



tourism

Department:  
Tourism  
REPUBLIC OF SOUTH AFRICA



*It's Possible*

## FUNDI TRAINING MANUAL

### *“The South African Specialist programme”*

#### 1. Introduction

The SA Specialist programme is an interactive learning experience designed to improve one's knowledge of South Africa and equip one with the skills to market South Africa as a tourist destination. Upon completion of the course, one will become a South African Tourism accredited Travel Specialist who has the knowledge to market South Africa as a destination. You are also entered into the South African Tourism (SAT) database of SAT Specialists and thus improve your profile. One will also receive a certificate confirming that one has successfully completed the course and this affords one an opportunity to be called or referred to as the 'SA Specialist' or 'South African travel expert'.

The course is free and online. **It has 13 modules which can be completed at your own time but within 90 days.** The modules are listed below.

#### 2. Modules

For one to become a South African Specialist he/she must complete four compulsory modules and three elective modules.

- **Compulsory modules (all four modules must be completed)**
  - ✓ An introduction to South Africa
  - ✓ More about South Africa
  - ✓ Tourism infrastructure
  - ✓ Selling South Africa

- **Elective modules (a minimum of three must be completed)**

- ✓ Eastern Cape
- ✓ Kwazulu Natal
- ✓ Western Cape
- ✓ Gauteng
- ✓ Free State
- ✓ Northern Cape
- ✓ North West
- ✓ Mpumalanga
- ✓ Limpopo

### **3. Frequently asked questions**

#### ***How does the course work?***

The SA Specialist course is an online, independent study course. This means that you study at your own time, when it suits you. All course material, including any tests are accessed online. You must complete all required course modules, including a final assessment, with a final pass mark of 80% to become a qualified SA Specialist.

#### ***What will it cost to do the SA Specialist course?***

The course is free. All the study material required is accessed can be found online. Access to the internet and self-motivation are all you need. There is nothing else to buy.

#### ***How long do I have to complete my SA Specialist course?***

You have three months (90 days) from the date on which you enroll to complete the course.

#### ***Does my SA Specialist qualification belong to me?***

Your SA Specialist qualification belongs to you, not your employer. You take it with you if you move to another branch in your company or to a new job.

***What do I get if I pass the course?***

You will receive a certificate confirming that you have successfully completed the SA Specialist course, and you will be entitled to use the name SA Specialist or South African travel expert in your marketing materials.

***What if I need help with my SA Specialist course?***

SA Tourism has a tourism helpline that you can call, or an email address you can contact: + 27 (0)83 123 6789;[saspecialist@southafrica.net](mailto:saspecialist@southafrica.net)

***What happens if I cannot complete my SA Specialist course in the required time?***

You will need to restart your course from the beginning.

**4. Getting started**

- Go to <http://saspecialist.southafrica.net/za/en/>
- Click register on the top right of your screen
- Fill in the required information to create your account and click submit at the bottom right of your screen
- After submitting your information you will be directed to the modules page and begin with the online training

**5. Course programme and processes**

The course offers 13 modules (don't worry you do not have to do them all). You are required to complete four compulsory pre-assigned modules, as well as three elective modules that you will choose from nine provincial modules. That makes a total of seven modules that you need to complete (you are, however, welcome to do more of the provincial modules to increase your knowledge of South Africa, should you wish).

In addition, you will have to take a final assessment.

Read through the relevant module content and familiarise yourself with both the text and any images and video. Once you have studied a module to your satisfaction, you will need to take a test specific to that module, in which you will need to score 80% or more to pass the 10-question multiple choice test.

Once all the relevant modules are done, complete the final assessment, consisting of 40 questions. Again, you will need to score 80% or more to pass.

On successful completion of the course, you will be able to access your SA Specialist certificate and a press release detailing that you have successfully completed the course.

***Good luck and enjoy!***