



**PRE-QUALIFICATION  
For  
APPOINTMENT OF ASSESSORS  
FOR THE CLASSIFICATION PROGRAMME**

**PROCURING ENTITY: TOURISM DEPARTMENT**



## TABLE OF CONTENTS

- 1. Introduction**
- 2. Background**
- 3. Objectives**
- 4. Terms of Reference**
- 5. Submission Requirements**
- 6. Selection and Evaluation Criteria**



### **1. Introduction:**

This document constitutes the Pre-Qualification information pertaining to the selection of suitably qualified individuals to be appointed as Hotel Grading Assessors for the National Hotel Classification Programme.

### **2. Background:**

The aim of the Hotel Classification Programme is to achieve a greater degree of standardization and professionalism within the tourism industry and help to raise standards across the sector. To ensure that the Programme runs smoothly, it is important that there is a pool of suitably trained assessors that is readily available to meet the needs for assessment. The Department is therefore seeking to set up a pool of independent assessors.

Selected candidates will thereafter undergo a mandatory 5-day training programme conducted by officials from the Tourism Grading Council of South Africa (TGCSA). The Hotel Classification training will include both theoretical and practical components. For the practical component mock on site assessments will be conducted. The training will conclude with a theoretical examination, after which successful candidates will be issued with a certificate and qualify for appointment as an Assessor.

### **3. Objective:**

The Tourism Department aims to set up a pool of qualified, independent Assessors who can be engaged for the assessment of establishments for the sustainable implementation of its National Hotel Classification Programme.

The aim of the assessor training is to firstly ensure that potential assessors can easily interpret the grading criteria, to refine their practical skills and techniques to impart knowledge and experience to carry out grading assessments fairly, objectively, and consistently. The training also seeks to educate the assessors on quality aspects in the hospitality industry, to familiarize them with the various quality standards when conducting the grading assessments.

The five-day training will cover 13 modules which includes local and international grading systems, trends and designs, linen and upholstery, quality in tourism, as well as detailed training on the application of the Universal Accessibility module.

The training sessions encompass the practical application of grading assessments of accommodation establishments by assessors, providing insights into managing the grading process. At the end of day four, assessors will be required to conduct a mock assessment of the hotel's offering, and to conclude the end of the training workshop a theoretical examination will be undertaken by the assessors.

### **4. Terms of Reference (TOR):**

#### **4.1 Scope of Work:**

The overall assignment of the Assessor will be to conduct, when called upon by the Hotel Classification Programme Secretariat, detailed assessments of accommodation establishments applying for the Grading Programme as per the approved criteria and Assessors SOP.

The Assessor's role shall consist of:

1. Setting a date with the hotel operator for the assessment visit.
2. Verify that all required documents are provided by the hotel.
3. Conduct assessment of the hotel as per the assessment criteria.



4. Ensure that all relevant points are discussed with the hotel personnel during the visit with the aim of assisting them through useful tips and advice.
5. Ensure written quality assessment reports is compiled in excel and forwarded in both digital format and hard copy to the Hotel Classification Programme Secretariat within four (4) days of the visit having taken place.
6. Ensure that all assessment visits are conducted in accordance with the Tourism Department standards and requirements;
7. To maintain a detailed knowledge of procedures and policies so that enquiries by applicants can be dealt with promptly and accurately;
8. Ensure that the targeted number of graded establishments as set out by the Department is achieved;

#### Deliverables / Outputs

1. The third party assessments are carried out effectively and efficiently within the given time frame
2. Clear reports with recommendations are forwarded to the Hotel Classification Programme Secretariat within four (4) days of visit taking place
3. The assessments are conducted in a fair and transparent way

#### 4.2 Eligibility Criteria

A comprehensive training will be provided by the Tourism Grading Council of South Africa (TGCSA) on assessment of products, it is not a requirement for applicants to have previous quality assurance experience. However, candidates should not own, currently employed at a tourism accommodation establishment. Candidates should

Hold one of the following qualifications

- Hold a diploma or degree in hospitality management or
- Minimum 3 to 5 years proven hospitality industry experience, or,
- Hold an ISO 9001 Quality Auditor and Lead Auditor certificate,

Possess the following experiences

- Five (5) years proven experience as a Hotel Inspector
- A demonstrable knowledge of domestic or international standards in accommodation and tourism products;
- Sales and/or marketing experience;
- Tourist/guest experience in tourism products;
- Should not own or currently employed at a Tourism accommodation establishment.

Possess the following personal qualities:

1. excellent oral and written communication skills;
2. Entrepreneurial spirit and high energy levels;
3. Highly professional;
4. High levels of personal grooming and presentable at all times;
5. Strong attention to detail and an investigative nature;
6. Self-motivation and the ability to balance the demands of work priorities;
7. Excellent time management skills;
8. ability to work as part of the team and to build strong relationships with wide range of people;
9. Excellent planning and organizational skills;
10. a "can do"/ passionate attitude with a sense of urgency and dedication to the success of the overall business mission; and a
11. Willingness to travel extensively;



#### **4.3 Remuneration**

Remuneration for assessors shall be subject to provisions set out in the set of Tourism Development (Standards) Regulations 2020.

#### **4.4 Confidentiality**

The Assessor shall not at any time communicate to any unauthorized person or entity any confidential information disclosed to him/her for the purpose of or discovered in the course of their appointments. Neither shall s/he make public any reports, conclusions or recommendations formulated in the course of, or as a result of, their appointment.

#### **5. Submission Requirement:**

Interested candidates are requested to submit their interest to the following; not later than **16<sup>th</sup> October 2023, at 4pm.**

##### **Submission must include the following documents:**

- Standard form
- Motivational letter explaining why you would like to be an assessor.
- Recent CV
- One Passport size photo
- References (two)

#### **6. Selection and Evaluation Criteria:**

The Tourism Department will form a committee to evaluate and appraise the submissions submitted by the deadline stated in Clause 5 to determine whether the applications are deemed to be responsive or non-responsive to the pre-qualification requirements, as listed below;

**First Stage;** of the Evaluation process shall involve the Mandatory and Administrative Requirements and ensuring that the applications are complete and responsive to the basic instructions.

This preliminary examination shall determine the following;

- a. The eligibility of the applicants, based on the requirements of the pre-qualification notice.
- b. Whether the applicants have provided all the relevant documents.

**Second Stage;** is the Technical Evaluation whereby using the information as provided by the applicants as per required in Clause 6 for the determination of the individual's capability to provide the required services.

The evaluation criteria and scoring will be as follows;



Description	Rating
<p><b>Experience and Knowledge:</b> Level and length of industry experience and knowledge related to the programme.</p>	5/
<p><b>Qualification:</b> Level of qualification in the required specific job-related work experience or formal education &amp; certifications.</p>	5/
<p><b>Conflict of interest:</b> In order to be eligible for the training programme, applicants must not own or be employed by any tourism accommodation establishment.</p>	5/
<p><b>Overall Evaluation*:</b> Summary of your perceptions of the candidate's strengths/weaknesses.</p> <p><b>*candidates scoring 10 and above will be selected for the training programme.</b></p>	<b>Total scoring = 15</b>



## APPLICANT'S PRE-QUALIFICATION – FORMAT

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Sub: Application to Pre-Qualify for Assessors for the Hotel Classification Programme

Dear Sir/Madam,

In response to the Pre-Qualification Notice published on .....  
for the above purpose, I would like to express interest to provide the above proposed services. As instructed, I attach the following documents:

1. Motivational letter explaining why I would like to be an assessor.
2. Recent CV
3. One Passport size photo
4. References (two)

Having examined the details given in the Pre-Qualification Notice and its respective document, I hereby certify that all the statements made and information provided and accompanying statements are true, complete, accurate and correct.

I acknowledge that an inaccurate statement or essential omission in a personal declaration or another document required by The Tourism Department might result in the rejection of my application or any other administrative sanction by The Tourism Department.

The Tourism Department may verify any statements which I made in this application.

I have furnished all information and details necessary for the Pre-Qualification and have no further pertinent information to supply.

I also agree that The Tourism Department and their authorized representatives can approach individuals, employers and firms to verify my competence and general reputation.

Sincerely Yours,

Signature of the applicant  
[Full name of applicant]

Date: