TRAVEL AND TOURISM

NATIONAL N-DIPLOMA: TOURISM (INCLUDES N4 –N6 CERTIFICATES)
City Campus

The National Certificates N4-N6 in Tourism is accredited by the Department of Higher Education and Training and Quality assured by Umalusi.

The tourism industry is an exciting and fluid one in which students have to be committed, passionate and willing to display excellent customer service skills. A career in tourism is demanding and requires people with good interpersonal and communication skills, a dedication to quality and good service. Students are thus equipped with the necessary knowledge, practical skills, competence and understanding required for successful employment in the Travel and Tourism industry.

Career Options

What will I be qualified as once I’ve completed this course?
Students will be employable in the various sectors of the Travel and Tourism industry in a junior position.

• Airline Ground Crew
• Foreign Exchange Agents
• Junior Travel Consultants
• Tourism Information Officer
• Front Office/Reservation Officers in the accommodation sector

• Car Rental Agents
• Reservation Agents at Inter-City Coach companies
• Tour Operators
• Cruise Consultant

What will I be able to do?
You will be equipped with the skills to provide the traveller with excellent customer service and to effectively and efficiently assist clients with reservations, information and assistance to make their travel experience memorable and hassle-free.

In which industries will I be able to work?
Tourism and Hospitality Industry

What could I do to further improve my skills and my chances of furthering my career?
After completing this qualification and achieving the necessary entry requirements at academic level you will be able to continue studying in a travel and tourism-related field at an institution specifically focussed on education and training for this industry, eg, at a University of Technology. Learners who successfully complete the qualification will also have the option of being awarded with the National Diploma in Tourism once you have completed an 18-month period of work in the industry. This Diploma is awarded by the Department of Higher Education and Training.

Programme Structure

What will I be studying during this course?

N4 SEMESTER 1
• Tourist Destinations N4
• Tourism Communication N4

N5 SEMESTER 2
• Tourist Destinations N5
• Tourism Communication N5

• Travel Services N4
• Travel Office Procedures N4

• Travel Services N5
• Travel Office Procedures N5
N6 SEMESTER 3
• Tourist Destinations N6 
• Travel Office Procedures N6 
• Travel Services N6 
• Hotel Reception N6

Enhancement Courses
• First Aid
• Effective Communication and Presentation Workshop
• Successful CV writing and interview Skills Workshop
• Amadeus (this is optional and is not included in the course fee)
• Within Africa Fares and Ticketing -Fares

Admission Requirements
What do I need to have completed before I can apply to study this course?
• Grade 12
• Must have the ability to communicate effectively in English
• Prospective learners will be required to undergo a placement assessment and individual interviews to assess suitability prior to acceptance

Duration
How long will it take to complete this course?
• 18 months, each level (N4-N6) takes 6 months to complete full-time
• Enrolment in January and July

(Part-time classes - not available)