



**MINISTER
TOURISM
REPUBLIC OF SOUTH AFRICA**

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NATIONAL ASSEMBLY

QUESTION FOR WRITTEN REPLY:

Question Number: 3903
Date of Publication: 26 June 2026
NA IQP Number: 24
Date of reply: 23 July 2026

3903. Mr S M Maeco (ANC) to ask the Minister of Tourism:

Considering that, despite the Tourism Grading Council of South Africa consistently advertising funding and support mechanisms aimed at previously marginalised entrepreneurs, there remains a persistent gap between these commitments and the lived realities of small tourism operators in townships and rural areas, what (a) concrete interventions has (i) her department and (ii) the SA Tourism implemented to ensure that financial resources, incentives and support programmes are effectively disbursed and accessible to small guesthouses and bed and breakfast owners and (b) monitoring and accountability mechanisms are in place to prevent the opportunities from remaining inaccessible in practice?

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REPLY:

While the Department of Tourism implements a range of Enterprise Development interventions aimed at supporting previously disadvantaged tourism enterprises, including those operating in townships and rural areas, the Tourism Grading Council of South Africa (TGCSA) complements the Enterprise Development initiatives by providing quality assurance and developmental support that improve the readiness and competitiveness of tourism enterprises.

Current interventions include:

- The implementation of the **Basic Quality Verification (BQV) Programme**, a developmental quality assurance initiative designed to assist emerging tourism enterprises in meeting fundamental quality standards, thereby improving their operational readiness and creating a pathway towards formal grading.
- The collaboration with the **Department of Tourism's Enterprise Development Directorate** in the development of the BQV National Rollout Framework to align enterprise development

support with quality assurance interventions. This collaborative approach seeks to ensure that beneficiary enterprises receiving development support are also equipped to improve their quality standards and long-term sustainability.

- Collaboration on the **Homestay Incubation Programme**, where TGCSA provides quality assurance guidance and technical support to participating enterprises. This partnership assists homestay establishments in enhancing service quality, visitor experience, and market readiness while complementing the Department's enterprise development objectives.
- Awareness and outreach initiatives undertaken in partnership with provincial tourism authorities and municipalities to promote participation in quality assurance programmes, particularly among enterprises operating in rural and township economies.

END