturation and the enabling of the addressing of access and redress enables in the long-term the effective transformation of this industry whilst it is in the process of professionalisation against a more defined regulatory framework.

In the context of the training requirements for junior event support persons, the present qualification reflects the highest standards of practice, and makes possible the provision events of the highest quality.

International focus for best practice:

Liaison in particular took place via the International Event Management Body of Knowledge (EMBOK) structures. Benchmarking as well as comparison was enabled through constructive meetings and liaison with delegates from the events industries within Canada and the UK.

The EMBOK is a three dimensional description of the knowledge and skills essential to create, develop and deliver an event. The term 'event' as defined by EMBOK includes conferences, exhibitions, festivals, special events, civic events, sports events and the like and thus enables effective comparison of internationally accepted best practices for the events industry at large. (Note: Extensive information presently not included in the International Comparison here provided can be accessed via <http://www.embok.org/> and <http://www.juliasilvers.com/embok.htm>).

In addition to the above, it should be noted that the Events industries in countries such as Britain, Australia and Canada is much more regulated and structured in terms of legislative frameworks impacting on the professionalisation of the industry than is presently the case in the South African Events environment (The EMBOK is utilised in these countries and is accepted as the international benchmark for in particular events management training).

The following main knowledge domains are differentiated as per international practices:

- > Design.
- > Administration.
- > Marketing.
- > Operations.
- > Risk.

The Knowledge Domains can be sub-divide as per the provided table below. For the sake of symmetry the Domains are subdivided into seven Classes. These include:

Administration:

- > Financial.
- > Human Resources.
- > Information.
- > Procurement.
- > Stakeholders.
- > Systems.
- > Time.

Design:

- > Content.
- > Theme.
- > Program.
- > Environment.

- > Production.
- > Entertainment.
- > Catering.

Marketing:

- > Marketing Plan.
- > Materials.
- > Merchandise.
- > Promotion.
- > Public Relations.
- > Sales.
- > Sponsorship.

Operations:

- > Attendees.
- > Communications.
- > Infrastructure.
- > Logistics.
- > Participants.
- > Site.
- > Technical.

Risk:

- > Compliance.
- > Decisions.
- > Emergency.
- > Health and Safety.
- > Insurance.
- > Legal.
- > Security.

These specific focus areas informed the scoping of not only the qualifications stream for events but also ultimately the core focus areas incorporated into the qualifications as generated.

Canada is well known for successfully staging major world events and for sustaining high levels of customer satisfaction. The Canadian emerit training programmes are based on industry-defined standards. The emerit qualification in Event Co-ordination ties in well with EMBOK and focuses extensively on the knowledge domains as identified in EMBOK.

The Australian THT30102: Certificate III in meeting and events as well as the NCFE Level 2 Certificate in Event Stewarding (United Kingdom) was selected as to enable comparison with unit standard based qualifications.

It should be noted that NO qualifications for comparison could be found in terms of searches conducted for SADC countries.

THT30102: Certificate III in Meeting and Events:

The following focus areas are identified in the above listed qualification:

- > Work with colleagues and with customers.
- > Work in a socially diverse environment.

- > Follow health, safety and security procedures.
- > Develop and update tourism industry knowledge.
- > Develop and update event industry knowledge.
- > Communicate on the phone.
- > Perform office procedures.
- > Use business technology.
- > Produce simple word-processed documents.
- > Process financial transactions.
- > Deal with conflict situations.
- > Access and interpret product information.
- > Prepare quotations.
- > Book and co-ordinate supplier services.
- > Process and monitor event registration.
- > Co-ordinate guest/delegate registration at venue.

When compared with the Further Education and Training Certificate Event Support NQF Level 4, the following focus areas included in the submitted qualification clearly indicate alignment to international alignment in terms of events entry qualifications:

- > Care for customers.
- > Relate diversity to customer service.
- > Function in a team.
- > Demonstrate knowledge and understanding of health, safety and security at an event.
- > Demonstrate understanding of the national and international event industry.
- > Identify and explain the core and support functions of a business.
- > Process data using information technology.
- > Adhere to professional conduct and business ethics in a PR and communication environment.
- > Perform basic financial functions in the events environment.
- > Support the administration of minor events including logistics.
- > Provide event support services within a specific event genre.
- > Conduct security at an event.

Over and above these clearly aligned focus areas, the following areas are provided for as to address the South African circumstances and requirements as identified by the industry:

- > Plan and conduct research.
- > Apply efficient time management to the work of a department/division/section.
- > Assist with tasks related to marketing, market research and promotion.

NCFE Certificate in Event Stewarding:

The NCFE level 2 Certificate in Event Stewarding is comprehensive introduction to anyone considering a career in crowd management or event management. It is also suitable for anyone already working in the industry, on a voluntary or casual basis and who wishes to formalise and further develop his or her existing experience and skills.

The following mandatory areas of learning are required:

- > Consider Health and Safety issues relating to event stewarding:
 - > Follow registration procedures correctly and on time.
 - > Collect passes, identification requirements and equipment, look after them and return them on completion of duty.
 - > Record all necessary information given at pre-event/duty briefings
 - > Follow pre-event routines correctly.

- > Work effectively with others and contribute to good work practice:
 - > Communicate clearly.
 - > Request help from other people when necessary.
 - > Report any problems in a working relationship with colleagues to the appropriate person.
 - > Offer help to other people when needed.
 - > Identify possibilities for improvements in the team's work.
 - > Respond positively to suggestions about the way the team's work can improve.
- > Understand and apply principles of spectator management:
 - > Identify spectator characteristics at different types of events.
 - > Identify types of behaviour displayed by individuals which impacts on crowd behaviour.
 - > Identify types of hazardous behaviour in crowds.
 - > Recognise signs of potential crowd problems.
 - > Assess a spectator problem.
 - > Take prompt action appropriate to the problem.
- > Exercise customer care:
 - > Demonstrate and use appropriate verbal and non-verbal communication skills.
 - > Respond to needs of customers.
 - > Deal effectively with a problem on behalf of a customer.
 - > Evaluate own practice to improve performance.
 - > Identify ways of improving customer service.
- > Deal with suspicious objects and unauthorised items:
 - > Identify suspicious objects and items in accordance with procedures.
 - > Search designated areas for suspicious and unauthorised items.
 - > Report suspicious objects and unauthorised items.
- > Control the entry and exit of people:
 - > Demonstrate safe use of access control equipment.
 - > Use effective verbal communication when supervising queues.
 - > Admit individuals and refuse entry according to agreed procedures.
 - > Provide individuals with clear reasons why they have been refused entry.
 - > Manage queues in a safe and orderly manner.

The following optional Units are provided for:

- > Show awareness of the legal issues of detention techniques:
 - > The laws pertaining to the power of arrest and detention by an Event Steward.
 - > Situations in which an Event Steward might exercise the powers of arrest.
 - > Implications of wrongful detention.
 - > Circumstances in which to involve the police.
 - > Methods for involving the police.
 - > Methods for preserving the scene and evidence of the incident for appropriate authorities.
 - > Personal safety procedures.
 - > Organisational procedures.
- > Understand on-site traffic management techniques:
 - > Factors to consider when controlling the entry and exit of vehicles from the parking area.
 - > Factors to consider when directing vehicles in the parking spaces.
 - > Possible procedures for dealing with unauthorised parking.
 - > Types and implications for special passes.
 - > Factors to consider when dealing with an emergency.
 - > Organisational procedures for traffic management and vehicle control.

- > Organisational recording and reporting procedures.

When compared with the South African entry level Further Education and Training Certificate Event Support, the following similarities in focus are evident:

- > Care for customers.
- > Function in a team.
- > Demonstrate knowledge and understanding of health, safety and security at an event.
- > Adhere to professional conduct and business ethics in a PR and communication environment.
- > Perform basic financial functions in an event environment.
- > Relate diversity to customer service.
- > Monitor, control and direct crowds.
- > Plan and conduct research.

Due to the specific focus on stewarding whilst the South African qualification has a much broader events focus the following areas of focus in the Events environment:

- > Support the administration of minor events including logistics.
- > Apply efficient time management to the work of a department/division/section.
- > Assist with tasks related to marketing, market research and promotion.
- > Demonstrate understanding of the national and international event industry.
- > Identify and explain the core and support functions of a business.
- > Process data using information technology.

Conclusion:

The international comparison with the THT30102: Certificate III in Meeting and Events (Australia) and the NCFE Certificate in Event Stewarding (UK) indicate that good alignment in terms of main focus areas is evident.

In the scoping of the qualification and qualification stream for which the qualification acts as the first qualification and entry-level learning, the South African stakeholder group agreed that persons accessing this Certificate at NQF Level 4 would fulfil different and supportive roles in line with current business practice in South Africa. This includes greater emphasis on the area of Risk Management.

This Certificate articulates with other qualifications at NQF Level 5 and above (including that of an event co-ordinator) and it provides a platform for employment at entry level. This qualification is therefore comparable to those mentioned and in some cases exceeds those standards.

In short the qualification is at least on par with international comparatives, and may well be best practice as it brings together all the key elements present in more than one of the foreign qualifications.

ARTICULATION OPTIONS

This Qualification provides the following articulation opportunities:

Horizontal articulation:

- > ID 21171: Further Education and Training Certificate: Sport and Event Management, NQF Level 4.
- > ID 48669: Further Education and Training Certificate: Live Event Technical Production, NQF Level 4.

Vertical articulation:

- > ID 20613: National Diploma: Events Coordination, NQF Level 5.
- > ID 60276: National Certificate: Generic Management: Sport Event Management, NQF Level 5.

MODERATION OPTIONS

> Anyone moderating assessment of a learner, against this Qualification must be registered as a moderator with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

> Any institution offering learning that may enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

> Assessment and moderation of assessment may be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies), and in terms of the moderation guideline detailed immediately below.

> Moderation must include both internal and external moderation of assessments at all exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Exit Level Outcomes of the Qualification.

> Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Anyone assessing a learner, against this Qualification must be registered as an assessor with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

For an applicant to register as an assessor or moderator of this Qualification the applicant needs:

- > To be declared competent in all the outcomes of the National Assessor Unit Standards.
- > To be competent in the outcomes of this Qualification.

NOTES

N/A

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 4	4

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Core	13935	Plan and conduct basic research in an office environment	Level 3	6
Core	13932	Prepare and process documents for financial and banking processes	Level 3	5
Core	110296	Adhere to professional conduct and business ethics in a Public Relations and Communication environment	Level 4	4
Core	115409	Assist with tasks related to marketing, market research and promotions	Level 4	7
Core	246740	Care for customers	Level 4	3
Core	244335	Conduct security at an event	Level 4	5
Core	260177	Demonstrate an understanding of the events industry	Level 4	8
Core	242818	Describe the relationship of junior management to other roles	Level 4	5
Core	116594	Function in a team	Level 4	4
Core	255914	Minimise and manage safety and emergency incidents	Level 4	6
Core	260179	Provide logistical support for an event	Level 4	3
Core	256094	Provide operational support for a minor event	Level 4	5
Core	243960	Provide support for events organization	Level 4	3
Core	260178	Relate diversity to customer service	Level 4	5
Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	Level 3	4
Elective	244589	Identify causes of stress and techniques to manage it in the workplace	Level 3	2
Elective	114979	Operate a computer workstation in a business environment	Level 3	2
Elective	116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases	Level 3	3
Elective	116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance	Level 3	5
Elective	116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	Level 3	6
Elective	255915	Conduct volunteer services in a specific environment	Level 4	5
Elective	117156	Interpret basic financial statements	Level 4	4
Elective	114738	Perform financial planning and control functions for a small business	Level 4	6
Elective	114736	Record business financial transactions	Level 4	5
Elective	120379	Work as a project team member	Level 4	8

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Demonstrate an understanding of the events industry*

SAQA US ID	UNIT STANDARD TITLE		
260177	Demonstrate an understanding of the events industry		
ORIGINATOR	PROVIDER		
SGB Travel, Tourism and Events			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Demonstrate an understanding of the national and international events industry.

SPECIFIC OUTCOME 2

Display an understanding of specific event genres for which event support services can be provided.

SPECIFIC OUTCOME 3

Describe the requirements associated with responsible events.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

ID	QUALIFICATION TITLE	LEVEL
Core 64470	Further Education and Training Certificate: Event Support	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Relate diversity to customer service

SAQA US ID	UNIT STANDARD TITLE		
260178	Relate diversity to customer service		
ORIGINATOR		PROVIDER	
SGB Travel, Tourism and Events			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	5

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Analyse important issues relating to diversity.

SPECIFIC OUTCOME 2

Demonstrate an awareness of the need to accommodate diversity and special needs in a service environment.

SPECIFIC OUTCOME 3

Plan for diversity and special needs in a service environment.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	64470	Further Education and Training Certificate: Event Support	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Provide logistical support for an event*

SAQA US ID	UNIT STANDARD TITLE		
260179	Provide logistical support for an event		
ORIGINATOR	PROVIDER		
SGB Travel, Tourism and Events			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	3

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Determine logistical requirements applicable to an event.

SPECIFIC OUTCOME 2

Coordinate logistical arrangements for an event.

SPECIFIC OUTCOME 3

Perform logistic administration for an event.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	64470	Further Education and Training Certificate: Event Support	Level 4